Welcome!

I wish to extend our warm greeting on behalf of The Queen's University International Centre (QUIC), The Division of Student Affairs and Queen's University. Studying in a foreign country is an exciting adventure, and we want to ensure you are able to take full advantage of all the services and everything Queen's University has to offer.

Our priority is to help you be successful and achieve your academic goals. While studying at Queen's University you will be supported by dedicated International Student Advisors who are available to help you with your transition to Queen's and Kingston. They are fully prepared to answer immigration related questions and connect you to wide range of resources.

We also offer learning opportunities, such as intercultural awareness training and various workshops that will support you academically.

QUIC is known for its engaging and welcoming community. While studying hard is important, we encourage you to take advantage of regular social and cultural activities both on and off campus.

We believe that everyone joining our campus is rich with knowledge and experiences and we hope that you will take the opportunity to share them with us. We look forward to seeing you campus.

Sincerely,

Sultan Almajil, Director
Queen's University International Centre (QUIC)

Queen's University is situated on traditional Anishinaabe and Haudenosaunee Territory.
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Section 1

Welcome
1.1 Welcome to Kingston

Kingston: Where History and Innovation Thrive

More than 25,000 students from Queen’s University, the Royal Military College and St. Lawrence College call this city of 124,000 residents home during the academic year.

History and innovation thrive in our dynamic city located along the beautiful shores of Lake Ontario, an easy drive from Toronto, Ottawa and Montreal, in the heart of eastern Ontario. With a stable and diversified economy that includes global corporations, innovative start-ups and all levels of government. Kingston’s high quality-of-life offers access to world-class education and research institutions, advanced healthcare facilities, affordable living and vibrant entertainment and tourism activities.

The waterfront, downtown shopping, and an eclectic student neighbourhood are all steps from the Queen’s campus. Kingston tops national surveys for its high quality of life and vibrant downtown.

The first capital of Canada, historic Kingston boasts some of the finest examples of 19th century architecture in the country. (Source: City of Kingston)

To learn more about Kingston visit the following websites:

City of Kingston
City of Kingston Visitor and Tourism
Welcome to Queen’s University

We are people who want to learn, discover, think, and do.

Queen’s University is a community, 175+ years of tradition, academic excellence, research, and beautiful waterfront campus made of limestone buildings and modern facilities. But more than anything Queen’s is people.

Queen’s University is situated on traditional Anishinaabe and Haudenosaunee Territory. This ‘acknowledgement of territory’ statement is an institutional recognition of the traditional inhabitants of the land on which Queen’s University is located. To acknowledge this traditional territory is to recognize its longer history, one predating the establishment of the earliest European colonies. It is also to acknowledge this territory’s significance for the Indigenous peoples who lived, and continue to live, upon it and whose practices and spiritualities were tied to the land and continue to develop in relationship to the territory and its other inhabitants today. Please visit the Four Directions Indigenous Student Centre during your time at Queen’s.

We are researchers, scholars, artists, professors and students with an ambitious spirit who want to develop ideas that can make a difference in the world. People who imagine together what the future could be and work together to realize it.

Queen’s is one of Canada’s oldest degree-granting institutions, and has influenced Canadian higher education since 1841 when it was established by Royal Charter of Queen Victoria.

Located in Kingston, Ontario, Canada, it is a mid-sized university with several faculties and schools, as well as the Bader International Study Centre located in Herstmonceux, East Sussex, United Kingdom.

Queen’s balances excellence in undergraduate studies with well-established and innovative graduate programs, all within a dynamic learning environment. (Source: Queensu.ca)

To learn more about Queen’s visit the following websites:

Discover Queen’s University
Queen’s Encyclopedia

To learn about the resources that are in place to assist international students before and after they arrive, visit the following websites:

Queen’s University International Centre (QUIC)
Queen’s International
1.3 Checklist

☐ Review and follow the directions in your offer letter to
  ☐ accept your offer,
  ☐ pay your fees
  ☐ register for courses
  If you have any questions please contact Queen's (contact information included in your offer letter).

☐ Read this International Student Guidebook.

☐ Ensure your passport will be valid for the period of your time in Canada, plus a minimum of 3 months (6 months is recommended).

☐ Apply for any immigration document(s) necessary (Study Permit, visa or eTA) for you to enter and study in Canada, if required.

☐ Ensure you print a copy of your Offer Letter and your Letter of Acceptance and keep them with you for your entry into Canada (do not put them in your checked luggage).

☐ Note important Academic Dates, including Orientation.

☐ Make your travel arrangements.

☐ Check your Queen's e-mail account regularly and be sure to reply to the photo request for your Queen’s Student Card.

☐ Research accommodations.

☐ Contact your Faculty/School/Academic support regarding all academic issues.

☐ Exchange students consult your Faculty Exchange Coordinator regarding all academic issues.

☐ Make plans for temporary accommodation following your arrival in Kingston, if required.

☐ Pack and get ready for the education adventure of a lifetime!
1.4 Arriving in Canada

Be prepared to produce the following documents on arrival in Canada. You, and your family (if applicable), should carry hard copies as you may not have access to Wi-Fi or your phone/electronic devices at the border.

- passport (with Temporary Resident Visa, if required);
- Port of Entry Introduction Letter from the Canadian visa office (if you have one – not applicable for those that have not applied for a study permit);
- original or copy of your offer letter/letter of acceptance from Queen’s University;
- proof of financial support;
- a list of any items which you are sending separately, or which are not cleared personally at the time of your arrival (have the list stamped by immigration, if possible);
- any other documents that were recommended by the Canadian visa office (if applicable).

Carry these items and all other valuable papers, cash and/or traveller’s cheques on your person rather than in hand or checked baggage.

If you have a Port of Entry Introduction Letter from the Canadian visa office you must present it to Canadian Border Services Officials when you arrive. They will then give you your immigration document (i.e. study permit, work permit, etc.).

Everyone should check their permits for errors before leaving the Border Services Officer. It is much easier to have the Officer fix them immediately, than to try to get them fixed later.

If you are a student that expects to work during your time in Canada, it is very important to check for conditions that include the phrases “may work” or “may accept employment”. If your study permit does not include those phrases; please tell the Border Services Officer that issued your permit. All post-secondary students’ study permits should include such conditions (except exchange/short term and ESL students).

If this does not happen for any reason, see the International Student Advisers at the Queen’s University International Centre as soon as possible after arrival in Kingston.

Do not leave the border without your study permit.

The Canada Border Services Agency determines what can and cannot be brought into Canada.

If you plan to travel to Canada via the United States (or hope to visit the U.S. during your time here), please ensure you have the necessary travel documents. A visa to enter Canada does not permit entry into the United States. To determine if you require a visa to enter the U.S. please visit:

https://travel.state.gov/content/travel/en/us-visas.html

1.5 Getting to Kingston

Most students coming to Queen’s arrive in Canada through Toronto, Ottawa or Montréal. The travel time from each city centre to Kingston is approximately 3 hours, although trips from the international airports to Kingston often take a little longer. Once you arrive in Canada, if you have difficulties in finding your transportation at the airport go to the “Ground Transportation Area” for assistance.

Transportation options mentioned in this guide are examples only and can change at any time. Students are advised to research available transportation options prior to departure.

Note: It is important to carry enough Canadian currency to cover immediate costs. Prices can change without notice.
**By Air – Norman Rogers Airport**
You can fly directly to Kingston through Toronto with Air Canada. This option is least expensive when booked as part of your original flight to Canada. Travel from the Kingston Airport to Queen's will require a taxi. Taxis are available upon exit of the airport.

**From Toronto:**

**By Bus (direct from airport)**
There is a direct bus service, operated by Megabus (https://ca.megabus.com), from Toronto Pearson International Airport to Kingston and Queen's University campus that takes approximately 4 hours. Tickets can be purchased online or upon arrival in Toronto on the Arrivals Level of the airport.

Megabus stops in front of Goodes Hall on the Queen's University campus and at the Kingston Bus Terminal. Goodes Hall is approximately 100 metres west of Mitchell Hall which is home to the Queen's University International Centre (QUIC). Queen's Campus Map

Megabus has a stated limit of 1 large bag and 1 small carry-on bag on their coaches. Though they will try to take extra bags when there’s space, it is not guaranteed and you should pack accordingly.

**By Bus or Train (from downtown Toronto)**
The Union Pearson (UP) Express train (https://www.upexpress.com/) travels regularly from Toronto's Pearson International Airport to downtown Toronto's Union Station, where you can board a Via Rail train to Kingston. The UP train is less expensive than a taxi. Student fares are only available for those aged 19 and under.

The Toronto Transit Commission (TTC) and GO Transit offer very inexpensive service between Toronto’s Pearson International Airport and downtown Toronto. You can find more information about the routes and options at the Greater Toronto Airport Authority website.

From downtown Toronto, you can take the Megabus or a Via Rail train to Kingston.

Upon arrival in Kingston, local buses and taxis are available from the train and bus stations. Taxis are more expensive but will take you directly to your destination.

**From Ottawa:**

**By Bus or Train**
A shuttle service operates between MacDonald-Cartier Airport and downtown Ottawa hotels. It departs at the Level 1 curb outside the terminal in the arrivals area. This is a less expensive option than a taxi.

The local bus service operated by OCTranspo also serves the airport. Route 97 departs the terminal at the curb outside the Arrivals area. Tickets are available at the “Ground Transportation Desk” located on Level 1 at the centre door of the Arrivals area. Full information about transportation options from the Ottawa airport to downtown Ottawa can be found at the MacDonald-Cartier Airport website.

Bus service from Ottawa to Kingston is available through Greyhound Canada. Train service is available through Via Rail. Neither the bus nor train terminals are directly in downtown Ottawa.

Upon arrival in Kingston, local buses and taxis are available from the train and bus stations. Taxis are more expensive but will take you directly to your destination.

**From Montréal:**

**By Bus or Train**
The Montreal public transit service (STM) operates “Express Bus 747”, a shuttle service from Montreal’s Pierre Elliott Trudeau International Airport to the Montreal Central Bus Station. Tickets can be purchased at the currency exchange on the international arrivals level. This service is much less expensive than a taxi.
There is a shuttle service between the airport and Dorval Station. From the Dorval Station you can take Via Rail directly to Kingston.

The Montreal public transit service (STM) offers service to and from Pierre Elliott Trudeau International Airport with a combination of bus/commuter train/metro. To get to downtown Montreal, you can catch the #204 East bus at the airport’s Departures entrance on the ground level. Take the “Gare de Dorval” bus to the Dorval Station, where you can take a commuter train into Montreal or a Via Rail train directly to Kingston. Bus schedules for route #204 East are available at the STM website. Commuter train schedules from the Dorval Train Station are available at the ATM website.

From downtown Montreal, you can take a bus (through Megabus) or train (through Via Rail) to Kingston.

Upon arrival in Kingston, local buses and taxis are available from the train and bus stations. Taxis are more expensive but will take you directly to your destination.

### 1.6 Arriving at Queen’s University

During Business Hours

The Queen’s University International Centre (QUIC) is open Monday through Friday from 8:30 am until 4:30 pm, except holidays.

During late August, early September and early January, QUIC offers extended hours to help provide a safe, comfortable place for new arrivals. See our Welcome and Orientation page for more information.

We encourage all new international students and scholars to visit QUIC upon their arrival in Kingston. We have prepared welcome packages for you that contain information about our programs and services, as well as services offered by other departments and groups within the University. The packages also include maps of Queen’s campuses, central Kingston and city bus routes.

Evenings and Weekends (without accommodation)

Mitchell Hall (where our office is located) is open until 11:00 pm. There will be signs up on the doors of our Office (Room 208) listing some potential hotels and bed & breakfasts which you can use for immediate temporary accommodations if you do not have any already booked. To find out more about temporary accommodations before you arrive in Canada, check the Housing section in this handbook.

The AMS student-run Walkhome Program operates from sunset until 2 or 3 am. Use this service or call a taxi if you have any concerns about getting to your destination on your own.

Please come to QUIC on the next business day to receive your orientation package, complete your UHIP registration, and get your questions answered.

Evenings and Weekends (for students living off campus)

Students living off campus will need to make arrangement for their arrival with their landlords, including students living in John Orr Tower or An Clachan. Landlords will need prior notice to your arrival as they may not be available to give you access to your accommodation on certain days/times.

The AMS student-run Walkhome Program operates from sunset until 2 or 3 am. Use this service or call a taxi if you have any concerns about getting to your destination on your own.

Please come to QUIC the next business day to receive your orientation package, complete your UHIP registration, and get your questions answered.
Evenings and Weekends (for students living in Queen’s residences)

If you will be living in residence for the duration of your time at Queen's and have received permission from the Residence Admissions Office to move in after hours, you can check-in at the residence desk in your residence. These desks are open 24 hours a day, so even if you arrive in Kingston at 4:00am, you are able to check-in as long as you have permission from with the Residence Admissions office.

The Queen's Main Campus Map and Queen's West Campus Map will help you find these buildings.

- Victoria Hall Desk is the main desk for: Victoria Hall, Graduate Residence and Harkness Hall
- Leggett Hall Desk is the main desk for: Adelaide Hall, Ban Righ Hall, Chown Hall, Leggett Hall, Morris Hall, Smith House
- Watts Hall Desk is the main desk for: Leonard Hall, Gordon House, Brockington House, McNeill House, Brant House, Watts Hall
- Jean Royce Hall Desk is the main desk for: Jean Royce Hall Phase one and two
- Waldron Tower Desk is the main desk for: Waldron Tower

For further information, please visit Queen's Residences’ Moving in/Out web page.

The AMS student-run Walkhome Program operates from sunset until 2 or 3 am. Use this service or call a taxi if you have any concerns about getting to your residence on your own.

Please come to QUIC on the next business day to receive a welcome package, complete your UHIP registration and get your questions answered.

Further Questions?

If you have further questions, please contact the International Student Advisers at the Queen's University International Centre. Our office hours are Monday to Friday between 8:30am and 4:30pm, or send us an email: isa@queensu.ca.

Queen’s Campus Security and Emergency Services operates 24 hours a day, 7 days a week.

If you arrive at night and are concerned for your safety, they can be contacted through the emergency phone network (each outdoor phone is identified by a blue light above it). Campus Security phone number: 613-533-6111.

Download student safety app, SeQure, prior to arrival at Queen’s.

1.7 After Arriving at Queen’s

<table>
<thead>
<tr>
<th>Step 1</th>
<th>QUIC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location</td>
<td>69 Union St., Mitchell Hall, room 208.</td>
</tr>
<tr>
<td>Purpose</td>
<td>• To meet the QUIC team and learn how QUIC can support your smooth social and cultural transition to Queen’s University.</td>
</tr>
<tr>
<td></td>
<td>• To pick up an Orientation Package, learn about ways to get involved during our time at Queen’s, and learn about other support services available on campus.</td>
</tr>
<tr>
<td></td>
<td>• To access and print your proof of UHIP Health Insurance coverage.</td>
</tr>
<tr>
<td>What to Bring</td>
<td>• Your student number.</td>
</tr>
<tr>
<td></td>
<td>• Your Letter of Admission to Queen’s.</td>
</tr>
<tr>
<td>When</td>
<td>The first business day after arrival at Queen’s.</td>
</tr>
<tr>
<td>Exchange Students</td>
<td>Contact your Faculty Exchange Coordinator for arrival instructions, your orientation schedule and student photo-ID card pick up.</td>
</tr>
<tr>
<td>Graduate Students</td>
<td>Contact your Faculty or the School of Graduate Studies for more information.</td>
</tr>
</tbody>
</table>
Step 2  
**SOLUS Enrollment and Student Card Pick-up**

<table>
<thead>
<tr>
<th>Contact</th>
<th>Questions may be directed to the Office of the University Registrar photo ID assistant. <a href="mailto:student.card@queensu.ca">student.card@queensu.ca</a>  T: 613 533-2040</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>To receive your student photo-ID card with validation sticker</td>
</tr>
<tr>
<td>What to bring</td>
<td>Your Queen’s University student number</td>
</tr>
<tr>
<td>When</td>
<td>Pick up schedule available at <a href="http://queensu.ca/registrar/studentid">http://queensu.ca/registrar/studentid</a></td>
</tr>
</tbody>
</table>

Step 3  
**Your Faculty Office for advice on academic matters and information on faculty-specific programs and opportunities**  
[http://www.queensu.ca/academics/support](http://www.queensu.ca/academics/support)

<table>
<thead>
<tr>
<th>What to bring</th>
<th>Your student card and/or student ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>When</td>
<td>As soon as possible after steps 1 and 2</td>
</tr>
</tbody>
</table>
| Exchange Students | Faculty of Arts & Science: B206, Mackintosh-Corry Hall  
Faculty of Education: A101, Duncan McArthur Hall  
Faculty of Engineering and Applied Science: Room 300, Beamish-Munro Hall  
Faculty of Law: Room 200D, Macdonald Hall  
Smith School of Business (Commerce, MIB, and MBA): Room 321, Goodes Hall  
School of Graduate Studies: Room 425, Gordon Hall |
| Graduate Students | School of Graduate Studies: Room 425, Gordon Hall  
Faculty Advisor Departmental Graduate Coordinator |

1.8 **Important Dates**

Check your start date with your programs before you make travel plans. Some courses have early start dates. Orientation activities are scheduled for the first week of September, most classes start the same week, although some programs, specifically at the Graduate level, have pre-sessions so again it is important to double-check with your program. Ensure that you have time to settle in properly before your courses start.

