Dear Graduate Students,

On behalf of my colleagues in the School of Graduate Studies, I would like to extend to all of you a very warm welcome to Queen’s University. You now belong to a vibrant community of graduate students representing all regions of Canada and over 70 countries across the world. We believe that Queen’s University’s devotion to enhancing learning and its collective interest in producing new knowledge will set the stage for you to successfully bring your academic ambitions to life.

The School of Graduate Studies is aware that studying in a new environment with a different academic culture than that with which you are familiar can be challenging—often overwhelming—especially in the first year of your study. We have created this handbook to equip you with valuable information and resources necessary to ensure not only a smooth transition to Kingston, Canada, but also a successful and rewarding time at Queen’s. We have a robust network of resources designed to support you academically, personally, and professionally. As a starting point, this handbook provides an overview of some of these key services.

The School of Graduate Studies is here to guide you in achieving your academic and professional goals. I sincerely hope that your time at Queen’s will be both personally and professionally rewarding, and I encourage you to contact the School of Graduate Studies for any assistance you require to that end.

I wish you every success both academically and personally.

Sincerely,

Fahim Quadir, PhD.
Vice-Provost and Dean, School of Graduate Studies

Queen’s University is situated on traditional Anishinaabe and Haudenosaunee Territory

Queen’s strives to be a welcoming and inclusive environment and community, and as such affirms that addressing issues of diversity, inclusion, and equity must be a collaborative effort, focused on partnership and community building.
ACKNOWLEDGEMENTS

The School of Graduate Studies wishes to thank graduate students Holly McIndoe, Tian Lu and Reeju Ray, as well as Susan Anderson and Justin Kerr (QUIC) and Arunima Khanna (Student Wellness) for their invaluable assistance in writing this handbook. The material in this handbook has been drawn extensively from websites across the Queen’s Campus and we acknowledge and thank our many partners for these resources. We also acknowledge the exemplar of The University of British Columbia’s International Student Handbook and the University of Leeds’ resources for international students, especially the pre-arrival guide and student handbook.

ACRONYMS AND ESSENTIAL SERVICES

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<td>Automated Teller Machine</td>
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<td>Centre for Teaching and Learning</td>
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<td>PSAC 901</td>
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<td>QUIC</td>
<td>Queen’s University International Centre</td>
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<td>Research Assistant</td>
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SECTION 1
WELCOME

USING THIS HANDBOOK

It is exciting and challenging to move to a new country, settle into a new culture, and study on a new campus, but even the most capable and enterprising students can use some help from time to time. This handbook is here to help you acclimatize to life at Queen’s. It contains information on everything from health insurance, to immigration, to academic culture, to meeting people, to renting accommodation in Canada. There are chapters giving details on all of the major aspects of your Queen’s experience.
1.1 PRE-ARRIVAL CHECKLIST

- What documents do I need to enter Canada?  
- How can I get to Kingston?  
- Can I organize some temporary housing for when I first arrive?

1.2 ARRIVAL CHECKLIST

- Where can I get information and help when I arrive?  
- Where can I buy food, equipment for my accommodation, warm clothes etc.?  
- How can I find permanent accommodation?  
- How do I open a bank account?  
- What do I need to know about safety and security in Kingston?  
- Do I need to have insurance for my possessions?  
- How can I travel around in Kingston?  
- How can I get to know the city and the campus?  
- What orientation sessions should I attend?  
- Where can I meet new friends?  
- How can I find my academic department/school?  
- How do I pay my fees?  
- How do I register with the University?  
- Why must I collect my student ID card?  
- What healthcare plans am I signed up to, and can I opt out of them or add a dependent to my plans?  
- Where is my local doctor?  
- How do I find out about places of religious worship in Kingston?  
- How can I get help with my computer?  
- Where can I get a mobile / cell phone?  
- How can I plan my budget and make the most of my money?  
- Can I work in Canada?  
- How do I get a Social Insurance Number?  
- Do I have to file a tax return?  
- Will I experience culture shock?  
- What academic resources are there for graduate students?  
- How can I find out more about Canadian study methods?  
- Are there any services to help me improve my English?  
- What mailing lists should I sign up to in order to know what is going on at Queen’s?  
- Is there a gym on campus?

1.3 GETTING TO KINGSTON

Most students arrive in Canada through either Toronto or Montreal, as these are the closest major cities to Kingston. The traveling time from each city center to Kingston is approximately 3 hours, although trips from the international airports to Kingston often take a little longer. If you are having difficulty making arrangements to get to Kingston from the airport once you have arrived, go to the ground transport area of the airport to seek assistance.

You may use the Queen’s University International Centre (QUIC) as a mailing address until your permanent residence is established. Be sure to notify QUIC’s staff before shipping any of your belongings to tell them the number of boxes, the estimated delivery date and how to contact you when they arrive. QUICs mailing address and important mailing instructions can be found at: [http://quic.queensu.ca/international-students-and-staff/shipping-your-belongings/](http://quic.queensu.ca/international-students-and-staff/shipping-your-belongings/).
Note: It is important to carry enough Canadian money with you to cover immediate costs, as there may be no facility upon arrival where traveler’s cheques can be cashed or currency can be exchanged. It is also possible that some Automatic Teller Machines (ATMs) may not recognize your bank or credit card.

**From Toronto**

You can fly directly to Kingston through Toronto with Air Canada [http://aircanada.com](http://aircanada.com). This option is most economical when booked as part of your original flight to Canada. If you choose to fly to Kingston, you will need to take a taxi from the Kingston airport to Queen’s. There is no bus service from the airport to downtown.

There is also a direct bus service from the Toronto Pearson International Airport or downtown Toronto to Kingston operated by: [Megabus](http://ca.megabus.com). At the airport, you can find Megabus at Terminal 1-Ground Level Post P6 and in Terminal 3-Arrivals Level Post C8. When the bus arrives in Kingston, it stops in front of Goodes Hall, which is 75 metres west of the John Deutsch University Centre (JDUC). Megabus bookings should be made in advance to reserve a seat and to qualify for a lower rate. Note that Megabus advertises a 1-bag luggage limit.

Train: You can also use VIA Rail: [http://viarail.ca](http://viarail.ca) to get to Kingston. To get to the train station in downtown Toronto, take the Union Pearson (UP) Express Train or use the public bus and subway trains operated by the Toronto Transit Commission (TTC). The TTC is much less expensive than the UP Express, but also less convenient. Once you arrive in Kingston, you can take a taxi to campus. Taxi queues are located at the station’s main entrance.

**From Montreal**

The Montreal public transit service (STM) operates Express Bus 747, a direct shuttle service from Montreal’s Pierre Elliott Trudeau International Airport to the Montreal Central Bus Station and the Megabus Terminal where you can take a Megabus to Kingston: [https://ca.megabus.com/](https://ca.megabus.com/). STM tickets can be purchased at the currency exchange on the international arrivals level. For more information, visit: [Aéroports de Montréal City Buses and Shuttle web page](http://admtl.com/Passengers/AccessAndParking/STMBuses.aspx). To get to the Megabus Terminal from the airport, take the 747 STM bus to Lionel-Groulx Terminus and transfer to the Metro’s Orange Line. Travel 3 stops and get off at Bonaventure Station where Megabus is located. Do not throw away your STM bus pass, you can use it on the Metro.

To get into downtown Montreal, you can catch bus #204 East at the airport’s Departures entrance on the ground level. It goes to two places; so be sure to get on the Gare de Dorval (Dorval train station) bus. From the Dorval train station, you can catch a commuter train into Montreal (or a VIA Rail train directly to Kingston). The commuter train line intersects with the Metro. Bus schedules for route #204 East are available from the: STM website [http://stm.info/English/bus/a-index.htm](http://stm.info/English/bus/a-index.htm). Commuter train schedules from the Dorval Train Station are available from the: AMT website: [https://rtm.quebec/en](https://rtm.quebec/en) (direction Lucien-L’Allier)

### 1.4 TEMPORARY ACCOMMODATION

For information on assistance with housing for your first few nights in Kingston, see Section 4.1 and [http://quic.queensu.ca/resources/housing-support/](http://quic.queensu.ca/resources/housing-support/).
1.5 KINGSTON

In 2012, Kingston ranked as the third best place to live in Canada. It is a home-away-from-home not only for students from Queen’s, but also for those attending the Royal Military College and St. Lawrence College – nearly 30,000 in all.