For the term dates, please consult the Office of the University Registrar's Sessional Dates for your Faculty: [http://queensu.ca/registrar/resources/sessional-dates](http://queensu.ca/registrar/resources/sessional-dates)

**Exchange Students** confirm your start date with your Exchange Coordinator.

**Graduate Students** confirm your start date with your program.

1.9 **Orientation Programs**

The Queen's University International Centre (QUIC) provides welcome and orientation services whenever an international student, scholar or staff member arrives. Information packages about our programs and services, as well as those provided by other departments at Queen's.

[QUIC’s Welcome and Orientation Schedule](http://queensu.ca/registrar/resources/sessional-dates)

**Fall-Term Arrival**

Orientation and welcome activities are coordinated by multiple groups across the university including: QUIC, your academic faculty/school, The School of Graduate Studies, and various levels of student government. The Queen's University International Centre (QUIC) offers welcome activities as well as orientation sessions for newly-arriving undergraduate and graduate degree-seeking international students as well as students studying at Queen's as part of a formal exchange agreement. QUIC provides extended hours to help ensure a safe and comfortable arrival in Kingston.
In addition to QUIC’s International Student Orientation Program, some academic faculties will offer orientation sessions. Those living in a Queen’s University Residence will have the opportunity to participate in residence orientation activities. An optional student-run orientation known as NEWTS (New, Exchange and Transfer Students) week is provided for exchange students and others.

**Additional orientation and welcome activities:**
- **Undergraduate degree-seeking students:** Check the Queen’s Orientation website.
- **Graduate degree-seeking students:** Check with your academic department and the School of Graduate Studies.
- **Exchange students:** Check with your faculty exchange coordinator, the Residence Admission Office (if applicable) and the student-organizers of NEWTS week.

**Winter-Term Arrival**

QUIC offers orientation and welcome sessions prior to and following the start of classes in January. While not as extensive as the fall orientation, the winter orientation provides useful information and an opportunity to connect with students from across the university. For details, please visit: quic.queensu.ca/international/welcome.

The Queen’s University International Centre also offers extended hours during this period. This is meant to provide a safe, comfortable environment to meet other students and settle in upon your arrival at Queen’s.

**Additional orientation and welcome activities:**
- **Undergraduate Students:** Check with their academic faculty regarding faculty-specific orientation activities and sessions.
- **Graduate Students:** Check with their academic department and the School of Graduate Studies.
- **Exchange students:** Check with their faculty exchange coordinator.

**Starting at Other Times**

Queen’s University International Centre staff are available to provide information about banking, housing, orientation to campus and the wider community. New international students are encouraged to pick-up an information package about QUIC, its services and programs, as well as information about services provided by other departments to all members of the Queen’s Community.

**Additional orientation and welcome activities:**
- **Undergraduate Students:** Check with their academic faculty regarding faculty-specific orientation activities and sessions.
- **Graduate Students:** Check with their academic department and the School of Graduate Studies.
- **Exchange students:** Check with their faculty exchange coordinator.

Whenever you come to QUIC you will find tea and coffee, local and national newspapers, computers (and Wi-Fi), friendly conversation, and a place to meet new people.
Section 2

Immigration
2.1 Making Sense of Immigration

You are responsible for maintaining your, and your families’ (if applicable), immigration status and obeying immigration regulations while studying in Canada. Check your immigration documents – study permit, work permit, and/or Temporary Resident Visa – to make sure they are accurate. Write down when they need to be renewed so you can remain in Canada without interruption.

There are three immigration statuses in Canada: citizens, permanent residents, and temporary residents.

International students, foreign workers, and visitors are all temporary residents. As a temporary resident, you may have several immigration documents:

- **Passport** – If your passport will expire while you are in Canada, all of your Canadian immigration documents will normally expire at the same time. In most cases, you can apply to extend them after you obtain a new passport. Passport applications can take three months or more, so apply for a new passport as soon as possible to avoid interrupting your studies. To apply for a new passport after arriving in Canada, contact your country’s embassy or consulate that serves Canada.

- **Permit** – a study permit, a work permit, or a visitor record. A valid permit authorizes you to remain in the country while you study, work, or visit. Visitors usually have either a stamp in their passport or a paper visitor record (both grant the same rights and responsibilities).

- **Visa** – Temporary Resident Visa (TRV) is used for entry into Canada. The TRV must be valid on the date that you enter Canada but can expire any time after that. Only citizens of certain countries require a TRV: See [http://www.cic.gc.ca/english/visit/visas.asp](http://www.cic.gc.ca/english/visit/visas.asp) for a list of these countries. A TRV may allow for single or multiple entries and it is usually obtained through a Canadian visa office (e.g., consulate or embassy) outside of Canada. Citizens of countries that are exempt from the TRV requirement must have an Electronic Travel Authorization (eTA) to be allowed to fly into Canada.

2.2 Study Permits and Entry Visas

A **study permit** is written authorization issued to international students giving them permission to study in Canada. It is required for programs longer than 6 months. If you will study in Canada for fewer than 6 months, you can do so as a visitor (i.e. a study permit is not required). If there is a chance that you will choose to study for more than 6 months, you should apply for a study permit before coming to Canada because applications for initial (first) study permits must be processed outside of Canada.

Students from some countries require a **Temporary Resident Visa (TRV)** to be eligible to enter Canada. For applications submitted outside of Canada, a temporary resident visa (if required) will be issued automatically as part of a successful study permit application.

Students who do not require a TRV will require an **Electronic Travel Authorization (eTA)** to fly into Canada. An eTA is valid for 5 years or until the expiry of your passport (whichever comes first).

Applications are made online and require a valid passport, e-mail address, and credit card. In most cases, an eTA will be issued in minutes. For applications submitted outside of Canada, the eTA (if required) will be issued automatically as part of a successful study permit application.

- If you would like to work on or off campus during your time at Queen’s, you must have a valid study permit, and be a full-time registered student at Queen’s.
- Exchange Students are NOT eligible to work off-campus. Exchange Students with a valid study permit are eligible to work on-campus.
- Students in English as a Second Language Programs or Preparatory programs are not eligible to work off-campus.
Spouses of international student are able to apply for a Study Permit or a Work Permit from within Canada. The spousal work permit is an open work permit.

Minor children of international students already in Canada can attend school up to grade 12 under visitor status (without a Study Permit).

To obtain a study permit and/or a temporary resident visa (entry visa) from outside of Canada you can apply through a Visa Application Centre (VAC) or a Canadian Embassy/Consulate. These applications can take as little as a few days and as long as 3 months to be processed.

General requirements include:

- A valid passport;
- Proof of acceptance from Queen's University;
- Proof of adequate funds to cover living expenses for you and any dependents coming to Canada with you. Generally accepted evidence includes personal bank statements and/or letters pledging financial support from family or other sponsors;
- A medical examination may also be required;
- Citizens of some countries must provide biometrics (digital photographs and fingerprints);
- Any additional documents required by the immigration office where your application will be processed.

Online applications involve completing a questionnaire where the answers given determine the application form and supporting documents you need.

Country-specific requirements for paper applications are available through Immigration, Refugees and Citizenship Canada.

You can find the forms and guide for the country that you are applying from at:

https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada.html

Be sure to keep copies of all documents sent to and from Immigration, Refugees and Citizenship Canada.

Further information can be found through:

- The Queen's University International Centre (QUIC)'s Studying in Canada page or;
- Immigration, Refugees and Citizenship Canada website;

If your research results in further questions, you can also contact an International Student Adviser at:

isa@queensu.ca

If your application is successful, the visa office will provide you with a Port of Entry Introduction Letter. You must present this letter to Canadian Border Services Agency (CBSA) officials when you enter Canada. They will give you your study permit at that time.

Everyone should check their permits for errors before leaving the CBSA Officer. It is much easier to have the Officer fix them immediately, than to try to get them fixed later.

If you are a student that expects to work during your time in Canada, it is very important to check for conditions that include the words “may work” or “may accept employment”. If your study permit does not include those words, please check with the CBSA Officer that issued your permit.

If you have any questions about your permits please see the International Student Advisers at the Queen's University International Centre as soon as possible after arrival in Kingston.

DO NOT leave the border without your Study Permit.
2.3 Extend/Renew a Study Permit

Your first Study Permit, the one approved abroad, is normally valid for the expected length of your study program. If it needs to be extended/renewed for any reason, such as your initial study permit was not long enough or you need to extend your study time, you can apply for a study permit extension from within Canada before it expires. The expiry date is extremely important. Do Not Let It Expire. If you need to extend/renew your study permit it is recommended that you apply for an extension 2 – 3 months before your current study permit expires. Do not leave it until the last day. Instructions for apply for a study permit extension can be found on the Quic website. Once your new study permit is issued you can apply for a new Temporary Resident Visa (if required) through IRCC’s online application system.

If you attended High School in Canada, you must apply for a new study permit to begin your studies at Queens. The study permit issued for high (secondary) school is not valid for post-secondary studies. Follow the same instruction for extending a study permit.

2.4 Co-Op Work Permit

If a work placement, such as a placement, internship, practicum, co-op, etc., is a requirement of your program of study you will require a Co-Op Work Permit. The Co-Op Work Permit is only valid for work that must be completed as part of program requirements and cannot be used for any other type of work (i.e. part-time job). There is no cost to apply for a Co-Op Work Permit.

If your offer of admission includes confirmation of the mandatory placement, the Co-Op Work Permit can be requested as part of an initial study permit application. If it is not included, the work permit can be applied for after arrival in Canada. If you have to apply for a Co-Op Work Permit after arrival it is important to check with your department/program/faculty to confirm when the placement/co-op will begin. This is to ensure that there is enough time to apply for the work permit and for it to be issued before you have to start your placement/co-op. Co-Op Work Permit applications can take 2 – 4 months to process.

2.5 Post Graduate Work Permit (PGWP)

Students who complete an academic degree, diploma or certificate program at a Designated Learning Institution (DLI) that is at least 8 months in length may be eligible for a work permit through the Post-Graduation Work Permit Program (PGWPP).

This program is available after successful completion of the program. The PGWP is an “once-in-a-lifetime” program which means that even if you complete three degrees in Canada, you can only receive the PGWP once.

The Post-Graduate Work Permit is an “open” work permit. This means that it is not tied to a specific employer and a job offer is not required to apply.

When to Apply

You must submit your PGWP application within the 180 days following the completion of the requirements of your program.

Undergraduate students are usually considered to have completed the requirements of their degree on the date that marks are released after their final exams. For graduate programs, it is the date the revised thesis is submitted (in thesis-based programs). Check with your Faculty, academic department, or the Office of the University Registrar to confirm.
**PGWP Validity Period chart:**

<table>
<thead>
<tr>
<th>Length of academic program</th>
<th>Length of work permit (estimate only)</th>
</tr>
</thead>
<tbody>
<tr>
<td>8 months to 2 (academic) years</td>
<td>one month of work for every month of study</td>
</tr>
<tr>
<td>2 (academic) years or longer</td>
<td>Eligible to apply for a 3-year work permit</td>
</tr>
</tbody>
</table>

Check with International Student Advisors at QUIC to learn more about this work permit.

### 2.6 Visiting the United States

International students may apply for a U.S. visa via the U.S. Consulates in Canada. Information on how to apply for a U.S. visitor visa is available through the [U.S. Department of State](#).

### 2.7 Documents for Families

The accompanying family members of an international student or worker (i.e. spouse, partner and/or children) are eligible to apply for a permit to stay in Canada as long as the student or worker continues to have legal status. The spouse or partner may also be eligible to apply for a work permit that gives them the right to work in Canada.

If the spouse or partner is admitted into an academic program, they will need to have or apply for a study permit but they may apply for their study permit from within Canada. Visit the [QUIC Spouses, Partners and Families](#) page for more information.
Section 3

Housing
3.1 Temporary and Short Stay Options

You may need to arrange temporary accommodation for your first few nights in Kingston, if you can’t move into your permanent housing upon arrival. If you need to arrange a place to stay for a few nights you should book this prior to arriving in Kingston. Some motels/hotels may offer discounted rates for students; it may be also a good idea to ask about their cancellation options if your plans change, please inquire directly with the provider at the time of booking.

Summer Accommodations at Queen’s Residences

Between May and August, arriving students who do not have their long-term accommodation arranged may request a temporary residence room on campus, provided by Summer Accommodations. When making reservations, you will be required to provide your name, arrival date and your student number. To inquire about availability and to make a reservation, email or use the online system.

Other options

- Canada Homestay Network – short stays with local families
- Kingston AirBnB

Hotels and Motels Near Campus

- Confederation Place Hotel, 237 Ontario St., 613-549-6300
- Econo Lodge City Centre, 840 Princess St., 613-549-4546
- Howard Johnson Inn, 686 Princess St., 613-546-6616

3.2 Long Term Accommodations

Queen’s Residences/Residence Halls (dormitories)

Queen’s University Residences provide a wide range of living environments in 17 buildings across campus, offering students a mix of co-ed and single gender arrangements in single, double, triple and quad rooms. Along with providing invaluable opportunities to meet and make friends with students from diverse backgrounds, experiences and perspectives, living in residence offers students a supportive environment to develop new personal and social interests, and to receive support for academic goals, health and well-being. For application deadlines, visit Queen’s University Residences.

Exchange Students

The university has designated buildings at Jean Royce Hall that are available to exchange students. Jean Royce Hall is a mixed gender residence that is home to first-year undergraduate and international exchange students on Queen’s West Campus. West Campus located on a direct bus route to Main Campus or a 15 – 20 minute walk.

Single private rooms are provided with shared kitchen and bathroom facilities. Students can choose to cook or purchase an optional meal plan for use at dining facilities around campus.

Check out Virtual Tours of Residences at: www.residences.housing.queensu.ca/virtualtours/jeanroyce

For information about applying, including deadlines and fees, please visit:
https://residences.housing.queensu.ca/coming-to-residence/how-to-apply/applications-by-student-type/exchange-students/

You will need your Queen’s student ID (number).

Rooms are assigned by a computer lottery process and are not guaranteed. Students will be notified whether they have been successful in the lottery by mid-July.
Queen’s Community Housing

Community Housing offers accommodations owned by the University, including apartments in An Clachan and the John Orr Tower (primarily for Graduate Students) – all rental units are governed by the Residential Tenancies Act (2006), typically for one year fixed term leases; some 8-month options may be available. Community Housing also operates community listings, where individuals advertise their room/apartment/house for rent.

Other Options

- Kingston Student Housing Co-op
- Alma Mater Society (AMS) Housing Resources
- Queen’s Facebook Housing Group – Queen’s email address and Facebook account are required to access these listings;
- Public Facebook Group for Off-Campus Housing
- Housing Anywhere
- Varsity Properties
- Kingston Rental Corporations
- Zooken Search

Please note: Queen’s University does not endorse or warrant the quality of the information found on housing search platforms/advertisements. When utilizing various resources please use some precaution as some advertisements may be fraudulent. Never pay a deposit or wire funds based on an ad without actually speaking with the advertiser/meeting them in person. More information regarding housing scams is posted at https://quic.queensu.ca/resources/housing-support/how-to-avoid-being-scammed/.

If you have any questions, please contact the QUIC Housing Support at IHC@queensu.ca.

3.3 Frequently Asked Housing Rental Questions

Students are encouraged to contact Queen’s Student Community Relations with questions related to tenant rights and responsibilities (their office is located in Mitchell Hall, room 202). Student Community Relations may also help you understand your lease and review your document(s) with you.

1. Can a landlord refuse to rent an apartment or house to me because of…?

- my place of origin, ethnic origin, race, ancestry, citizenship?
- my religion?
- my disability?
- my age?
- my sex, my sexual orientation, same-sex partnership status, marital status?
- the fact that I am pregnant or have children?
- the fact that I am receiving social assistance?