Queen’s is an integral part of the Kingston community, with the campus nestled in the core of the city, only a 10-minute walk to downtown. Kingston becomes a part of the Queen’s experience whether you are faculty, student, or staff. From tutoring an elementary or high school student down the street, volunteering or working for one of the many shops and businesses downtown, or becoming friends with a neighbour (who also could be a professor or staff member!), being a part of the Queen’s community and the Kingston community are intimately intertwined.

Described by students as both ‘quaint’ and ‘eclectic’, Kingston is big enough to provide all the conveniences of modern life, and small enough for students, staff, and faculty to feel instantly comfortable and at home. The waterfront and downtown shopping are all steps from the Queen’s campus. The first capital of Canada, historic Kingston boasts some of the finest examples of 19th century architecture in the country. North America’s best freshwater sailing is found in Kingston, home of the sailing events for the 1976 Olympic Summer Games. To learn more about Kingston visit these sites: http://queensu.ca/discover/kingston; City of Kingston http://www.cityofkingston.ca, or Kingston Immigration Partnership https://kipcouncil.ca/.

1.6 FINDING YOUR WAY AROUND

The Queen’s Campus

The Queen’s campus is compact, and most of the Queen’s facilities are concentrated in a relatively small area. West campus, approximately 15 minute walk from Queen’s main campus, houses the Faculty of Education. The Isabel Centre for the Performing Arts houses the Dan School of Drama and Music 5 minutes from main campus. Historic buildings and a beautiful waterfront on Lake Ontario are distinctive features of the Queen’s campus. Gordon Hall on Union Street houses the School of Graduate Studies and the Registrar’s Office. The Queen’s University International Centre (QUIC) is across the street. Libraries and academic buildings, as well as recreational and health services are all nearby. Follow this link to the campus map: http://www.queensu.ca/campusmap/.

Around Kingston

Queen’s is situated in the small historic city of Kingston, Ontario. At one time the capital of Canada, Kingston offers lively downtown restaurants, pubs, shops and cafes, all an easy walk from campus. A free ferry runs to Wolfe Island from a ferry dock in the city center. The City of Kingston website offers a full description of what the city has to offer: http://www.cityofkingston.ca/explore/about-kingston. Visit the City of Kingston website to access maps of the city and its neighbourhoods at https://www.cityofkingston.ca/explore/maps.

1.7 KEY DATES

Course Start Dates

Check your start dates with your program before you make travel plans. Some courses have early start dates. Orientation activities are scheduled for the first week in September; most classes begin in the second week of September, although some programs 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.
**Term Dates**

For the term dates, please consult the Office of the University Registrar’s Sessional Dates for the School of Graduate Studies: [http://www.queensu.ca/registrar/resources/sessional-dates](http://www.queensu.ca/registrar/resources/sessional-dates).

### 1.8 ORIENTATION AND TRANSITION

There’s a lot to learn when you first arrive on a new campus. Attending orientation and transition programs is the fastest and easiest way to adjust to Queen’s life, acquaint yourself with campus services, and make friendships that will last beyond your time at Queen’s.

**School of Graduate Studies Resource Fair and Information Session**

All incoming graduate students are encouraged to attend the SGS orientation, held on the first Tuesday in September. Students will have the opportunity to hear important academic information, and to visit booths of different support services for graduate students. SGS also offers an orientation session for students beginning study in January and May. For an updated list of fun and informative graduate orientation events, visit the SGS Orientation webpage: [https://www.queensu.ca/sgs/current-students/orientation](https://www.queensu.ca/sgs/current-students/orientation).

**QUIC Orientation for International Students**

International graduate students entering their first year at Queen’s are encouraged to attend the graduate orientation session at Queen’s University International Centre – QUIC. This interactive session is held during early September – check the website for the date: [http://quic.queensu.ca/international-students-and-staff/welcome-and-orientation/international-orientation-fall/](http://quic.queensu.ca/international-students-and-staff/welcome-and-orientation/international-orientation-fall/). You have the opportunity to explore issues that typically arise for graduate students and to become familiar with the resources and support services that contribute to student success. The session begins with refreshments and the opportunity to socialize with staff and other students. It is facilitated by QUIC’s staff with representatives of the School of Graduate Studies (SGS), the Society of Graduate and Professional Students (SGPS) and Student Wellness Services.

### Department/Program Orientation.

Most departments run their own orientation events in the first week of September; contact your department to find out more.

### SGPS Orientation

The Society of Graduate and Professional Students (SGPS) runs a series of orientation events. SGPS Orientation Week is usually held in the first week of September, with additional social activities in the second week of September. See [https://sgps.ca/](https://sgps.ca/) and Section 2.3 for more information.

### Teaching Development Day.

This event, usually held the first week of September, provides workshops to equip graduate students with teaching related skills they may undertake as teaching assistants. For up to date information on programming, visit: [http://www.queensu.ca/ctl/programs-and-events/teaching-development-day-td-day](http://www.queensu.ca/ctl/programs-and-events/teaching-development-day-td-day)

### The Grad Club

The Grad Club hosts various orientation events for new and returning graduate students. For information on social events and facilities, visit [https://queensgradclub.wordpress.com](https://queensgradclub.wordpress.com).
SECTION 2
SERVICES FOR STUDENTS
Queen’s offers many support services to help you in your academic and personal life and to assist you with whatever challenges you may encounter while completing your studies. The different organizations and departments described here can contribute to a successful and enriching university experience; they can also help solve a variety of problems. They’re all here specifically to assist you, so don’t hesitate to take advantage of them.

2.1 SCHOOL OF GRADUATE STUDIES

The School of Graduate Studies, or SGS, 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. Visit [http://www.queensu.ca/sgs/](http://www.queensu.ca/sgs/) or email grad.studies@queensu.ca if you have questions about services and programming offered by SGS. The SGS website also has a section specifically for international students: [http://www.queensu.ca/sgs/International-Students](http://www.queensu.ca/sgs/International-Students).

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: [http://www.queensu.ca/sgs/current-students/graduate-supervision](http://www.queensu.ca/sgs/current-students/graduate-supervision).

2.2 STUDENT AFFAIRS

Several branches of Student Affairs provide valuable support for graduate students, notably QUIC, Student Wellness Services (see Sections 8 and 9), Student Academic Success Services (see Academic Life, Section 3), and Career Services (see Work and Volunteering, Section 6).

**Queen’s University International Centre**

The Queen’s University International Centre (QUIC) is a support service for all members of the Queen’s community and through its activities promotes an internationally informed and cross-culturally sensitive learning environment. QUIC welcomes Canadian and international students alike. It is currently located on the first floor of the John Deutsch University Centre at the corner of Union Street and University Avenue. Office hours are 8:30 am – 4:30 pm, Monday to Friday.

At QUIC, you can have your University Health Insurance Plan (UHIP), immigration, transition, and income tax questions answered. You can also participate in English conversation groups or have an English ‘buddy’. You can engage in face-to-face social networking by attending the free Community Lunches or any of the other activities that are offered. You can enhance your intercultural competency by taking the Intercultural Competence Certificate. Student groups associated with QUIC offer multicultural events and celebrations. You can subscribe to QUIC’s e-mail updates on topics ranging from changes to Canada’s immigration processes to social events here: [http://quic.queensu.ca/e-mail-distribution-lists/](http://quic.queensu.ca/e-mail-distribution-lists/), or visit the website to find out what’s going on in the international community at Queen’s. ([http://quic.queensu.ca/](http://quic.queensu.ca/))

**Student Wellness Services**

See Section 9 for a fuller description of the services here.
Counselling including 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 to assist with issues related to cultural adaptation, provide information sessions and offer confidential one-on-one counselling. Appointments with the Dr. Arunima Khanna, Cross-Cultural Counsellor, can be made by calling: 613-533-6000 ext.78264.

Student Academic Success Services

(see Academic Life, Section 3.5)

Ban Righ Centre

The Ban Righ Centre assists women of all ages, especially those who are returning to university after some time away. The Ban Righ Centre is a safe, welcoming meeting place and drop-in resource center, offering a comfortable lounge for conversation and meeting friends, quiet study computer lab and technical support, a lending library, and kitchen facilities. The Ban Righ Centre also distributes a number of small awards and bursaries based on both merit and need. See this link for further details: http://banrighcentre.queensu.ca/services-and-programs/financial-assistance/.