**NO.** The Ontario Human Rights Code makes it against the law for landlords to discriminate against you in any of these ways.

Exception: If you rent a room or an apartment where you live with the owner’s family and share their kitchen and/or bathroom, a landlord can refuse to rent or can terminate a lease for any of the reasons stated above. Be aware that you can be evicted without notice, unless you have a written contract that states otherwise.
2. Can a landlord ask for first and last month’s rent?

**YES.** The last month’s rent acts as a deposit. This money is held as payment for last month’s rent and not as security against things being broken or damaged. The landlord is required by law to pay you a small percentage of interest once a year on your rent deposit. This amount fluctuates yearly but was 2.5% in 2013. The rate is set by the Ontario Landlord and Tenant Board. The first month’s rent is usually due on the first day of your tenancy.

3. Can a landlord ask for more than first and last month’s rent?

**NO.** Except for first and last month’s rent, it is illegal for a landlord to ask you to pay more than one month’s rent at a time. A landlord may ask you to pay for your keys only if you lose them, but this cannot be more than the actual cost of the keys. All other deposits are illegal (e.g. cost of appliances or curtains, a damage deposit in addition to last month’s rent, application fee).

4. What are my rights if I agree to take a place without having seen it first?

You have the right to an apartment or house that meets minimum health and safety standards. If possible, we recommend that you actually look at a place before entering into any rental agreement.

5. I signed my lease even though the place was in poor condition. Do I have the right to ask for repairs?

**YES.** The landlord has a responsibility to make sure your apartment or house meets minimum health and safety standards. Any contact with the landlord should be followed up in writing. If the landlord does not respond to your request, contact the Property Standards Department.

6. Can a landlord ask me for a guarantor or co-signer?

**YES.** A landlord may ask for a guarantor or co-signer. This person becomes responsible for the remaining rent or lease if you leave your apartment or house without paying the rent. A landlord may also ask for letters of reference from previous landlords, employers, or supervisors.

7. Can a landlord enter my apartment or house anytime?

**NO.** A landlord is required to give you written notice 24 hours in advance. In most cases, your landlord can only enter your home between 8 am and 8 pm. However, the law does allow your landlord to enter your place without notice if there is an emergency or if you agree to let her/him in. If your landlord continues to enter your place without proper notice or for reasons unrelated to the rental and upkeep of the apartment or house, this may be harassment. You can contact the Human Rights & Equity Office for advice.

8. What might constitute harassment?

Harassment is a comment or action that is known, or should be known, to be unwelcome. Some examples include:

- comments about your appearance,
- comments about your private life,
- comments about your relationships,
- sexual suggestions or advances toward you,
- contacting you at unreasonable hours,
- entering your apartment without proper notice,
- comments about your cooking,
- cutting off important services like heat and electricity, or
- threats to harm you.
9. Can a landlord refuse to rent to me because of my disability?

NO. A landlord must make appropriate changes to the apartment or house to accommodate for your disability. Appropriate accommodation means that the landlord is required to make changes that meet your needs in a dignified way without causing undue hardship to her/his business. For more information, contact the Queen's Student Community Relations Office or the Human Rights & Equity Office.

3.4 What to Know Before you Rent

What constitutes the best place to live is not the same for everyone, therefore each student’s housing search will be different. Budget, proximity to school, shopping and services, and personal preference all play a role in helping you choose housing. Each situation however shares some commonalities:

- A written contract is the best way to be clear how much you are paying and for what – don’t be afraid to ask for clarification of what is meant by “clean”, or “shared”;
- You should never provide money until you are certain of your decision – rental contracts are usually binding, even if you feel a situation was misrepresented;
- You should always be given a receipt for any money given to the landlord;
- Every person has the right to a home that meets minimum health and safety standards. Resources to help you understand and exercise your rights are generally free of charge.

There are lots of resources that help guide your housing search and many more should you have difficulty with your housing:

- Queen’s Student Community Relations assists with lease review before you sign your contract to better understand your rights and responsibilities.
- Kingston Transit has an online trip planner so you can see what transit options are available from different addresses.
- Utilities Kingston (613-546-0000) can provide factual information on average utility costs for any City address.
- Check Queen’s Walkhome to see the boundaries of their free safety service.

Here is a list of further links to services that can be helpful information and support:

- Common Canadian Housing Terms
- Community Legal Education Ontario
- Human Rights & Equity Office
- Kingston Property Standards By-Law
- Kingston Transit (Bus Service)
  Queen’s Campus Security and Emergency Services
  Queen’s Legal Aid
- Ontario Landlord and Tenant Board (Tenants Rights)
- Special Needs Housing
- Single Gender Housing
- Your House Hunting Checklist
- Your Move-In Checklist
Section 4

Health Insurance
Health care is very expensive in Canada if you don’t have adequate health insurance. For example, you may have to pay over $1000 dollars for one trip to the hospital’s emergency room or several thousand dollars per day for a hospital stay.

**Health Insurance Needs (Primary coverage + Supplementary coverage)**

There are two types of health insurance plans in Ontario: **primary** and **supplementary**. These plans offer different types of coverage but when combined offer a level of coverage for most student needs in Ontario and beyond. To review how the plans differ or to see contact information for each plan, see: Understanding Healthcare.

### 4.1 Primary Health insurance

The University Health Insurance Plan (UHIP), is a primary health insurance plan that is **mandatory for international students and for their dependents [spouse &/or child(ren)]** - when residing in Ontario for more than 3 weeks, and the plan is administered by the Queen's University International Centre (QUIC).

**UHIP Coverage:**

Includes support for most services provided by physicians at clinics and hospitals for:

- Emergency and routine needs within Ontario [ie-doctor visits, medically necessary x-rays, lab testing, surgery, hospitalization, pregnancy, mental health support (psychiatry), etc.]
- Emergency needs only when in other Canadian locations
- Emergency needs only (and very limited) when in locations outside of Canada

To help minimize costs for students, the UHIP insurer has established a network of preferred providers (clinics and hospitals) across the province.

The preferred clinic for students in Kingston is the campus clinic called Student Wellness Services. For information about available services and appointment options see: [queensu.ca/studentwellness/](http://queensu.ca/studentwellness/)

Other preferred locations can be reviewed and printed from the UHIP Portal process noted below.

You will need to show your printed proof of coverage card for every clinic or hospital visit and may be billed for services if not provided or at the discretion of the providers billing practices.

Should you be billed for services, the Make a Claim process, can assist you to recover the appropriate reimbursement. UHIP provides coverage similar to that provided by the provincial health plan called OHIP and by plan design will cover the same procedures to a maximum of 125% of OHIP Procedure Codes/Rates.

Note: As a primary plan, UHIP does NOT provide coverage for: medicine/vaccines, dental needs, vision care, or physiotherapy and has very limited travel coverage for outside of Canada. Instead, this type of coverage is provided from a supplementary health plan. For this reason, you are strongly encouraged to have coverage for yourself (and your dependents) in the supplementary health plan from your student government office.

**UHIP Enrolment and Renewal Process:**

Enrolment is automatic for international students and the fee, called International Health Care will be posted directly to your SOLUS account. Students must add or renew coverage for their dependents through the UHIP Portal (see below), each and every enrolment period and within the first 30 days or a $500 late enrolment penalty will apply.
With enrolment in UHIP, you will receive an email message titled: *UHIP-Action Required* to your Queen's email account in advance of your term start or renewal period (mid-August, mid-December &/or mid-April). This email provides direct and immediate access to the **UHIP Portal** where you can obtain proof of coverage, add dependents to coverage or opt-out (although opt-out eligibility is very limited). The UHIP Portal is also available on QUIC’s website for ease of access.

Entry to the UHIP Portal will allow you: to print your proof of coverage card, to familiarize yourself with coverage and to seek early clarification should you have any questions.

You are encouraged to enter the UHIP portal in advance of travelling to Queen's (and regardless of when you make your payment for coverage), so that you have health insurance documentation should it be required for your entry needs. Failure to do so before the term opt-out deadline(s) of: October 15 (fall), February 15 (winter), or June 15 (summer), will not negate coverage or your responsibility for fees due.

**New domestic students** are also eligible to enroll in limited UHIP coverage by email request at the start of studies and during the standard provincial plan waiting period.

**When completing studies (for degree program international students only)**

As you are nearing the completion of your degree, you must reach out to the UHIP Administrator to review your coverage options. UHIP is not cancelled automatically and will require student emailed direction before an adjustment is made based on eligibility (fees will apply).

**Further UHIP Questions?** Please contact QUIC’s **UHIP Administrator** (include your student number), visit QUIC or review information from: the **UHIP section** of QUIC’s website or the **UHIP website**.

### 4.2 Supplementary Health Insurance

A supplementary health plan offers a different type of coverage from that provided by a primary health plan and will include support towards: prescription medicine/vaccines, dental needs, vision care, physiotherapy, travel coverage and more.

Supplementary plans are provided through the Queen's student government offices and as outlined below:

- The Alma Mater Society (AMS): for undergraduate and MBA students see: [myams.org/plan/](http://myams.org/plan/)
- The Society of Graduate and Professional Students (SGPS): for graduate (including MIB) and law students see: [sgps.ca/sgps-health-and-dental-plan/](http://sgps.ca/sgps-health-and-dental-plan/)

**NOTE:** Since healthcare costs can be very expensive, all students are encouraged to have both a primary health plan + a supplementary health plan (for themselves + for their accompanying dependents) while studying at Queen's University.

To assist you in differentiating between the two types of health plans, and to learn how to connect with the appropriate administration office, see: **Understanding Healthcare**
Section 5
Academic Life
5.1 Course Enrolment & Registration

Check your Letter of Acceptance/Offer Letter and follow instructions for enrolling at Queen's and registering for courses.

**Exchange Students:** your Faculty Exchange Coordinator will contact you regarding your course preferences. Each course is assessed by the appropriate academic department which checks your academic record on your official transcript to see if you are qualified to take the course. Your Faculty Exchange Coordinator will communicate directly with you regarding enrollment for your courses.

**Graduate Students** course registration is completed in consultation with your supervisor and/or departmental graduate coordinator. Once you choose your courses and inform your department of your choices, your department will work with the University Registrar to enrol you on the Student Online University System (SOLUS).

5.2 Course Descriptions

A description of courses is contained in the Academic Calendar; to find yours, please visit: http://www.queensu.ca/academics/academiccalendars

Some Academic Calendars may contain courses that are not offered in the current term/year.

5.3 Course Timetables/Schedules

The Timetable or Schedule lists the courses which will be offered in both terms (fall and winter) of the academic year. You will find this information in SOLUS, the University’s on-line registration system. Once you have registered in your courses, a personal timetable will be available on SOLUS.

Law course timetables and schedules are listed on the Law School website.

5.4 Course Evaluations

It is very rare that there will be courses for which the final examination is worth 100% of the final course mark (except for Faculty of Law courses). Most courses will consist of lectures or seminars (plus laboratories for science/engineering courses).

Professors/instructors will give work assignments on a regular basis (sometimes weekly). These are graded and the marks received count towards the final course mark. For some courses (particularly those in Commerce, MIB, or MBA), class attendance, participation, and formal presentations are vital and also count towards the final course mark.

**Exchange/Short Term:** You may find course work at Queen's closely matches the level of difficulty of that of your home university. However, the volume of course work is commonly considered to be heavier than that done at your home university. You should prepare yourself for a higher volume of course work (assignments, tests, reports etc.) while at Queen's.
5.5 Common types of Courses

LECT – Lecture: In-classroom presentations by professors/instructors. Assignments are scheduled for submission on a regular basis, usually weekly.

LAB – Laboratory: An experiment-based session in a laboratory with a report due at the end of each session, and usually held weekly. Labs count toward the final course mark.

TUT – Tutorial: An informal class which supplements a lecture and is usually conducted by a Teaching Assistant. The tutorial offers the chance to ask questions and get clarification on lecture material.

SEM – Seminar: Small discussion group, typically 10-20 students, in a classroom. Students are expected to prepare and deliver presentations to classmates and professor. The presentations count toward the final course mark.

5.6 Registration Information

SOLUS is the Student Online University System. As a student, you can access SOLUS to complete your registration, make changes to your address, view your marks, look at your daily class schedule, and drop courses.

- **Exchange Students** course registration is completed through your Faculty Exchange Coordinator.
- **Graduate Students** course registration is completed in consultation with your supervisor and/or departmental graduate coordinator.

**Get your NetID**

1. On netid.queensu.ca, click on the “Activate your account” link.

2. Once on the Activate your account page, you must select a “student/alumni” account from the drop-down menu and enter your student number and your date of birth.

3. Clicking on “continue” will bring you to the first of a series of pages where you will accept the terms and conditions of the account, set recovery questions and provide a back-up email address. At the end, you will set your password and be issued your NetID. Once you have done so, you will be able to use your NetID to log into SOLUS through the MyQueen’s Portal at: my.queensu.ca

Your Queen’s e-mail address will be: YourNetID@queensu.ca

- Please keep your password in a secure place. You will require this information each time you log into the MyQueen’s Portal or access your Queen’s e-mail account. Note: You may be required to update your password periodically.

**Access SOLUS**

Once logged in to the MyQueen’s Portal, click on the red “SOLUS” tab. In SOLUS you can view course timetables and schedules, review your online fee account statement (we strongly suggest you do this every month), update contact information, and print verification of your enrolment at Queen’s.

**Queen’s Student Card**

You will receive an e-mail in your Queen’s account asking you to submit your photo so that your card can be produced prior to your arrival on campus. Submitting your photo will reduce the amount of time that you may have to wait in line to get your student card.
Your Queen's student card gives you free access to the Kingston Transit bus service, Queen's Athletics and Recreation Centre (ARC) and resources at all Queen's Libraries. You must also present it when you write your exams or have an appointment at our Student Wellness Services. Take care of it. Your schedule for picking up your student card is available on the University Registrar's Office website.

**Exchange Students** please contact your Faculty Exchange Coordinator for information.

### 5.7 Academic Advising/Supports

Departments/Programs have Academic Advisors who can give you free, discreet academic advice. If you have questions about any academic issues, such as your program's structure, course offerings within and beyond your department, degree requirements, milestones to degree completion, your academic career, professional development, or anything else, the Academic Advisor in your faculty/school will be able to help you or will be able to refer you to other people, departments and services.

For academic advising, counselling and peer tutoring help, check the website below:

http://www.queensu.ca/academics/support

**Exchange Students** your Exchange Coordinator will provide you with Academic Advising, including course selection, transcripts, and adjusting to Queen's.

**Graduate Students** if you have questions about any academic issues, such as your program's structure, course offerings within and beyond your department, choosing a supervisor, degree requirements, milestones to degree completion, your academic career, professional development, or anything else, your graduate coordinator will either be able to help you, or will be able to refer you to other people, departments and student services.

**Graduate Students** will also have a Graduate Supervisor and should refer to the Guide to Graduate Supervision for information and advice about managing an effective relationship with your supervisor.

### 5.8 Student Academic Success Services (SASS)

Student Academic Success Services (SASS) helps students at all levels of academic success improve their writing and academic skills and confidence. Students can get help with a range of topics, such as managing time, handling multiple academic demands, reading efficiently, writing clearly and concisely, developing strong arguments in writing assignments, increasing motivation, studying for exams, and practicing English as an Additional Language. They offer resources, workshops and appointments for students in any faculty, in any year. SASS is located on Stauffer Library's ground floor at the north end and online at sass.queensu.ca

**Graduate Students:** SASS can help you enhance your writing and academic skills. Popular areas of support for graduate students include completing theses, writing clearly and concisely, increasing motivation, managing time, reading efficiently, and practicing English as an Additional Language. They offer resources, workshops and appointments for students at any stage of degree progression.

### 5.9 Academic Skills Support

The styles of teaching and the kinds of academic work at Queen's may not be the same as what you are used to. You may go through a period of transition, where asking questions and accessing additional support may be helpful. Read some tips to help you adjust to Canadian academics.

### 5.10 English Language Support

**English as an Additional Language (EAL) Supports**

SASS offers a number of programs and resources to help multilingual students be successful at university. At both the undergraduate and graduate levels, they can help to further develop your language skills, improve communication, and build your confidence. Students may book 1:1 appointments and attend weekly drop-in programs, including English Academic Writing Support at QUIC. Learn more here.
English Conversation Group

The English Conversation Group meetings are intended to help degree students, international staff and their partners, to improve their English language skills. The sessions include group language activities and discussions. International students and staff (including spouses) are welcome to visit any group session at QUIC. Formal registration is not required and it is free to attend.