Address: 32 Bader Lane (formerly Queen’s Crescent) between Stirling Hall and Ban Righ Hall. Residence Website: http://banrighcentre.queensu.ca/.

Four Directions Aboriginal Student Centre

Four Directions Aboriginal Students Centre seeks to “enhance the development and well-being of the Queen’s University Aboriginal Community. Four Directions welcomes and encourages all students to develop an awareness and appreciation of the Aboriginal experience in Canada. In keeping with the teachings of the Four Directions, The Centre strives to support individual Aboriginal Students in balancing their academic, spiritual, physical, and emotional needs.” For more information on activities, workshops and to find out more about the Centre’s work, please see: http://www.queensu.ca/fdasc/.

Athletics and Recreation Centre

All Queen’s students have a membership at the Athletics and Recreation Center as part of their student fees. This centre offers excellent facilities, whether you are involved in varsity or intermural sports, or looking to work out or swim. Classes and activities are offered to members in a wide variety of sports and fitness. Natural lighting in the pool, spacious fitness rooms, gyms, new equipment make this a welcome place to strive for the work/life balance that is so important to success as a graduate student. See Section 11.3 for information about hours of operation, details about programming and casual recreation opportunities, as well as the calendar of sports events, see www.gogaelsgo.com.

2.3 SOCIETY OF GRADUATE AND PROFESSIONAL STUDENTS

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, which oversees graduate degrees, programming, admissions, funding, and regulations. 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. There are many committees that you can be involved in dealing with such things as student issues, SGPS promotions, social events, operations, finance and many others. You could also consider running
for an elected position or applying for a paid position in one of the SGPS’ Commissions.

Visit the SGPS website for more information https://sgps.ca/. Drop by to collect a free SGPS Handbook/Dayplanner when you collect your Student ID card or from the SGPS office (Room 021, JDUC).

You can also subscribe to the SGPS e-newsletter by sending an e-mail from your Queen’s address to director@sgps.ca. You can also join the Society of Graduate and Professional Students at Queen’s Facebook Group: https://www.facebook.com/groups/2310661892/. There is also the SGPS International Student Affairs Facebook Group: https://www.facebook.com/groups/390882624304305.

**SGPS Student Advisor Program**

The Student Advisors offer advice and advocacy services to graduate and professional students. Students are encouraged to contact the Student Advisors with questions or concerns concerning any aspect of life at Queen’s. If the Advisors cannot assist you, they will be able to direct you to the person or service which will be able to do so. The SGPS Student Advisors are familiar with policies and procedures at Queen’s and have received training in conflict resolution and active listening. They also receive harassment and discrimination training and training in university policies and procedures. They offer some direct advocacy services, too; if appropriate, an Advisor may be able to assist you by attending a meeting with you, contacting another party on your behalf, or helping to present your case at an academic appeal hearing. They offer strategic advice as to how to best resolve potential concerns or conflicts.

Student Advisor services are confidential, and action is only taken with the explicit direction and consent of the student concerned. Student Advisor services are also free of charge.

Please feel free to contact the Student Advisors by email at advisors@sgps.ca
SECTION 3
ACADEMIC LIFE
The transition to university life in a foreign country is a big one – adjusting to the challenges and workload are part of being a Queen’s student. At Queen’s you are never alone. We have many offices dedicated to helping you to learn, think, and do.

3.1 REGISTRATION

You need to register with the University in order to begin your program of study. Please visit the Registration Guides page for the most up to date details and check list. See http://www.queensu.ca/registrar/resources/registration-guides

Step 1: Reply to your offer of admission

Through the online application site https://eservices.queensu.ca/apps/sgsapp/. You will need your user ID and password to do this.

Step 2: Create your Queen’s net ID and password

Your netID (your login credential) will give you access to all of Queen’s on-line services, such as the Student On-Line University System (SOLUS), the library, and Moodle. Your netID also forms your Queen’s e-mail address: netID@Queensu.ca.

To create your netID go to http://my.queensu.ca, click on “Don’t have a netID?” and follow the instructions. You will need your student number for this. If you cannot find your student number, contact the School of Graduate Studies office at 1-613-533-6100 during office hours (Monday-Friday, 8:30-12; 1-4:30).

Step 3: Make arrangements to pay your fees

This step needs to be completed before your department can enroll you into your courses and you collect your student card.

At the Office of the University Registrar you will find more information about your fee amount, what methods you may use to pay your fees, and what deadlines you need to be aware of: See http://www.queensu.ca/registrar/resources/registration-guides

Note that if you are a PhD 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).

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.

Step 4: Register for courses

Graduate courses are normally selected in consultation with your supervisor and/or departmental graduate coordinator. Once you have chosen your courses and informed your department of your choices, your department will work with the University Registrar http://www.queensu.ca/registrar/registration/grad-students to enroll you on the Student Online University System, SOLUS. You do not need to go to SOLUS to enroll in your graduate courses. If you are starting in September, you should be able to view your course registration on SOLUS by mid-August.
Step 5: Pick up your photo ID

If you are beginning in September, you will be able to collect your student card during Orientation Week usually between 8:30 am and 4:30 pm the first Thursday, at Wallace Hall in the John Deutsch University Centre (JDUC). Do check the Orientation Schedule for more details: https://www.queensu.ca/sgs/current-students/orientation or here: https://sgps.ca/. Your Photo ID is also your library card, a bus pass, and the identification you must present when accessing records and services at Queen’s.

3.2 ADVISORS IN YOUR DEPARTMENT

Departments/Programs have a member of faculty who coordinates the graduate program. This member of faculty is very knowledgeable about the program, and 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, 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.

3.3 STUDENT-SUPervisor RELATIONSHIP

The Guide to Graduate Supervision offers invaluable information and advice about managing an effective relationship with your supervisor. You are strongly encouraged to read this guide: http://queensu.ca/sgs/current-students/graduate-supervision and other resources on the Supervisor page.

3.4 QUEEN’S STUDENT ACADEMIC SUCCESS SERVICES

Queen’s Student Academic Success Services (SASS) has a variety of resources and services tailored for graduate students from designated work space to writing and research resources including the Online Thesis Manager that provides graduate students with the general direction of the thesis or dissertation process https://sass.queensu.ca/onlinereseource/thesismanager/. SASS can direct you towards services specifically for international students and teaching assistants. Further, it has a number of tools to help you research and write your dissertation including an on-line time management tool. SASS can also provide you with the information you’ll need to format and submit your dissertation according to Queen’s guidelines. For more information, visit https://sass.queensu.ca/students/graduate/

3.5 STUDENT ACADEMIC SUCCESS SERVICES - WRITING SUPPORT

Student Academic Success Services (SASS) offers graduate students individual appointments to support learning and writing as well as workshops, outreach events, and online resources. For information, workshops, and one-on-one sessions related to study and writing strategies, academic integrity and more, visit http://sass.queensu.ca/.

3.6 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.

Follow this link for a detailed description of the Academic Integrity Policy on the SGS Website: [http://queensu.ca/sgs/graduate-calendar/academic-integrity-policy](http://queensu.ca/sgs/graduate-calendar/academic-integrity-policy).

### 3.7 Expanding Horizons: Academic and Professional Skills for Graduate Studies

Expanding Horizons is a series of SGS workshops that support graduate students’ academic, personal, and professional success. Workshops such as those covering communication skills, grant-writing, and CV/Resume writing are led by faculty and expert staff from across the university. These workshops support many aspects of the graduate experience, including academic skills, professional development and the job search, and personal well-being. All graduate students are encouraged to participate. If students attend six or more workshops, they earn a not-for-credit Certificate in Professional Development in the process. See here for more details: [www.queensu.ca/exph](http://www.queensu.ca/exph).

The School of Graduate Studies also hosts an annual Career Week that includes workshops on practical tips and strategies and discipline specific advice to graduate students as they plan careers in and outside of academia. Visit [http://www.queensu.ca/exph/career-week](http://www.queensu.ca/exph/career-week) for more information.

### 3.8 SGS Habitat: Resources for Living Well and Staying Well in Grad School

The School of Graduate Studies encourages all graduate students to take advantage of the many resources listed on the SGS Habitat website: [http://www.queensu.ca/sgs/current-students/sgs-habitat](http://www.queensu.ca/sgs/current-students/sgs-habitat). Graduate students can find resources on staying well, managing stress, socializing opportunities, managing time, finances, and building your career.