English Conversation Partners

English Conversation Partners are volunteers (Queen's student leaders) who work with learners for approximately one hour per week, focusing on conversation in a cultural context. Peer helpers are not academic tutors or EAL teachers; they are friendly and competent in the English language and cultural awareness. This program is available, free of charge, to international students, researchers, scholars, postdoctoral fellows, students enrolled in degree programs and their spouses/partners.

Other Resources

Individuals who require formal, academic English language training should contact Queen's University School of English. Newcomers to Canada can utilize English Language training offered by local agencies, such as ISKA – Kingston Community Health Centres, LINC, Limestone Community Education, and KEYS.

5.11 Academic Integrity and Plagiarism

You are responsible for understanding and adhering to the university's guidelines for academic and research integrity. Academic integrity is constituted by the five core fundamental values of honesty, trust, fairness, respect and responsibility, all of which are central to the building, nurturing and sustaining of an academic community in which all members of the community will thrive. As such, the penalty for a breach of academic integrity can be very severe, such as suspension or expulsion from the University.

Plagiarism is one of the most serious breaches of academic integrity. It is important to note that your understanding of what constitutes plagiarism may be different than the way it is understood in Canada. Some international students have found a sharp distinction between the concept of intellectual property in their home countries and in Canada. In Canada, intellectual property includes ideas, arguments, phrases, sentences, paragraphs, or results of research (including material found on the web). If you use someone else's work, you must acknowledge it, even if the work is commonly known. When you use excerpts from or refer to someone else's work in any of your academic work, you must acknowledge the original author in a footnote or another accepted manner. You may not copy all or any part of another person's work, and you may not purchase a paper from anyone (or from websites) and present it as your own. Also, you may not re-submit your work from one course to fulfill a requirement in another course.

Visit the SASS website for more information about Academic Integrity.

Graduate Students here is a detailed description of the Academic Integrity Policy from the SGS Website.

5.12 Information Technology on Campus

Your NetID (and the password you choose) are your online identity at Queen's. You activate it during your registration process. Your NetID is used to access numerous services at Queen's, such as your Queen's e-mail address, SOLUS, campus wireless networks, library databases, university computers, and Moodle (an e-learning tool). Visit Queen's IT Services Getting Started page for tips on buying a computer, setting up your e-mail, setting up a campus internet connection, and more.

If you're having any trouble or if you have any questions, contact the IT Support Centre.
Section 6

Student Governments
6.1 Alma Mater Society of Queen’s University (AMS)

myams.org | 613-533-3001 | John Deutsch University Centre (JDUC), Room 34, 87 Union St.

All undergraduate students are automatically members of the AMS. The Alma Mater Society of Queen’s University was established in 1858 and is Canada’s oldest student government. The AMS represents students within the university and externally by working to further the best interests of members, particular concerning issues related to education. The AMS provides services and activities to students, while cultivating a sense of social awareness and responsibility in its membership. Visit the AMS website for more information about their services and how to get involved. The AMS also runs the Room of Requirement and the Queen’s Winter Coat Exchange.

Peer Support Centre – Alma Mater Society (AMS)

The Peer Support Centre (psc) is comprised of a dedicated group of trained student volunteers, here to offer social and personal peer-based support to students at Queen’s University. The centre provides a safe and confidential environment where you are encouraged to speak with one of our empathetic volunteers. We are here to offer support for any and all issues and can connect you with resources you may not have been aware of. No concern is ‘too diverse’ or ‘too small’.

6.2 Society of Graduate and Professional Students

sgps.ca | 613-533-2924 | John Deutsch University Centre, Room 21, 87 Union St.

All graduate and professional students are automatically members of the Society of Graduate and Professional Students (SGPS). The SGPS is the student-run government and it is distinguished from the Queen’s University School of Graduate Studies. The SGPS promotes graduate student representation on all decision making bodies at Queen’s campus. It advocates for the support of students financially, academically, and culturally. Getting involved with the SGPS is an excellent way to become part of the graduate community and to help contribute to the creation of the best possible graduate experience.

SGPS Student Advisor Program

The SGPS Student Advisor Program is a free and confidential service which provides advice, strategies for self-advocacy and referrals to Graduate and Professional students at Queen’s University. The Student Advisors are fellow Graduate and Professional students and they work to help you navigate many of the issues you may face while you are working towards your educational goals.

Advisors provide a safe, non-judgemental listening ear for you to share your concerns in a confidential, supportive environment. However, because they are a peer based service they are unable to act as professional counsellors or provide legal advice. If an issue extends beyond the Program’s competencies, Advisors will seek permission from you to refer you to a service which is better suited to meet your needs.

Please feel free to contact the Student Advisors by email at advisors@sgps.ca
### 7.1 Estimated Living Costs

The Queen’s Office of the University Registrar – Student Awards offers information about:

- Living Expenses;
- Tuition and Fees and;
- Books and Supplies,

The following chart has been drawn up to assist international students in calculating the financial resources required to meet their minimum living needs and can be used for budgeting purposes.

This chart is to help you plan your living costs for you and your family (if applicable).

<table>
<thead>
<tr>
<th></th>
<th>Monthly</th>
<th>One Term</th>
<th>Two Terms</th>
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</thead>
<tbody>
<tr>
<td>Tuition and Fees</td>
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<tr>
<td>Housing (off-campus), for residence fees visit: <a href="https://residences.housing.queensu.ca/">https://residences.housing.queensu.ca/</a></td>
<td></td>
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<tr>
<td>Food costs may be reduced if meals are prepared at home</td>
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<tr>
<td>Primary Medical Insurance (UHIP) (mandatory) reference only</td>
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<tr>
<td>Supplementary Medical Insurance (optional) (AMS for Undergraduate and MBA) (SGPS for Graduate, Law and MIB)</td>
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<tr>
<td>Textbooks and Supplies, costs vary according to area and level of study</td>
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<tr>
<td>Telephone (mobile), includes service but no long-distance calling (may also require purchase of a phone or SIM Card)</td>
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<tr>
<td>Clothing (costs vary). A new winter coat can cost between $75 and $300 while a good second-hand coat can start at $50. Boots are at least $100</td>
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<tr>
<td>Miscellaneous. Study permits cost $150, used bicycles cost approximately $50 and movies cost from $8 to $16.</td>
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<tr>
<td>Education Costs – Spouse/Partner/Children</td>
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</tbody>
</table>

Note: When creating your budget please factor in HST and exchange rates. Currency exchange rates change frequently and can have a large impact on your ability to plan your budget.

**HST:** A tax of 13% is added to the price of most services and items purchased in Ontario.

There is no tax rebate program for short-term visitors to Canada, such as exchange students.

For further information on banking and shopping economically once you arrive, see the Living in Kingston Guide on the QUIC website.
7.2 Managing your Money

Creating and following a budget is very important. A budget can help you keep track of your income and expenses. The Queen's Student Awards Office can help you create a budget based on your income and expenses. Their office is in Gordon Hall. They can also give general advice on money management. You can call 613-533-2216 or e-mail awards@queensu.ca to schedule an appointment with an Awards Officer.

Graduate Students – please be aware your funds are not necessarily distributed evenly each term. You need to ask your department’s graduate assistant what you will be receiving each term and budget accordingly.

Be aware of the potential for Scams/Frauds. Each year, there are a number of Fraud/Scams that occur in Canada. For information about protecting yourself from scams/frauds please visit the Canadian Anti-Fraud Centre.

7.3 Making Payments to Queen’s

The Office of the University Registrar is responsible for processing all fee payments. Here you can find information on fee payment methods accepted by the University. Be sure to also review our Fee Policies.

Accepted Payment Methods include

- Online Banking, as well as Telephone and ABM Banking
- International Payments (from outside Canada only)
- Third-party funding agencies and Sponsors
- Alternative Payment Arrangement Program (APA)
- Pre-authorized payment Plan (PPL) – for Graduate students only
- Higher Ed Points

For information about scholarships and Financial Assistance please see the Student Awards website.

Exchange or Research Students

- Are you an international student (on exchange or research) who only has to pay UHIP, but doesn’t have a Canadian Bank account?
- Please make your payment at a local Bank of Montreal branch. The closest one to campus is 297 King St E, Kingston.
- Be sure you provide the bank with your 8-digit student ID so that the payment can be posted to your SOLUS account.

Graduate Students

As a graduate student, one method of fee payment available to you is the Preauthorized Payment Plan, PPL. The PPL calculates your yearly fees in two fees during September – April and May – August and divides them into equal amounts that will be deducted from your Canadian bank account each month. Note that as an international student who may not yet have a Canadian bank account, you may still select this option and complete the banking details once you have arrived and opened a Canadian bank account.

To find out more about the PPL or sign up to it, follow this link: http://queensu.ca/registrar/students/financials/payment-methods/pre-authorized-payment-plan-ppl.

Note: If you are a graduate student, you will be enrolled for the Fall, Winter, and Summer terms, and so will pay fees for the entire calendar year, not just the academic year (September through April).
7.4 Bursaries and Scholarships

The Queen’s Student Awards Office can provide information about scholarships and bursaries that may help cover some costs of your time at Queen’s University.

7.5 Banking in Canada

The following information should help you better understand the process of banking in Canada. Every effort is made to provide you with timely and useful information but it is important that you do some personal research prior to and upon your arrival in Kingston.

Should I open a Canadian bank account?

International students, researchers and staff who will be living in Kingston for more than six months are advised to open a Canadian bank account. You will use this account for the entire time that you are in Canada, unless you choose to change banks. Be sure to ask about Student Plans when opening a bank account, these plans have reduced or “zero” services fees. Anyone who works for the university (i.e. Teaching/Research Assistant, other part-time jobs), you must have a Canadian bank account as payments to you will be deposited directly into the account. It may also be necessary to have a Canadian account if you are paid by other employers.

Some short-term visitors (i.e. 1 term exchange students or visiting researchers who are not paid by Queen’s) may choose to not open a Canadian bank account. In this situation, or in the first days in Canada before opening an account, it is important to be aware of which Automated Teller Machines (ATMs) can be used to access money from your account at home.

Bank cards from around the world should include the logo of an ATM network (i.e. Maestro, Cirrus or Plus). Compare the logos on the back of your debit/credit card to the logos on ATMs in Canada to determine whether you can use the machine or not.

The Maestro network is integrated with the Cirrus network. That means their logos should be interchangeable.

If you are considering not opening a Canadian bank account, it is extremely important to check with your home bank about the cost of accessing money through Canadian ATMs. These fees can be quite high and add up quickly.

What should I take with me to open a bank account?

1. Your Passport or Birth Certificate;
2. Your Study Permit or Work Permit (if you have one);
3. A second piece of identification;
4. Some money to deposit;
5. Your Queen's Student ID (or a copy of your offer of admission) to be eligible for special student plans;

Bank staff will explain the process for opening a bank account but you should ask questions if there are details you do not understand.

Which bank should I open my account with?

There is no single answer to this question. Everyone has different needs. As a result, there is not one account that is best for all students. You should ask yourself what is important to you. Do you like to take money out regularly? Where do you want to be able to access your money?

Major Canadian National Banks

- Bank of Montreal (BMO)
- Canadian Imperial Bank of Commerce (CIBC)
- Royal Bank of Canada (RBC)
- Scotiabank
- Toronto Dominion Canada Trust (TD)
Other Banks

- HSBC Bank of Canada
- Kingston Community Credit Union

Automated Teller Machines (ATMs) that are not branded by one of the major Canadian banks above (often found in convenience stores, bars and restaurants) can charge extremely high fees for use.

If possible, plan to withdraw money from your own bank’s network of ATMs.

Canadian Imperial Bank of Commerce (CIBC) is the only bank with Automated Teller Machines (ATMs) on Queen’s Campus, but the downtown branches of the major Canadian banks are within easy walking distance.

How do I get, write, and cash cheques?

All banks offer chequing accounts which allow customers to write “cheques” to other individuals and companies. Cheques are one way to transfer money to other people’s accounts. Cheques are not always required in Canada. The most common use of cheques is to pay one’s rent, but direct payments through the Interac® E-mail Money Transfer system are now quite popular. **Cheques are not widely used in Canada anymore.**

To order cheques (usually between 50 and 200) you can expect to pay between $20 and $30 at any bank. Every time you issue a cheque and it is cashed is usually considered a “non-teller” transaction and counts towards the number allowable based on your monthly fee. When writing a cheque you must know the name of the person or company to whom you are making the payment as well as the date.

It is important to ensure that you have enough money in your account to cover any cheques that you write. If your account does not have enough money in it your bank may charge you a **high penalty fee.**

If someone writes you a cheque and you want to deposit it into your account or get the cash, you must write your signature on the back. Some cheques have a specific space for this. Otherwise, signing across the top on the back is usually adequate.

Once you have signed the back of the cheque it can be cashed. You should only sign a cheque once you are at the bank or bank machine to ensure that you do not lose the cheque and have someone else try to “cash” it.

When you deposit a cheque into your bank account, the money appears to be there immediately but it can take days and even weeks (for international cheques, in particular) for the funds to be available to use. A common scam is to send money to you as a cheque and then ask you to repay some or all of the money from your account. **Do not** make a return payment until you have a guarantee from your bank that the money has arrived in your account.

If you have been the victim of fraud, notify the International Student Advisers and the Canadian Anti-Fraud Centre.

7.6 Banking Vocabulary

ATM – Automated Teller Machine (or ABM – Automated Banking Machine)

You will receive a bank card when you open an account and will need to choose Personal Identification Number (PIN), do not share this number with anyone. Bank machines allow you to bank 24 hours a day, 7 days a week. You can do all of your routine banking, including withdrawing money, depositing money or cheques, paying bills and checking your account balance when using your bank’s ATM. There is usually an extra charge for using an ATM not belonging to your own bank and particularly high fees for using private ATMs that are not associated with any bank (like those found in restaurants and bars).
Telephone Banking

Banks offer a toll-free number (located on the back of your bank card) for you to use to get information about your account, 24 hours a day, 7 days a week. Through telephone banking you can pay bills, get your current account balance, hear your last 5 or 10 transactions and transfer money between accounts. You will need your bank card and you will need to choose a telephone banking password.

Online Banking/Banking Apps

Most people now use Online Banking or Banking Apps for their day-to-day needs. These offer the same options as telephone banking but are a better interface and provide some additional options, including buying and selling stocks. You can also sign up to get alerts for activities on your account to be sent directly to your phone.

Interac® Direct Payment

In most stores, you can pay for your purchases using your bank card. Each time you use your bank card to pay at a retailer it is considered a “non-teller” transaction. To pay for something this way, tell the cashier you would like to pay with your “debit” card.

Interac® E-mail Money Transfer

An online banking service that allows you to instantly and securely send and receive funds electronically using an e-mail address and a password that the sender creates. Check the fees before sending an eTransfer.

Pre-Authorized Payments

Some companies will allow you to pay your bills by “Pre-Authorized Payments”. This usually requires you to fill out a form and attach a cheque with the word “VOID” written across the front to the company or enter your bank account details through their website. The money will then automatically be withdrawn from your account. Note: As with writing cheques, it is extremely important that you have enough money in your account to pay your bill. If you do not, your bank will charge you high penalty fees. The company you are paying may do the same.

In-Branch (or Teller) Transactions

Although transactions can be conducted “in-branch” with the assistance of a teller (a person who works in the bank), this can be more expensive and may not be included in monthly plans. Make sure you check with bank staff when you open your account.

7.7 Income Tax

Most students will not earn enough income from Canadian sources while they are studying to have to pay income tax. Instead, many students will qualify for tax credits/refunds simply by being a student in Canada. Preparing a tax return will determine if you need to pay or if you will receive a refund. Income tax returns are done yearly and due by April 30th.

The Canada Revenue Agency offers a series of videos that can help international students understand their rights and responsibilities with regard to taxes in Canada.

The Queen’s University International Centre offers tax workshops during March and April to assist international students, staff and faculty with the process of preparing their taxes.
What are the deductions that I see being taken from each of my pay cheques?

Most students who earn employment income will see three government deductions from their pay cheques:

- **Income Tax** – for both federal and provincial governments
- **Canada Pension Plan (CPP)** – provides some financial support to those that have reached retirement age.
- **Employment Insurance (EI)** – supports people, who are temporarily unemployed, while they look for new employment.

Do I need to complete Canadian Income Tax forms?

If you earn income from Canadian sources during the tax year, the Canada Revenue Agency expects you to complete Canadian Income Tax forms. Even without earning income, many students qualify for tax credits/refunds so it is a good idea for all students that have been or intend to be in Canada for 12 months or more, to complete income tax forms. Preparing a tax return will determine if you need to pay or if you will receive a refund.

Why would I choose to prepare a tax return if I am not required to do so?