### 3.9 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. See section 3.1 for information on activating your netID. 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. [http://www.queensu.ca/its/getting-started](http://www.queensu.ca/its/getting-started).

If you’re having any trouble or if you have any questions, call the IT Support Centre 613-533-6666 between 8:00 am and 5:00 pm Monday – Friday or visit the office in Macintosh-Corry Hall, main floor, across from the cafeteria. See here for more information: [http://www.queensu.ca/its/itsc](http://www.queensu.ca/its/itsc).
3.10 THE CENTRE FOR TEACHING AND LEARNING

The Queen’s Centre for Teaching and Learning (CTL) offers a wide array of programs and services that are designed to meet the teaching and learning needs of students, post-doctoral fellows, staff, and faculty members. Individuals wishing to develop their teaching can choose from an array of certificate courses, university credit courses, and individual workshops on a variety of academic topics. Members of the Queen’s community are also invited to attend individual workshops through the Teaching Development Workshop Series, which are offered in both the Fall and Winter terms and the annual Teaching Development Day (TD Day).

CTL offers individual consultations, about all aspects of teaching at the university level, as well as support with course design or assessment, tailored to the needs and desires of faculty members. The Centre also provides support to faculty members wishing to develop their teaching dossiers. Visit the Centre’s website for more details: https://www.queensu.ca/ctl/.

3.11 ENGLISH LANGUAGE SUPPORT

The Queen’s University International Centre (QUIC) has two services designed to assist degree students, workers and their partners in improving conversation and pronunciation skills.

**The English Conversation Group**

This group meets once a week from September through April at QUIC. It is intended to help degree students, workers and their partners who wish to improve their English grammar and pronunciation. Registration is not required. For group date and times and additional information see: http://quic.queensu.ca/international-students-and-staff/english-language-support-program/

**English Language Support One-on-One Assistance**

Volunteers (Queen’s students) work with learners for approximately one hour per week, focusing on conversation skills. Volunteers are not academic tutors or teachers, but they are friendly and competent in the English language. The individual assistance program is available between September and April each year. This program is free of charge and is available to researchers, scholars, postdoctoral fellows, students enrolled in degree programs and their families. http://quic.queensu.ca/international-students-and-staff/english-language-support-program/.
SECTION 4
HOUSING
4.1 TEMPORARY HOUSING ON ARRIVAL

If you plan on arriving in August, there is an option of temporary housing in a student residence at Queen’s while you are looking for a permanent place.

For more information or to make a reservation (Queen’s University student ID (number) required), e-mail event.services@queensu.ca.

4.2 QUEEN’S COMMUNITY HOUSING AND PRIVATE RENTALS

Community Housing manages the student rental properties owned by Queen’s University. This includes two apartment complexes located at west campus – An Clachan and John Orr Tower – as well as a variety of apartments and houses in the Student Village around campus http://community.housing.queensu.ca/.

Community Housing also operates an Accommodations Listing Service (https://listingservice.housing.queensu.ca/index.php/rental/rentalsearch/action/search) where external landlords can post listings for student rental units. QUIC also provides links to a number of housing options at http://quic.queensu.ca/resources/housing-support/long-term-options/.

4.3 RENTING TIPS AND TENANTS’ RIGHTS

Deciding where to live will be a very important decision which will affect all aspects of your life at Queen’s. There are also regulations that dictate your rights and responsibilities as a tenant, while there are certain advantages and disadvantages in all types of housing agreements. If you are comfortable and safe in your new home, other aspects of your graduate experience at Queen’s will be easier to manage and more enjoyable. Queen’s has a lot of support for you in this regard.

Queen’s Student Community Relations website and QUIC both have plenty of resources to help you consider the many aspects of renting a property or room in Kingston. If you arrive in September and would like to go house hunting with some other new international students, visit QUIC early in the month. The staff can put you in touch with other students who might also be looking for both housemates and a place to rent.

http://www.queensu.ca/studentcommunityrelations/home
http://quic.queensu.ca/resources/housing-support/

These links will lead you to a number of useful tools and invaluable information, including resources for house-hunting such as maps, worksheets, the Kingston Property Standards checklist, detailed information on your rights and responsibilities covered by the Residential Tenancies Act and assistance in developing co-tenant agreements. If requested to do so, staff of the Student Community Relations office will review your lease agreement before it is signed. Ontario now mandates a standard lease, but this does not apply to situations where you live with the landlord.