Completing a tax return can qualify you to receive immediate and future benefits.

- **Immediate benefits**: Students may be eligible for tax credits the amount of which varies depending on a number of factors including total income, income tax and other deductions taken from each pay cheque (if applicable) and the amount and type of rent paid.
- **Future benefits**: Students may total their eligible tuition and a monthly ‘education amount’ for use as non-refundable tax credits in a future tax year. These credits can reduce the amount of income tax owed in future years.

**Note to parents**, to qualify for Child Tax Benefits, an income tax return must be completed by each of the parents living in Canada.

How and when do I complete a tax return?

The Queen's University International Centre (QUIC) offers tax workshops and tax clinics during March and April to assist international students with the process of preparing their taxes. They may also offer a couple of workshops at other points in the year to help students who are not up-to-date with their tax filing to ‘catch-up’.

Specific dates of QUIC’s tax workshops and tax clinics are listed in the Calendar of Events. Taxes owing should be paid by April 30. After that date, if money is owing, interest will be charged.

What forms and information do I need to complete a tax return?

Tax-related receipts are produced in January and February for the previous tax year. For students, some of the information will be available through SOLUS, while other information will be sent to the student’s address that is on file with Queen’s. It is important to keep your address up-to-date on all Queen’s records and to save the following documents when they arrive.

- **T2202A** – Tuition and Education Amount (Available from SOLUS by the end of February)
- A record of the rent paid (Not required if you were living in residences, including John Orr Tower and the An Clachan Complex)
- Moving Expenses
- **T4A** – Scholarship and Bursary income (issued by your employer/school, if applicable)
- **T4** – Employment Income (Issued by your employer, if applicable)
- **T3 or T5** – Investment or Interest Income (Issued by your bank by the end of February, if applicable)

If you have further questions, income tax and other advising is available (without an appointment) from the International Student Advisers at the Queen's University International Centre from Monday to Friday between 9:00 am and 4:00 pm.
Section 8
Working and Volunteering
8.1 Finding a Job

The Canadian job market is competitive, and you will need initiative, patience and persistence to find a job. Career Services is the best place to start your job search. Visit http://careers.queensu.ca to access many employment resources, including tips on preparing a cover letter and a resume, and workshops on interview skills and job-hunting techniques. Career services can help you prepare for the job search, but also plan your career.

QUIC provides workshops on resume and cover letter writing and drop-in career advising in collaboration with Career Services. We also recruit volunteers and student staff to work in our office and help with events. More information can be found in this handbook, Programs at QUIC.

8.2 Volunteering

Volunteering is an excellent way to gain valuable Canadian experience and to broaden social and professional networks. Many students find volunteering to be valuable and rewarding. Many find that it helps them maintain a healthy work/life balance by providing alternatives to their academic activities.

Volunteering with QUIC

- **English Language Support Program** – Volunteers offer one-on-one assistance and/or volunteering with the QUIC English Language Conversation Group for 1-2 hours per week.

- **World Link Program** – supports the intercultural experiences of Queen’s students, creates opportunities for students to act as resources to others interested in going abroad or learning more about specific international destinations, and highlights the varied international experiences of Queen’s students on campus.

Subscribe to QUIC’s volunteer opportunities mailing list to keep updated about opportunities: http://QUIC.queensu.ca/e-mail-distribution-lists/.

Other volunteering opportunities:

Have a look for a selection of other volunteering opportunities, both on and off campus. A few brief examples of the range of organizations who rely on volunteers might include:

- CFRC 101.9 FM campus and community radio
- the Agnes Etherington Art Centre
- Kingston Association of Museums, Art Galleries, and Historic Sites
- Kingston General Hospital (KGH)
- the H’Art School
- The Alma Mater Society of Queen’s University
- Society of Graduate and Professional Students
- Ontario Public Interest Research Group

Find more campus and community volunteering opportunities: http://queensu.ca/live/work.

8.3 Working On-Campus

Students, including exchange students, with a valid Study Permit are allowed to work on the campus of the institution at which they are registered full-time. A full-time student does not need a Work Permit to work on campus.

Queen’s “Work Study” Program

Queen’s Work Study Program increases access to part-time jobs on campus for students who demonstrate financial need. It does not guarantee you a job. Any student who is registered in a minimum 60% course load (or full-time for graduate students) may apply. See the Work Study page of the Student Awards website for application deadlines and other information. This program is not available for exchange/short term students.
Building your skills through experiential learning

By bridging theory and practice, experiential learning activities provide students with the opportunity to apply what they have learned in the classroom in concrete, hands-on ways that enhance their understanding and knowledge of themselves and their field of study. Participating in experiential learning activities at Queen's University can have a very positive impact on your academic and professional careers. Some programs may not be available for exchange/short term students. Benefits include:

- Acquire the skills (technical and non-technical) demanded by employers through curricular and co-curricular experiences, such as volunteering
- Build your professional network through internships, practicums and experiential learning projects
- Explore career options and/or confirm your interest in a chosen profession
- Explore the relationship between theory and practice, and gain new insight into course material
- Participate in self-directed learning opportunities
- Gain realistic knowledge and experience of the workplace.

Career Services’ Major Maps provide major-specific advice on academics, extra-curricular activities, networking, international opportunities and career development all in one place.

8.4 Working Off-Campus

Students who have a valid Study Permit, with the required conditions, and are registered full-time in an academic, vocational, or professional program leading to a Canadian degree, diploma, or certificate, can work off-campus without a work permit:

- For up to 20 hours per week during study periods, and full-time during scheduled breaks (i.e. summer);
- From the first day of their program of study.

Exchange/short term students and those studying at the Queen's School of English are not eligible to work off-campus through this program. They can still work on-campus if they hold a valid study permit and are registered as a full-time student.

Graduate Students – if you are thinking of working outside of your research, please check with your department to ensure it is permissible.

8.5 Co-op Work Permit

If a work placement, such as a placement, internship, practicum, co-op, is a requirement of your program of study you will require a Co-Op Work Permit. The Co-Op Work Permit is only valid for work that must be completed as part of program requirements and cannot be used for any other type of work (i.e. part-time job). There is no cost to apply for a Co-Op Work Permit.

There are few programs at Queen's that qualify for a Co-Op Work Permit (please confirm with the department or faculty). They include (but may not be limited to):

- The Queen's Undergraduate Internship Program (QUIP);
- Required practicum placements through Bachelor of Education programs,
- Required practical placements in various Nursing programs, and;
- Specialized Master's programs like the Master of Entrepreneurship and Innovation.

8.6 Working after Graduation

Students who complete an academic degree, diploma or certificate program at a Designated Learning Institution (DLI) that is at least 8 months in length may be eligible for a work permit through the Post-Graduation Work Permit Program (PGWPP). See the Immigration Section for more information.
8.7 Social Insurance Number (SIN)

A Social Insurance Number (SIN) is required to work in Canada and is issued by Service Canada. International students who successfully apply will get a temporary SIN that starts with a “9” typically expires on the same day as their study permit. A SIN is also used for Tax Returns and credit report purposes. It is very important and should not be shared with anyone (you do not need to keep it with you).

How to Apply

QUIC hosts Service Canada SIN Clinics in the beginning of the fall and winter term. Please check QUIC calendar of events for the clinic dates. If you aren’t able to attend a SIN Clinic, you can visit any Service Canada to get your SIN. The closest Service Canada to Queen’s is located at 1300 Bath Road (in the Frontenac Mall). There is no cost to apply for a Social Insurance Number.

Expiry Date

International students or workers should be issued a Social Insurance Number confirmation sheet with an expiry date that matches their study or work permit. If you have to apply for an extension to your study or work permit, you will need to apply for an extension of your SIN once you have your new permit.

By applying to extend your study and/or work permit before their expiry date, you will have “implied status” which allows you to stay in Canada while a decision is made. That “implied status” also applies to your Social Insurance Number. This means you can legally continue to work and be paid while you wait for your new immigration document, be sure to keep proof that you applied for an extension before you permit expired. Once your new permit arrives, you can return to a Service Canada office, with the proper documents, and apply for extension of your SIN (the number will be the same).
Section 9

Living in Kingston
9.1 Internet

How can I get internet service in my home or apartment?

All members of the Queen's Community have access to Wi-Fi and internet-linked computers on Campus. You will need your NetID to sign in.

Students living in Queen's Residences can get the Resnet service in their rooms.

Students living off-campus may have internet provided their landlord as part of their rental agreement. Others may need to arrange their own internet access at home. Kingston has a number of internet services providers who can install high-speed internet in your home, most plans come with a Wi-Fi activated modem.

Local internet services providers:

- Bell Canada
- Cogeco
- Kingston Online Services
- TekSavvy
- Start.ca
- V-Media
- WTC Communications

With larger companies like Bell and Cogeco, combining internet service with other services (home phone, mobile phone, television, etc.) can offer a small discount on each service.

9.2 Cellular (Mobile) Phones

If you are interested in bringing your cellular/mobile phone from home, Canada's major cellular providers (and their sub-brands) sell SIM cards that can be placed in existing phones.

It is important to confirm that your phone is compatible with the network before purchasing a SIM card.

While many companies offer discounts that encourage people to choose their services, many of the best deals require signing a contract for as long as 24 months. It is important that you understand your responsibilities should you choose to sign a contract. Some companies do offer “pay as you go” otherwise known as pre-paid plans which require the purchase of a phone and then air time as it is used. This is the most common option for those in Canada for a short period of time.

All cellular companies offer SMS text messaging. Be sure to confirm if there are any additional costs for sending or receiving messages, videos and/or pictures (especially internationally overseas).

It is best not to assume that the mobile services in Canada will be the same as those you may be used to. Consider exactly how you intend to use the phone (i.e. local calls only, receiving calls from abroad, lots of text messaging, etc.) and choose your service accordingly.

Some but not all, Cellular (Mobile) Companies

- Bell Mobility
- Fido
- Freedom Mobile
- Koodo Mobile
- Rogers Wireless
- Telus Mobility
- Virgin Mobile

If traveling to the United States or close to the U.S border, you should verify what the international roaming rates are with your plan provider. International roaming charges can be very expensive.
9.3 Shopping

General Information

In Kingston, there are many different types of stores which sell goods of varying types, quality and price. The following are a few points to remember:

Products in stores will have prices marked on the display or the products themselves. It is not customary to negotiate about the price of goods at most stores.

Tax (Harmonized Sales Tax or HST) is payable on almost everything you buy, so the price you actually pay is the advertised price plus 13 percent (in the province of Ontario). That means that a $10.00 item will actually cost you $11.30. Some items, such as nutritional food (not candy or junk food) are tax-free. Other items that are tax-free include feminine hygiene products, foot-wear under $30, and books.

If you have any questions about the price or a product, ask the salespeople in the stores.

Ask other students...for advice on where to find things you need – it’s a great conversation starter.

Shopping On Campus

The Bookstore

The Campus Bookstore is a not-for-profit corporation which endeavors to distribute required course material at the lowest possible price to students, while operating a comprehensive University bookstore for the Queen's community. All books and course packages required for any of your courses should be stocked here. Sometimes second-hand copies will be available. In addition to course materials, the Bookstore stocks stationary, some books of general interest, and Queen's memorabilia.

Retail outlets on campus

Need to stock up on supplies, but don’t want to venture downtown? Queen's has a variety of retail stores and other services conveniently located on campus.

Cafes and cafeterias on campus

Queen's has a number of eateries located on campus.

Shopping Off Campus

Food and groceries

Kingston has a variety of supermarkets, independent grocery shops and specialty stores. Generally speaking, prices are a little higher in shops in close proximity to the campus. As their names suggest, No Frills and Food Basics offer lower-cost groceries. Fresh Co also offers low-cost groceries, with a large international section. Loblaws, Metro and Food Basics offer 10% off discounts for students on Tuesdays (bring your student ID). Metro, the closest store to campus, also has a student discount on Thursdays and is open 24 hours a day. Halal meat is available in many grocery stores.

Some stores carry organic, locally-grown, environmentally friendly, and health food products.

For a list of specialty food stores.

Discount Stores

There are a number of options available to purchase household goods and clothing at very reasonable prices. For information about discount department stores, flea markets, garage sales, and more, visit QUIC’s Living in Kingston Guide.
Shopping Effectively

Look for notices from students who are leaving Kingston and are selling their furniture and appliances cheaply in order to get rid of them. Better yet, talk to other students to find out if they know someone who has completed their studies at Queen's and will keep you in mind when they want to sell their things.

The internet can be a very easy and effective way to buy and sell used furniture and household items.

- There is a very active student-run Facebook group called Free and For Sale for students to sell and purchase used furniture and household items within the Queen's community. Some items are offered for free.
- Other sites, not affiliated with Queen's, are available to buy and sell used goods, and include Kijiji and Craigslist.

Items listed may not be exactly as advertised, so be careful when making deals online.

In newspapers, there are advertising supplements, called flyers, from stores which have sales every week. Often item will go on sale (a reduced price) once every few weeks. Therefore, if you need to buy something which costs a considerable amount try waiting until you see it on sale.

For further information on shopping economically and daily life needs, see the QUIC Living in Kingston Guide.

9.4 Getting Around Kingston

Walking, biking, and taking the bus are the easiest and least expensive modes of transportation in Kingston. The Queen's University Main Campus, West Campus, the downtown area, student residences and homes are all fairly close together.

Walking

Dress for the weather when you set out on a long walk. The best thing to do is to wear layers of clothing so that if you get too hot, you can take off a coat or sweater. Then, if it becomes colder before you get home, you can put that coat back on. It is also important to wear proper boots or shoes for walking.

Walking is the best way to learn where things are in the city. Take a map with you to help you find the places you need to go to. Do not hesitate to ask for directions. Most people are happy to help you.

If you are walking home in the dark you may wish to call the Walkhome Service (off campus) or Campus Security (on campus) – see the Health and Wellness Section for more details.

Cycling

As with walking, you should dress for the season. Here are some rules to remember when bike-riding:

- Ride your bike on the right-hand side of the road, using the bike land when available. Do not ride bicycles on the sidewalk.
- Bicycles are considered ‘vehicles’ under the Ontario Highway Traffic Act and local by-laws. Cyclists must obey the same traffic rules as drivers. Stop for red lights and stop signs, and use directional hand signals.
- Wearing a helmet is strongly recommended for all cyclists and is required by law for children under 18 years of age.

Further guides for how to ride safely on the roads of Ontario are available.

Bikes have been stolen on Queen's Campus; to prevent theft, make sure to lock your bike securely. There are bike racks outside of most buildings on campus. Campus Security offers advice about cycling and securing your bicycle.

There is an on-campus bicycle repair shop called Bikes and Boards located in the lower level of the J Duc across from the SGPS Student Advisors' Office. They offer bike and skateboard repair and some used bike sales.
**Buses**

A portion of your student activity fees is dedicated to Kingston Transit. This graduate students to travel at no additional cost on all KT buses within the city. When you board a bus, just show your student ID card to the driver.

To get information on when and where the bus stops, and the current bus fare for adults and children visit the Routes and Schedules page of the City of Kingston's Transit website.

Kingston Transit’s Trip Planner can be used to help figure out schedules and routes.

**Coach services**

Run by Queen's undergraduate student government, the Tricolour Express is the economical and friendly way to get to major centres across the province each weekend. Tickets and information are available at the Tricolour Outlet in the JDUC.

There is a direct Kingston to Pearson International Airport Megabus service, which makes getting to and from the airport very easy. Megabus picks up and drops off students at both the central bus station and just outside Goodes Hall on main campus.

**Trains**

VIA Rail is Canada's intercity passenger railway, operating in eight provinces. It is a comfortable but slightly more expensive way to travel between Kingston and Toronto, Montreal and elsewhere. Student rates available.

**Driving**

Drivers in Ontario are subject to the Ontario Highway Traffic Act. The Ontario Ministry of Transportation provides information on rules of the road and road safety. More information about driving in Ontario and obtaining an Ontario Driver’s License is available on the Service Ontario website.

**Visiting for less than 3 Months**

If you will be visiting Ontario for less than three months, you may be able to use your valid driver’s license from our home country. [https://www.ontario.ca/page/drive-ontario-visitors](https://www.ontario.ca/page/drive-ontario-visitors)

**Visiting for more than 3 Months**

If you will be visiting Ontario for more than three months, you will need an International Driver’s Permit (IDP) from your home country. [https://www.ontario.ca/page/drive-ontario-visitors#section-1](https://www.ontario.ca/page/drive-ontario-visitors#section-1)

**Get an Ontario Driver’s License**

**Exchange an International License**

Ontario has license exchange agreements with certain provinces, states and countries. If you have a valid driver’s license from one of these regions, you can exchange your current license for an Ontario driver’s license.

**Experienced Drivers**

If you have 1 – 2 years of driving experience outside of Ontario, you may get credit for this and be able to start at step two of Graduated Licensing. For information about what documents are required to get credit for driving experience outside of Ontario, please visit drivetest.ca. It is important that you bring these documents with you as it may be difficult to get them once you are in Canada.
New Drivers

If you are at least 16 years old, you can apply for an Ontario driver’s license. As a new driver, you will follow the guidelines under the Graduated Licensing program. This program involves written tests, driving experience and road tests. To learn more about getting an Ontario driver’s license visit the Government of Ontario website. For new drivers, it will take approximately 20 months or more to complete all the requirements.

International Driver’s Permits

Even though the Ontario Ministry of Transportation may allow someone to drive legally with the license from their home jurisdiction, most automobile rental companies will require drivers to have the International Driver’s Permit (IDP). If you are planning to rent a car, it may be a good idea to get an IDP issued to you in your home country before you leave or consider getting an Ontario drivers’ license.

Taxis

The price of a taxi ride is determined by a meter and not by the driver. Therefore, the fare displayed on the electronic meter beside the driver cannot be negotiated and is the price you must pay. Taking a taxi is one of the more expensive modes of transport within Kingston, but the price is fairly reasonable and much lower than in a large city like London (UK) or New York (USA). It’s also a safe alternative to walking late at night, after buses stop running. Ask for an estimate of the price when you first call the taxi office for a ride to get a rough idea of cost.

There are two main taxi companies in Kingston:

- Amey’s Taxi: 613-546-1111
- Modern Taxi: 613-546-2222

Both Amey’s and Modern Taxi accept credit and debit cards, so you can take a taxi even if you don’t have any cash on you. It is customary to tip the driver 12-15% of the final fare.

Uber users can also access Uber service and the application in Kingston.
### Kingston Weather and Clothing

<table>
<thead>
<tr>
<th>Fall or Autumn</th>
<th>Winter</th>
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<tbody>
<tr>
<td><strong>September 21 to December 20</strong>&lt;br&gt;The temperature range is from -9° to +20°C. September is almost as warm as the summer but October through to December can often require winter clothing. Buy high-quality winter coats with hoods, long pants, sweaters and waterproof boots or shoes for you and your family (if applicable).</td>
<td><strong>December 21 to March 20</strong>&lt;br&gt;The temperature range is -25° to +3°C. Snow falls and stays on the ground most of the time. January and February are the coldest months of the year and can be bitterly cold. It can be so cold outside that it is dangerous to go out with any skin exposed. Get thermal underwear tops and bottoms and wool socks for you and your family (if applicable). Windproof hats, thick mittens, scarves and warm, waterproof boots are essential. Consider attending our “Learning to Love Winter” session to learn more, held in early October, and repeated in January for Winter arrivals. Check our Events Calendar for upcoming sessions.</td>
</tr>
<tr>
<td><strong>Spring</strong></td>
<td><strong>Summer</strong></td>
</tr>
<tr>
<td><strong>March 21 to June 20</strong>&lt;br&gt;The temperature range is -6 ° to +21 °C and there can be a lot of rain during this period. In March and April, you will need to wear sweaters, windproof and rainproof jackets and rainproof shoes. May and June it gets warm enough to go outside without a coat on.</td>
<td><strong>June 21 to September 20</strong>&lt;br&gt;The temperature range is 11 ° to 30 °C. Summer is sometimes very hot and humid while at other times it is wet and windy. You should have shorts and T-shirts but also sweaters and long pants.</td>
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**Note:** The dates of each season are according to the calendar. Unseasonably warm or cold weather is always possible. It is important to be prepared.

Before deciding what to wear for the day, you should find out what the weather forecast is. The forecast for the day is available online through Environment Canada or the Weather Network and broadcast of local radio and television. The weather report gives the temperature in degrees Celsius and information on the amount of rain, snow and sun that we will have.

Another way to decide what to wear is to look outside and see what most people walking by are wearing. However, it is always better to put on extra layers of clothing if you are not sure of how many you will need. Then you can take one or two layers off if you get too hot during the day. It is especially important, if you have children, that they are warmly dressed for school as part of the day is spent outdoors.

If you are not used to northern climates, talk to the staff at QUIC about other ways to prepare yourself so that it is not such a shock. Despite the cold, there are a lot of fun activities you can do in the winter if you are warmly dressed. Queen's University International Centre plans activities to help you and your family discover and enjoy winter, such as skating.
Section 10
Health and Wellness
10.1 Good Health and Well-Being

It is vitally important to safeguard your physical and mental health. Many services at Queen's and in the community are available to help you stay healthy. Several of these services will be outlined here. For more mental and physical health strategies, visit Queen's Health and Wellness.

10.2 Healthcare and Academic Accommodations at Queen’s

Students have access to a family physician at Queen's Student Wellness Services. Call to make an appointment.

Spouses/Partners and children have access to health services located in the community. Children can visit The Children's Outpatient Clinic at Hotel Dieu Hospital, 166 Brock Street, (613) 544-2153. Spouses/Partners can contact the Queen's Family Health Team (QFHT) to inquire about doctor availability. Other health care services.

Student Wellness Services

Student Wellness Services provides confidential, student-centered primary health care. The staff is made up of family physicians and registered nurses with a special interest in the health issues of students. Student Wellness provides infirmary care during clinic hours, allergy and immunization injections, extended hours and an on-call physician after clinic hours. It is located on campus and you can book an appointment by calling 613-533-2506.

Academic Accommodation for Students

In accordance with University policy, students with disabilities enrolled in any program at Queen's can expect to be treated with dignity and to receive support from faculty, supervisors, administrators and other students in regard to their need for individualized and appropriate academic accommodations.

Students seeking accommodations should notify the University about the need for accommodation as early as possible, certainly as soon as the student realizes the need for support and/or accommodation. Students are advised to contact Queen's Student Accessibility Services (QSAS) for information about registration with QSAS, documentation requirements and booking a confidential advising appointment.

Students meet in confidence with a QSAS advisor to discuss their accommodation needs and are expected to cooperate in developing an appropriate accommodation plan. If necessary and with the student's consent, QSAS will consult with instructors, supervisors and/or coordinators in designing accommodation plans to ensure they respect stated academic standards and requirements. Once the accommodation plan is complete, students are responsible for communicating their accommodation plan to instructors and supervisors, as needed. Students are required to review accommodation needs with QSAS annually (or more frequently if required).

Graduate Students who believe they will require accommodations while undertaking oral thesis examinations are required to consult with QSAS and the supervisor well in advance of submitting the thesis (See SGS Policy on Accommodation of Graduate Students with Disabilities).

Urgent Care

For life-threatening emergencies: Call 911 or go to the Emergency Department of the nearest hospital.

- Kingston General Hospital: King Street open 24 hours/day, 7 days/week
- Hotel Dieu Urgent Care Centre: Brock Street at Montreal open 8:00 am to 8:00 pm 7 days/week
- Urgent Care Centre: Cataraqui Town Centre, 613-389-3348 Monday to Friday 10:00 am to 8:00 pm, Saturday 10:00 am to 4:00 pm, and Sunday 12:00 noon to 5:00 pm
- TeleHealth Ontario: Free confidential access to registered nurses 24 hours a day, 7 days a week 1 (866) 797-0000
10.3 **Counselling Support**

Feeling stressed?

Reach out for support when you need it: the sooner you get the support you need, the sooner you will be back on track. Don’t wait until your difficulties become overwhelming. Also remember that being an international student is exciting and challenging – but it can come with some stresses. You may find that things that would not have troubled you in your home country might be difficult to cope with here.

Further, you will be dealing with a range of completely new experiences and challenges – and you can’t predict how these will affect you. The following pages list many resources to support you if you begin to encounter difficulties. Don’t hesitate to use these services and to take early action.

**Counselling Services**

Counselling Services (part of Student Wellness Services) works to foster student success and well-being while providing services that respect the values and unique needs of all people. It provides short-term counselling geared to resolving personal difficulties, dealing with crises, and distressing situations. It also works closely with partners in the Kingston community to assist students who need specialized mental health services or longer-term counselling support. In addition to individual personal counseling, Student Wellness Services also offers group format therapy that is aimed at enabling students to navigate more effectively the academic environment; for example, groups on exploring career goals, establishing satisfying relationships, ease and effectiveness in public speaking. Counselling Services is staffed by psychologists, certified counsellors, social workers, and trainees from the graduate program in the Department of Psychology.

To make an appointment with the counselling service, call Counselling Services at: 613-533-6000 ext. 78264. You may also make an appointment in person at their offices.

If you make an appointment with the Counselling Service, you will be booked in with a personal counselor who will assess the severity of the problem, provide you with practical support and advice, and discuss next steps. This may include short term counseling, referral to outside resources (in the community), workshops or one appointment may be all you need.

If you are in crisis and need to speak to someone within 24 hours (during business hours), come into Counselling Services and we will help you arrange support quickly.

**Cross-Cultural Counsellor**

The Cross-Cultural Counsellor who is on staff at Student Wellness Services can assist with issues related to cultural adaptation, provide information sessions and offer confidential one-on-one counselling.

While Student Wellness Services aims to provide culturally sensitive counselling in general, students from culturally and racially diverse backgrounds can request specialised services of the Cross-Cultural Counsellor. Issues of concern that may be addressed include social identity, personal development, crises, personal and family problems, adjusting to university life in Canada, stress, anxiety, depression, self-esteem and self-confidence, ethnicity, race and minority issues, intercultural relationships, intimate relationship issues, racism, abuse and assault, cultural and sexual orientation concerns, grief and mourning. The cross-cultural counsellor also provides consultation to the university community on issues of cultural awareness and sensitivity, equity and intercultural communication. Appointments with the Cross-Cultural Counsellor can be made by calling: 613-533-6000 ext. 78264.

**School of Graduate Studies (SGS) On Site Counsellor**

The SGS On Site Counsellor provides individual, confidential counselling services to **graduate students** in distress or who are feeling anxious, sad, and/or lonely. Book your free, confidential appointment by calling 613-533-2136 (extension 32136). This is a dedicated phone line with confidential voicemail. You can also email [grad.counsellor@queensu.ca](mailto:grad.counsellor@queensu.ca).
The Green Folder

The Green Folder provides a quick list of information and resources about identifying and responding to students in distress. It also contains a printable list of key student mental health resources including:

- Administration and interpretation of psychological tests where appropriate (for example, the use of interest or personality inventories).
- Outreach programmes focused on the needs of students who might not otherwise request services (for example, learning support, and health education programmes in residence settings).
- Crisis counselling and cross cultural counselling.
- Testing, assessment and counselling for students with special learning needs (for example, psychoeducational assessments and group programmes for students with learning disabilities).
- Co-ordination and provision of services to students with disabilities; this includes management of appropriate documentation, requesting a variety of accommodations, liaison with faculty and staff, and education of the community on disability issues.
- Peer supervision, professional development and other quality assurance activities for all members of Student Wellness department staff.
- Participation in university committees as student service staff with expertise in student concerns and health (physical and mental).

10.4 Peer Support

Queen's has a number of Peer Support Programs available to students. These programs are offered through multiple departments on campus and provide additional sources of support on campus and within the community.

10.5 Faith and Spiritual Life

Staying connected to a faith or spiritual community can help to make international students feel more settled in their new environment while still maintaining a connection with home.

Office of Faith and Spiritual Life

The Office of Faith and Spiritual Life provides a service as a confidante and advisor to students, staff and faculty. This peaceful and safe space is ideal for bringing problems, concerns or crisis with the assurance of a personal, confidential and hopefully helpful relationship. The Office of Faith and Spiritual Life is a part of the Student Affairs Office at Queen's University, but also serves the entire community. Visit the Office of Faith and Spiritual Life website for interfaith counselling; information on reflective rooms and prayer spaces, including space for Muslim prayers; and communities of worship on campus and in Kingston.

Additional Resources:

- List of On Campus and Community Faith Groups
- Newman House, the Catholic Chaplaincy
- Geneva Fellowship, the Christian Reformed Church
- Hillel House, the Jewish Student Union
- The Muslim Students Association
- A multi-faith calendar

For further information, see Spiritual and Religious Support.
10.6 Safety

Queen's strives to maintain a safe and secure environment for all members of the Queen's community. However, your safety is ultimately your responsibility. Student Affairs has designed a website to provide you with the information and resources you need to stay safe, both on and off campus. Take advantage of the many support systems and resources available to you through Queen's, the City of Kingston, and other external bodies; nonetheless, we suggest you put thoughtful consideration into how you plan to keep yourself, your belongings, your privacy, and whatever else, safe. Read through the website and form safety plans to prepare for different scenarios. Learn to recognize warning signs, and know how to respond in such situations.

Student Affairs has a handy list of safety resources which you can print out and pin to your fridge or bulletin board.

10.7 Safety Resources on Campus

SeQure Safety App

SeQure is a mobile safety app for Queen's students. It provides quick access to campus security resources, including the campus security emergency line, and student government services such as Walkhome. SeQure also provides tips, information and tools to help students further enhance their security. Visit Student Affairs to download the app.

Outdoor Emergency Phones on Campus

On the main or west campus of Queen's, there are OUTDOOR emergency phones, easily identified by their blue lights and yellow boxes with a large red button. When the red button is pushed, the phone is connected directly to the Emergency Report Centre (ERC) of Campus Security, where the exact location of the phone is indicated, and two-way communication is established. Security will ask the caller how they need assistance. The phone can clearly transmit sounds up to 10 meters (30 feet) away. If no voice is heard, Security staff respond immediately. The phones are intended to be used in any situation where you feel threatened or anxious, if you witness an accident or a crime, or if you wish to be escorted. Make yourself familiar with the location of the blue lights along the routes you typically walk. If you begin to feel uneasy, concerned, or afraid, don't hesitate to use them.

Indoor Blue Emergency Phones on Campus

These phones assist in a more direct manner than ordinary telephones. No coins are needed; just lift the receiver and press. They are located inside campus buildings. The Assistance phones offer direct lines to: Security, Escort Service, Walkhome Service, Taxi Service (one specific company) and the Kingston Access Bus. In a crisis situation, the fastest way to contact security is to push #1 (no need to wait for the voice message to finish). However, if no buttons are pushed, the line will automatically connect to Security after about one minute. The phone indicates the exact location of the call. If no voice is heard, the situation is considered an emergency, and Security staff are immediately dispatched to the location of the phone.

Campus Security and Emergency Services

Queen's 24 hr Emergency Report Centre, for on-campus emergencies only call 613-533-6111.

For non-emergencies, including lost and found and the Campus Safe Walk Program, call 613-533-6000 ext. 75373. https://www.queensu.ca/security/.
Queen’s First Aid

For emergencies only, contact first aid responders through the Campus Security, Emergency Report Centre at 613-533-6111 or use any blue light emergency phone. This service is available 24/7 during the regular academic year. Call the office line for non-emergencies. 613-533-6000 ext. 75373 or visit their website.

Walkhome

AMS Walkhome is an essential safety service to the Queen’s University community that provides students with safe and enjoyable walks to a destination of their choosing. Walkhome is also an anonymous, non-judgmental and discreet service, available every night, starting at dusk, free of charge. Note that you do not have to be walking home to use this service. They can be reached to request a walk at 613-533-9255.

10.8 Off Campus Safety

Kingston is a relatively safe city in which to live, work and study. However, you should lock your apartment or house, car or bike even if you are leaving it for only a few minutes. Lock your apartment or house at all times, even when you are at home or out for a short time (even in residence). Don’t open your door to a stranger or let a stranger into your home. Get to know your neighbours so you can ask them for help, should you ever need it. Do not leave articles unattended in public places. Carry insurance protection against loss and damage of personal property.

At night, you can call Walkhome (call 613-533-9255). If you walk alone, know where you are going and look confident. Stay alert: using a cell phone or earphones can distract you. Travel on well-used, well-lit walkways and sidewalks, not alleyways and shortcuts, especially at night time. Trust your intuition and realize that if you feel uncomfortable, there might be a reason for it.

To avoid loss or theft, do not use your passport as your primary form of identification in everyday life. For students who don’t have drivers’ licenses or other accepted forms of identification, apply for the Ontario Photo Card through the Ontario government. See the Proof of Age section of QuIC’s Personal Identification page for more information.

International students are strongly encouraged to register with their Embassy in Canada. To learn more about your countries Embassies in Canada visit the Department of Foreign Affairs website.

See the Student Safety section of the Division of Student Affairs website. There you will find extensive information on topics such as fire safety, on-line safety.

Emergency Services

If you are in a situation where your welfare is threatened, contact the local emergency services for assistance. Dial 911 from any telephone. The phone operator will continue talking with you until help arrives. 911 is the number for all the emergency services (police, fire department and ambulance). Dialing 911 will connect you to an operator who will ask you whether you need police, the fire department, or the ambulance service.

10.9 Online Security

IT Services Security provides information about internet security, including golden rules for cyberspace and best practices for email use, creating passwords, guarding against phishing, and disposing of media and navigating social networking.

The prevalence of social networking sites like Facebook and Instagram means that what were once private things – photographs, videos, group memberships – are now easily available to large numbers of people, including potential employers and commercial vendors. Facebook has reworked and strengthened its privacy settings in the past year. Ensure you are familiar with the availability of your information and your options for restricting access to it.
10.10 Abuse and Sexual Harassment

Abusive relationships and sexual harassment are serious issues that threaten personal safety. Sexual violence is any form of unwanted sexual activity that is forced upon another person without that person’s consent. Both men and women can be sexually assaulted, even within marriage or dating situations. Under Canadian law, consent involves the voluntary agreement of two adults to engage in sexual activity. A person under the influence of medication, alcohol, or drugs cannot give consent. There are resources both at Queen's and in Kingston to help you identify and cope with these issues, regardless of your race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, gender identification, sexual orientation, age, marital status, family status and disability.

Queen’s Services

- Queen's Human Rights & Equity Office Sexual Violence Prevention and Response website.
- Campus Security: 613-533-6111 for on-campus emergencies.
- Queen's Student Wellness Services: 613-533-2506 to book an appointment with a doctor or counsellor. For immediate help, an Urgent Care Clinic and an Intake Counselor are available.
- Student Affairs provides a coordinated, comprehensive support for those who have experienced sexual violence. It also offers awareness training, education and guidelines to take in the event of sexual violence.
- Queen's Human Rights & Equity Office offers information, resources and advisement on issues related to harassment, sexual harassment and domestic violence in addition to strategies for how members of the Queen’s community can address an issue when it touches their lives. If you would like to speak to an advisor to learn more about the supports/services available please call 613-533-6886 to make.
- The Sexual Health Resource Centre provides confidential and non-judgmental information and referral service for questions regarding sex, sexuality and sexual health. The office is staffed by trained volunteers who respond to inquiries made in person or by telephone. Room 223 of the JDUC (John Deutsch University Centre).

Community Links

- Sexual Assault Centre Kingston: 24-hour crisis line at 613-544-6424 or toll-free 877-544-6424.
- Sexual Assault/Domestic Violence (SA/DV) Program: Victims can visit the Kingston General Hospital Emergency Department and ask to speak to the SA/DV nurse.
- Interval House Women’s Shelter: A safe shelter for abused women and their children. Call the 24-hour crisis line at 613-546-1777 or 1-800-267-9445 (toll free).
- Kingston Youth Shelter: Emergency overnight shelter, counselling, and food for youth 16-24 years of age - 613-544-3400.

For more information about how to increase your personal safety and reduce the risk of sexual assault, see Women Against Violence Against Women.
Section 11

Cross-Cultural Transitions
11.1 Adjusting to Queen’s/Kingston/Canada

Studying abroad can be an exciting time personally, academically and socially. The experience of studying in a new environment can be both exciting and challenging, but sometimes also overwhelming and stressful.

Some of these challenges include:

- Adjusting to a new social environment and a new academic culture (including working more independently, critical thinking, giving presentations, academic writing, different lab environment, language related issues).
- Developing new social relationships and support systems.
- Adjusting to new roles and responsibilities as an undergraduate, exchange, graduate or professional student, research and teaching assistant.
- Balancing multiple roles such as a student, T.A. or R.A., parent, partner or care provider.
- Managing academic deadlines.

The Queen's Cross-Cultural Counselor has outlined some strategies for managing this “intercultural adjustment.”

You can help this adjustment process by:

- Being patient and open minded.
- New daunting or intimidating situations should not be taken too seriously. Laugh at awkward encounters and silly mistakes.
- Becoming familiar with norms and expectations of your new academic, work and social environment.
- Connecting with resources, asking for help as needed.
- When you feel unsure or overwhelmed, trying to talk to people – other students, advisors, supervisors, counselors etc.
- Taking the initiative and making connections; trying to construct a local circle of friends and support (be patient and persistent because this can take time and effort).
- Keeping busy and physically active.
- Staying connected with your culture – friends, family, fellow nationals, ethnic food stores, clubs etc.

It is quite common to experience some highs and lows as you adjust to being at Queen’s and in Canada. Some signs of culture shock may include:

- Feeling very homesick and lonely.
- Some anxiety and loss of confidence.
- Some feelings of sadness and or irritability.
- Feeling more emotional.
- Changes in appetite, sleep (sleeping too much or too little) or energy levels.
- Physical ill health.

Usually, any such feelings of culture shock improve over time as you become more familiar with your new environment. If this “low” continues for longer than you think it should, seek out help.

Some Resources to help:

- Student Academic Success Services
- Counseling Service
- AMS Peer Support Centre
- SGPS Student Advisor Program

11.2 Navigating Academic Integrity

Knowing what academic integrity is and what is a departure from academic integrity will be essential to your academic success. Academic integrity is taken very seriously at Queen’s.

Programs provide information on Academic Integrity as part of orientation. Orientation is a busy time and you will receive lots of information about many aspects of life at Queen’s. It is very important that you make sure that you understand what Academic Integrity is and what plagiarism is.
Here are some helpful online resources to consult and practice academic integrity skills:

Avoiding Plagiarism, Student Academic Success Services
SPARK: Student Papers & Academic Research Kit, York University

Graduate Students: Attend an Expanding Horizons workshop

11.3 Inter-Cultural Training

While at university, students can take part in a wide variety of activities that prepare them for the world they will live in after they complete their education. QUIC offers many opportunities to gain the skills and knowledge students need to live and to work effectively in an intercultural setting.

Find out about training offered at QUIC.

11.4 Racism, Discrimination and Harassment

Queen's students, faculty, and staff come from every imaginable background – small towns and suburbs, urban high-rises, Indigenous communities, and from more than 109 countries around the world.

Queen's University believes in the necessity of providing safeguards for its members against harassment and discrimination. This includes harassment and discrimination on the basis of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, gender identification, sexual orientation, age, marital status, family status and handicap (disability).

Learn about the resources, programs, and new initiatives that are helping us to build a campus that embraces diversity and empowers all members of our community to thrive at Queen's.
https://www.queensu.ca/inclusive/

11.5 Human Rights & Equity Office

Showing respect for everyone’s human rights is an important Canadian value, as shown by the Canadian Charter of Human Rights and Freedoms, and Queen's strives to create a campus where each student’s dignity and safety is ensured and where diversity is celebrated. The university’s Harassment and Discrimination Policy and Procedure is in place to tackle harassing and discriminatory behaviour. It gives the Queen's Human Rights & Equity Office a mandate to promote human rights and to assist Queen's community members who have concerns about discrimination or harassment. The following grounds are specifically named in this document: race, ancestry, place of origin, colour, ethnic origin, citizenship, creed (religion), gender identity, sex, sexual orientation, age marital status, family status and disability. The Human Rights & Equity Office is an independent office at Queen's whose mandate is to provide confidential advice, support and resources to any community member with concerns in the area of human rights.

The Human Rights & Equity Office also offers an on-line sexual harassment prevention training module. The module's objective is to provide the basic knowledge and skills required to prevent and respond to incidents of sexual harassment. A certificate may be requested upon completion of the module.

The Equity Office

Among its many initiatives, the Equity Office coordinates the University’s planning with respect to the Accessibility for Ontarians with Disabilities Act (AODA) and the Accessible Customer Service online training that all graduate students are required to complete.

Inclusive Queen’s

Queen's is fortunate to welcome students, staff, and faculty from diverse backgrounds. The university offers a variety of tailored services, programs, and resources to support and engage individuals from a range of cultures, ethnicities, spiritual affiliations, socioeconomic backgrounds, gender identities, and sexual orientations.
https://www.queensu.ca/campuslife/inclusive
Section 12
Community and Recreation
Many international students say that the friendships they make at Queen’s enrich their experience and contribute to the creation of a well-rounded life at Queen’s. Meeting new people can feel like a bit of an effort when you first move to a new place, but making friends can reduce the impact of cultural transition and ease you into academic life. It will also provide you with an invaluable support network in Kingston. Most Canadian students welcome the opportunity to meet new people and learn about other cultures, but you may find that you need to take the initiative.

12.1 Meeting People

Here are some suggestions for meeting people: Go to as many orientation events as you can – and there are many! Join a student club or peer program! Visit The Grad Club and join a trivia team! Sign up for an intramural sports team! Become a volunteer on campus or in the community!

12.2 Getting Involved in Campus Life

Sign up for email newsletters and social media groups to keep abreast of everything going on at Queen’s and find new opportunities to meet people. Each department will have links to their social media pages on their websites.

QUIC Mailing List

Subscribe to QUIC’s e-mail updates here http://quic.queensu.ca/e-mail-distribution-lists/ or join us on Facebook at https://www.facebook.com/quic.queensu.ca to find out about events and information sessions and immigration updates.

School of Graduate Studies Newsletter

All graduate students are automatically signed up to the School of Graduate Studies’ newsletter which is posted weekly. This newsletter highlights upcoming workshops and events, important information that you need to know (such as have you registered or completed what you need to do, in order to graduate) and stories about you (what have you been up to, what are you researching, in the news).

Volunteering, Leadership, and Civic Participation

The fact that more than 60% of Queen’s students have participated in community service or volunteer activity suggests that getting involved has many benefits. Volunteers invest in the wider community, acquire new skills and practical experience, and widen their networks. Queen’s promotes leadership and involvement, global citizenship, sustainability, and community service learning. Participating in and serving your community – be it your department, the graduate community more generally, a cultural community on campus – is a part of the education that universities offer. It’s also a great opportunity to make friends and find other people who share your interests.

For more information about on-campus volunteer and leadership opportunities, see the Working and Volunteering Section.

Committees, Clubs and Societies

There are numerous opportunities for students to serve on committees across campus: departments/programs, QUIC, the Alma Mater Society, the School of Graduate Studies (SGS), the Society of Graduate and Professional Students (SGPS) all offer many opportunities for students to get involved.

There are over 100+ different societies and clubs on campus that cover a broad range of interests. Some clubs are activity or social justice-based, others are faith-based and still others are based on country or region interests. With so many to choose from, most students find a group that speaks to their interests.
12.3 **Athletics**

Take a break from your studies and unwind with fitness classes, organize a pick-up game with friends, or work out with a personal trainer in our state-of-the-art fitness facility, the ARC. If you are interested in competitive or high performance sport, why not try out for one of Queen's varsity teams or clubs?

Whatever you do to get active and stay healthy, and no matter your skill level, Queen's has an *athletic option* for you.

**Recreation Clubs**

All students have access to the Athletics and Recreation Centre (ARC) as student activities fees include a membership. In addition to individual athletic activities, students participate in more than 30 different recreation clubs ranging from archery and trampoline to squash and tennis, along with multiple disciplines of dancing, martial arts, and gymnastics.

**Fitness and Wellness Programs**

Queen's offers more than 60 fitness classes per week such as yoga, salsa dancing, spin, and swimming. Trouble deciding what to take? Try fitness classes for free during Fitness Free-For-All, one week in September, January, and May.

Need help developing an individual fitness program? Book a consultation with a professional trainer they will give you the motivation you need to keep going! [https://gogaelsgo.ca](https://gogaelsgo.ca).

**Varsity Athletics**

Nearly 1,000 students proudly wear the Tricolour, and the Gaels are perennial contenders for league and national championships.

12.4 **Arts and Entertainment on Campus and in Kingston**

From art galleries to theatrical productions and live music venues, the arts play a leading role in life at Queen's and in Kingston. The variety of arts and entertainment options for students and their families to get involved in, or appreciate as a community member, make the student experience at Queen's one of a kind.

On the Queen's Campus, check out the Agnes Etherington Art Centre, Isabel Bader Centre for the Performing Arts or have a look here for more details on the Grad Club, one of the best campus live-music venues in the country, as well as, student bars, theatre groups, the conservatory of music, books and arts festivals, and much more.
13.1 International Student Advising
Non-academic advising is available to international members of the Queen's community through the Queen's University International Centre (quic). Regular advising hours are from 9:00 am to 4:00 pm, Monday to Friday. No appointment is necessary. You can also reach an International Student Adviser by e-mail at: isa@queensu.ca

13.2 Cross-Cultural Counselling
The Cross-Cultural Counsellor works with the Queen's University International Centre to provide support and guidance for international students. The Cross-Cultural Counsellor is on staff at Student Wellness Services. They assist with issues related to cultural adaptation, provide information sessions and offer confidential one-on-one counselling. Appointments with Cross-Cultural Counsellor can be made by calling: 613-533-6000 ext. 78264.

13.3 Intercultural Training
Here at Queen's, we have the opportunity to engage daily with cultural diversity, both visible and invisible. If we want to positively embrace the difference in values, behaviours, and beliefs that diversity represents, that is, if we want to be part of an inclusive community, we need to increase our knowledge around cultural difference and similarity.

QUIC aims to promote, coordinate and work with other offices on campus to provide effective and meaningful training for staff and students, including the Intercultural Awareness Certificate and Online Intercultural Modules.

13.4 English Language Support
The Queen's University International Centre English Conversation Program is designed to assist degree students, staff and their partners in improving conversation and pronunciation skills. These services are free and provided by volunteers.

13.5 Academic Skills Support
The styles of teaching and the kinds of academic work at Queen's may not be the same as what you are used to. You may go through a period of transition, where asking questions and accessing additional support may be helpful. Read some tips to help you adjust to Canadian academics.

13.6 World Link Program
The World Link Program at Queen's University International Centre (QUIC) is an intercultural program that promotes learning, sharing, acceptance, and celebration of diverse cultures within the Queen's community. The program delivers intercultural learning and exchange through program sessions and social activities at QUIC.

13.7 Volunteer with QUIC
Volunteers are a vital and integral part of QUIC activities. The Centre works with more than 120 volunteers each year. 90% of QUIC volunteers are Queen's University students.

Why should you volunteer?

- Share your knowledge and experiences with others
- Meet new people; form new friendships
- Get involved with the Queen's community
- Develop new skills and improve old ones
- Access Intercultural Training
- Have fun!

Check our website for Volunteer Opportunities.
**English Conversation Program**

English language support volunteers commit 1-2 hours of their time per week, offering individual assistance to international students. Volunteers are matched with two international students wishing to have conversation meetings with a “Language Buddy”. Alternatively, the Conversation Group volunteers assist with weekly group sessions. All meetings take place on Campus.

**World Link Program**

World Link Volunteers commit 1-2 hours of their time per week to deliver intercultural learning and exchange through program sessions and social activities at QUIC. More information on this program can be found here: [http://QUIC.queensu.ca/worldlink/](http://QUIC.queensu.ca/worldlink/)

**Intercultural Training Series for QUIC volunteers**

Volunteers are strongly encouraged to participate in the QUIC Intercultural Competence Certificate training program. Attendance at all scheduled sessions is required in order to receive the Certificate. Students must register for this training by email at quic.training@queensu.ca.

**13.8 QUIC Events Calendar**

Visit our [Events Calendar](#) for a list of upcoming events/programming that will be taking place at QUIC.
Student Services at Queen’s
Queen’s University takes the well-being of its students very seriously. We want our students to be happy, healthy and safe so that they can make the most of their time here. The Queen’s University International Centre (QUIC) provides a wide range of non-academic supports for international students (as noted elsewhere in this guide). Additional services include (but are not limited to):

14.1 Athletics and Recreation

gogaelsgo.com | 613-533-2500 | Athletics and Recreation Centre (ARC), 284 Earl Street

Fitness, wellness and the development of leadership skills are emphasized through a variety of program options for all levels of physical fitness. Includes fitness classes, clubs, and inter-university sports.

14.2 Ban Righ Centre

banrighcentre.queensu.ca | 613-533-2976 | 32 Bader Lane

Assists women of all ages to continue formal or informal education, especially those returning to study after a time away from formal education.

14.3 Campus Security and Emergency Services

queensu.ca/security | 613-533-6733 | Emergency 613-533-6111

Promote a safe and welcoming environment that recognizes and is respectful of the diverse nature of the Queen’s Community. They offer on-going campus patrols, a network of Emergency Safety Phones throughout campus and more. Download the Student Affairs safety app, SeQure.

14.4 Career Services

careers.queensu.ca | 613-533-2992 | Gordon Hall, 3rd floor, 74 Union Street

Career Services is available to all Queen’s students, from first-year undergraduates to final-year doctoral students. They can help you find your way to what comes next, be it work or continuing education.

14.5 Faith and Spiritual Life

queensu.ca/faith-and-spiritual-life/ | 613-533-2186 | Mitchell Hall, 69 Union Street West

A variety of denominations and faiths are active on the Queen’s Campus and in the greater Kingston community. The University Chaplain serves as a confidante and an advisor and one to whom a person can bring problems, concerns or crises with the assurance of a personal, confidential and helpful relationship.

14.6 Community Housing

community.housing.queensu.ca | 613-533-2501 | 169 University Avenue

The office of Community Housing provides information to students about housing and manages the University-owned student rental properties.

14.7 Four Directions Indigenous Student Centre

queensu.ca/fourdirections | 613-533-6970 | 146 Barrie Street

Four Directions Indigenous Student Centre strives to be a home away from home for Indigenous students and a site of information and support for the broader Queen’s community. It is a hub of activity and we welcome and encourage everyone to drop in and learn about the supports and services available.
14.8 Hospitality Services
dining.queensu.ca | 613-533-2953 | Victoria Hall, Lower Level, 75 Bader Lane
Hospitality Services oversees meal plans and retail food locations on campus. Information on optional meal plans as well as Halal and Kosher meals is available.

14.9 Human Rights & Equity Office
queensu.ca/humanrights | 613-533-6886 | Mackintosh-Corry Hall, Rm B506, 68 Union Street
Provides confidential advice and support with human rights, harassment and discrimination-related concerns that may affect a student’s ability to gain fair access to the learning, working or living environment.

14.10 Queen’s Law Clinics
queenslawclinics.ca/ | 613-533-2103 | 303 Bagot St., Suite 500
Part of the Queen’s Law Clinics, Queen’s Legal Aid can provide some legal assistance and advice to students in a range of cases. Detailed information about their client eligibility requirements and areas of expertise can be found on their website. Students can often get documents notarized through this office.

14.11 School of Graduate Studies (SGS)
queensu.ca/sgs | 613-533-6100 | Gordon Hall, Rm 425, 74 Union Street
The School of Graduate Studies is the academic unit that formally admits graduate students and grants graduate degrees. It is also the administrative unit that supports and serves graduate students and programs across campus. The School of Graduate Studies provides graduate students with centralized services including applications, admissions, student records, scholarships, coordination of doctoral exams, thesis submission and graduation. The sgs also offers events, programs, and services to guide students to academic, professional and personal success.

The sgs has also published the Graduate Supervision Handbook. This useful resource can help you develop and maintain an effective working relationship with your supervisor. We strongly recommend that you consult this guide throughout your program of study. You can view or download it here.

14.12 Student Academic Success Services
sass.queensu.ca | 613-533-6315 | Stauffer Library Main Level, 101 Union Street
Student Academic Success Services (SASS) helps students become more effective and confident learners and writers, addressing issues such as time management, procrastination, avoiding plagiarism, grammar, reading and note-taking, and essay writing.

14.13 Student Community Relations
queensu.ca/studentcommunityrelations | 613-533-6745 | Mitchell Hall, Rm 202
The office offers a wide range of advice, including information about leases, insurance, finding upper-year housing, choosing housemates wisely and communicating with your landlord.
14.14 Student Experience Office (SEO)
queensu.ca/studentexperience | 613-533-2048 | John Deutsch University Centre (JDUC), Rm 111
Offers programs and services to orient students to university life, to support their successful transitions into and through university, and to encourage leadership development, student engagement, and co-curricular involvement while at Queen's.

14.15 Student Wellness Services
queensu.ca/studentwellness | Health 613-533-5206 | Counselling 613-533-6000 x78264 | Disability Services 613-533-6467
LaSalle Building, 146 Stuart Street (Health, Counselling, and Student Accessibility Services). Moving to Mitchell Hall Spring 2019. | 140 Stuart Street (Health Promotion)
Promotes wellness, prevents illness, and provides access to doctors, prescription for medication and counselling services that is sensitive to student needs.

14.16 Walkhome
myams.org/walkhome | 613-533-9255 (WALK)
Walkhome is a free and student-run safety service under the AMS. Each night, multiple mixed-gender teams walk students, staff or faculty anywhere they need to go safely!

Access to these services is free (there is no fee per use), though there may be costs for extended service.
Section 15

Families
Welcome Spouses, Partners and Children!

Being the accompanying partner or spouse of a student or scholar is a unique, and exciting experience but it can also be challenging. It takes a great deal of courage to move from another country to accompany your spouse or partner. Queen’s University International Centre (QUIC) staff are committed to supporting you as you make this transition. **You are part of the Queen’s Community and are always welcome at QUIC.**

The Living in Kingston Guide is a valuable resource that QUIC has designed with the needs of international students and their families in mind. It contains links and ideas about the issues below as well as housing, education, banking, health care, and living in Canada.

15.1 Immigration Status in Canada

The accompanying family of an international student or worker (i.e. spouse, partner and/or children), is eligible to stay in Canada as long as the student/worker continues to have legal status.

In most cases, family members will be given status for the same period of time as the international student or worker when they arrive in Canada (through a stamp in their passport, a visitor record, or other temporary resident document). Sometimes, they will only be given 6 months of status in Canada and they will need to apply to extend their status after arriving at Queen’s.

If it is necessary to apply to extend your status after arriving in Canada, the application can be made online through Immigration, Refugees and Citizenship Canada.

More information about the application process is available from the International Student Advisers or through Immigration, Refugees and Citizenship Canada.

As the accompanying spouse, or partner, of an international student or worker, you are eligible to apply for a spousal work permit which gives you the right to work in Canada. **A work permit does not guarantee you a job.** Talk with International Student Adviser about applying for a work permit.

If the spouse or partner is admitted into an academic program, they can and must apply for a study permit within Canada. Instructions are available on our Studying in Canada page.

15.2 Learning the English Language

**English Language Support Program**

Informal conversational English-language practice opportunity, designed to assist students, staff and their spouses/partners in improving cultural language awareness and conversation and pronunciation skills. This program is free and facilitated by QUIC staff and volunteers.

If you are interested in formal, paid English language instruction, consider contacting the Queen's School of English or contact The KCHC – Immigrant Services Kingston and Area.

15.3 Staying Healthy and Active

Get physically active!

Although winters are long and cold in Kingston, they are also filled with lots of great things to do such as ice skating, hockey, and indoor sports. Summers are hot and can be filled with great outdoor pursuits and water sports. Check out the Recreation section of the Living in Kingston Guide to learn more about recreational activities. Queen's also has a wide range of athletic-based clubs.
Form or join a community group or club

There are many groups to join in Kingston and there is a listing of them in the QUIC Resource Library. This is a great way to meet new people, learn something new or pursue a passion. There are a number of clubs associated with the Queen’s University International Centre. Queen’s also has lots of special interest clubs or athletic-based clubs that are associated with the Alma Mater Society (the Queen’s undergraduate student government).

QUIC’s hope is that there will be a group of spouses and partners who would be interested in providing leadership and support for others by forming an association. Visit QUIC and let’s talk about the possibilities!

Join QUIC Events

Copies of QUIC’s schedule of events are available at our office or on our Events Calendar and Facebook Page. You will find many activities that you are welcome to participate in, like the “Learning to Love Winter session” (which gives ideas on how to combat the “winter blues” and stay healthy). You can also visit the Calendar of Events page on the QUIC website for information about upcoming events for the whole family.

Register for our E-mail Distribution List to receive e-mail updates on the latest events and opportunities at QUIC.

Health Insurance and Care

Everyone gets sick sometimes. When that happens, it is important to know the services available to you and your family. Information about Health Insurance and Health services can be found in this guidebook or by visiting the QUIC website.

Getting Connected and Making Friends

Join the QUIC Welcome and Orientation Activities

Held in August/September and January, QUIC’s Welcome and Orientation activities are a great way to meet others.

15.4 Working and Volunteering

Support finding a job

There are organizations that support community members and students who are looking for short-term or career positions. Unfortunately, the support they can provide to spouses and partners of students is limited either because their funding dictates that they focus on Canadian citizens & permanent residents or on students. Still, it is worth checking with organizations like Career Services at Queen’s as well as Kingston Employment and Youth Services (KEYS) to see if they can provide guidance on preparing a ‘Canadian-style’ resume or preparing for an interview. Listings of possible jobs in Kingston can be found here, here, and here.

Volunteer Opportunities

Learn about volunteer opportunities at QUIC

These can include volunteering with the English Language Support program, Income Tax (spring), Orientation or the World Link program.

Learn about Volunteer opportunities in Kingston

Getting involved in the city of Kingston can provide new social, language and employment opportunities.
Relationships

Being in a new environment, a new culture, with different responsibilities, can sometimes cause changes in your relationships as you learn and adjust. It is important to recognize that this is a common occurrence.

Talk with Someone

If you want to talk with someone about what you are experiencing, the Cross-Cultural Counsellor can provide confidential support.

15.6 Students and Scholars with Children

We want to extend a special welcome to families that come from overseas to the Queen's campus. Yours is a unique challenge as you adjust to a new culture, but also as you help your children navigate their way.

Child Care

The Living in Kingston Guide has information on many subjects that are meant to make life in Kingston a little easier.

There are many Daycare Centres in Kingston where qualified child care workers organize activities and supervise many children in licensed and regulated programs. Daycare Centre costs are high and determined a number of criteria, including the age of the child, how many children, and the type of care required. There may be subsidies that you can access to reduce the cost of childcare available through the City of Kingston: https://www.cityofkingston.ca/residents/community-services/childcare.

To get a better understanding of the type of child care that is appropriate and available for your child, visit the Ontario government’s Early Years Centre online or the Early Years Centre in Kingston. Early Years Centres are places where parents and caregivers can get answers to questions, information about programs and services that are available for young children, and an opportunity to talk to early year's professionals, as well as other parents and caregivers in the community.

Queen's University International Centre (QUIC) also has valuable information on child care and finding someone to look after your child(ren) in the Living in Kingston Guide.

Children’s Education

Check out the Living in Kingston Guide. The “Children’s Education” page provides guidance on finding a school for your children and getting them enrolled in studies.

The School Year

Some schools in Kingston are run by the Limestone District School Board and some are operated by the Algonquin and Lakeshore Catholic District School Board. Our laws require children 5 years of age and older to attend a school regularly. The school year runs from the beginning of September until the end of June.

School fees

Tuition fees for primary and secondary schools can cost up to $12,500/year for international students. To get a fee exemption (cancellation of all fees), one parent must either have a work permit or a study permit (and be enrolled in an academic program that leads to a degree – excludes students of the Queen's School of English and Visiting Research Students). To prove that you qualify for this exemption, you must speak with representatives of the applicable school board.

- Limestone District School Board
- Algonquin and Lakeshore Catholic District School Board

For further information on schools, see QUIC's Guide to Living in Kingston.
Choosing a school and registering your child

Once you have found a place to live, find out about the elementary or high schools in your area that your children could attend. You can ask student families that you know and neighbours about the schools. Decide what type of school you would like your children to go to. For example, your decision could be based on how close the school is to home or to child care. Speak with the staff at the schools themselves. School staff can then explain the process for registering your child at their school.

Child Tax Benefit

The Government of Canada offers the Canada Child Tax Benefit to the parents of young children in Canada. You and your children must have been in Canada for a minimum of 18 months to qualify. Any parent that is in Canada must also file Canadian Income Tax forms to qualify (even if they have no income in Canada). More information is available on the Taxes page on QUIC’s website.

15.7 Activities for Families

Kingston Frontenac Public Library

The library has a wide variety of excellent weekly activities for children. There are story hours, puppet shows, film showings and other special events. The program is open to all children and it is free. To borrow books, you must obtain a library card by showing proof that you live in Kingston. The downtown branch of the Kingston Frontenac Public Library is at 130 Johnson Street and their telephone number is 613-549-8888. For more information about KFPL’s upcoming events and family programming visit their website.

The Queen’s Athletics and Recreation Centre

The full-time Queen’s student in your family can purchase a family membership. The membership will only allow you access to certain activities, at specific times. This means that your family can participate in swimming, badminton and some other activities. Call 613-533-2500 for more information. The Athletics and Recreation Centre is located on Earl Street, behind (North of) the JDUC.

Kingston Parks and Recreation

There are many low-cost programs and summer camps run by the City of Kingston. A Parks Activity Program is a drop-in program that runs during July and August at 11 different parks around the city for children from 5 to 13 years old. To find out more about this or any other seasonal program, pick up a brochure at the Parks and Recreation Department of City Hall, located at 216 Ontario Street or call 613-546-4291.

Kingston Family YMCA

The YMCA (commonly known as ‘the Y’) offers a wide variety of activities for children of all ages. Contact the ‘Y’ for a description of their programs.

Parents and Tots

Kingston has a range of play groups for parents and children. Kingston and the Islands Early Ontario Years Centre is a place for children up to the age of six and their parents and caregivers to take part in programs and activities together.

A parent and child group is run by the Better Beginnings program, part of Kingston Community Health Centres.
Boys and Girls Club of Kingston

This organization provides a wide variety of activities for older children (ages 4 to 18 years) during the year and in the summer. An evening program includes computers, arts & crafts, gym program and basketball. There is a summer camp for 3 different age groups which encompasses indoor and outdoor games, arts and swimming. The evening program is free and the fee for the summer camp is subject to a sliding scale (based on the family income). Visit their office for more information.

Other ideas:

Due to seasonal conditions, the following activities may be unavailable at certain times.

- Go skating on the rink in Market Square during the winter.
- Take a tour of Kingston with your child on the Tour Trolley which leaves from Confederation Basin (in front of City Hall).
- Walk amongst the various goods for sale at the Farmers Market (behind City Hall).
- Experience art at the Agnes Etherington Art Centre (on Queen's Campus) with your child. Children’s art tours are periodically scheduled.
- Visit local museums such as the Pump House Steam Museum. For events listings and programming at Kingston's museums, art galleries, and historic sites.

15.8 Parents’ Rights and Responsibilities

Laws about the rights and responsibilities of parents in Ontario and in Canada may be different from those in your home country. Be sure to read Parenting: Rights and Responsibilities of Young Parents a booklet published by Your Legal Rights, a website providing free legal information for people living in Ontario.

Further Questions?

If you have further questions, after reviewing the information above, advising is available (without an appointment) from the International Student Adviser at the Queen's University International Centre from Monday to Friday between 10:00 am and 4:00 pm, or by appointment.
Section 16

Life after Queen’s
16.1 Returning Home

Whether you spend one month, one term, one year or one degree at Queen's your sojourn will affect and change your perspective on the world. While the original transition of moving to Kingston and Canada may seem to be the main challenge of moving across cultures, the process of returning to your home culture, “re-entry” can be equally difficult. The same can be said when continuing the sojourn abroad in another country or community.

The process of re-entering your home culture can be exciting but it is not always a perfect homecoming. Your time here at Queen's, or anywhere for that matter, is likely to provide you with new understandings and approaches to the world around you. This is sometimes at odds with family and friends who did not leave their home culture for the experience of a new one. The International Resource Library at QUIC has a number of resources which relate to the subject of “re-entry”. Please consider visiting and looking at some of the resources or talking with staff to help ensure a smooth transition. The Cross-Cultural Counselor is also available to provide support and guidance for international students returning home.

16.2 Queen’s Alumni Affairs

Queen's Alumni Affairs offers many services to you after you graduate: networking, events in cities across the world for Queen's graduates and other services. Alumni Affairs sponsors many alumni events in Canadian cities that allow you to network and make new friends. Using 'Queen's Alumni’ LinkedIn pages can be valuable in the job search. Contact Alumni Affairs for a networking options and career assistance.

16.3 Staying in Canada

If you are interested in staying in Canada after you complete your studies, you have many options. Consult the QUIC office for additional information. Queen's Career Services offer many services to help students find career opportunities in Canada. See “Working and Volunteering” section for more information about how Career Services can help you, as well as Alumni Affairs support.

The information compiled in this book has been gathered from the 2018 QUIC International Student, Guide, 2018 School of Graduate Studies Handbook for International Graduate Students, 2018 Exchange Student Handbook, Queen’s University website, and the City of Kingston website.
Section 17
Campus Maps
17.1 Queen’s Main Campus
17.2 Queen’s West Campus

[Map of Queen’s West Campus]

Key:
- Food
- Permit Parking
- Visitor Parking
- Telephone
- Barrier Free Access
- Emergency Blue Light phone outdoors
- Academic/Faculty
- Administration
- Residence

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