4.4 GETTING AROUND KINGSTON AND BEYOND

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 Section 9 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. 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 at the following link: [http://www.mto.gov.on.ca/english/safety/pdfs/cycling-skills.pdf](http://www.mto.gov.on.ca/english/safety/pdfs/cycling-skills.pdf)

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 [http://www.queensu.ca/security/safety-tips/protect-your-property](http://www.queensu.ca/security/safety-tips/protect-your-property)

There is an on-campus bicycle repair shop called Bikes and Boards located in the lower level of the JDUC across from the SGPS Student Advisors’ Office. They offer bike and skateboard repair and some used bike sales: [https://www.queensu.ca/sustainability/campus-initiatives/transportation/cycling](https://www.queensu.ca/sustainability/campus-initiatives/transportation/cycling).

**Buses**

A portion of your student activity fees is dedicated to Kingston Transit. This enables 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, phone Kingston Area Transit at 613-544-5289 or visit the Routes and Schedules page of the City of Kingston’s Transit website: [http://www.cityofkingston.ca/residents/transit/bus-schedules](http://www.cityofkingston.ca/residents/transit/bus-schedules). Kingston Transit’s Trip Planner can be used to help figure out schedules and routes: [https://www.cityofkingston.ca/residents/transit/trip-planner](https://www.cityofkingston.ca/residents/transit/trip-planner).

**Coach services**

Run by Queen’s undergraduate student government, the Tricolour Express is the economical and friendly way to get to major centers across the province each weekend. Tickets and information are available at Destinations 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. Call 1-800-461-7661 for details, or see [http://ca.megabus.com/](http://ca.megabus.com/).
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. [http://www.viarail.ca/](http://www.viarail.ca/).

Student Travel Card

The SGPS offers all of its members a free International Student Identity Card (ISIC Card). ISIC Card holders can get discounts on travel, goods, and services in Kingston, across Canada, as well as internationally. Visit the SGPS Office to get your free ISIC card and the ISIC site for more information: [https://isiccanada.ca/card](https://isiccanada.ca/card).

Driving

If you have a valid driver’s license from another country or Canadian province, and you’re a student who is a non-resident of Ontario, you are allowed to use the driver’s license from your home jurisdiction for no more than 6 consecutive months.

A non-student with a valid driver’s license must apply for an Ontario driver’s license within 60 days of taking up residence in the province. When you apply for an Ontario driver’s license, you must present a valid out-of-country driver’s license and a recognized piece of identification. If the license is not in English or French, it must be accompanied by a written translation from a ministry-approved translator. Please visit the DriveTest website at [https://drivetest.ca/](https://drivetest.ca/) for a list of acceptable identification documents. The application process for an Ontario driver’s license, including the tests you’ll need to take, depends on the type of license you currently have. At minimum, applicants must pass a vision test and a written knowledge test regarding Ontario’s traffic rules, and pay all applicable fees. Details on the recognition of foreign driving experience can be found at the Service Ontario website: [https://www.ontario.ca/page/exchange-out-province-drivers-licence](https://www.ontario.ca/page/exchange-out-province-drivers-licence).

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:


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. https://www.uber.com/en-CA/cities/kingston/
Queen’s University International Centre (QUIC) staff and Student Advisors can answer questions about the topics below.

5.1 MAKING SENSE OF IMMIGRATION

You are responsible for maintaining your 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 categories of people 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** – A 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.

5.2 STUDY PERMITS

A study permit is required for anyone who wants to study in Canada for 6 months or more. 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.

A study permit allows the holder to work on the campus where they are enrolled as a full-time student. Therefore, if you hope to work on-campus, you must have a study permit, even if you plan to study for fewer than 6 months. See chapter six for more information about working on or off-campus.

Estimated processing times for study permit (and other applications) can be found at: [http://www.cic.gc.ca/english/information/times/index.asp](http://www.cic.gc.ca/english/information/times/index.asp).


5.3 TEMPORARY RESIDENT/VISITOR VISa (TRV) AND ELECTRONIC TRAVEL AUTHORIZATION (eTA)

A Temporary Resident Visa (TRV), sometimes known as the Visitor Visa, is a visa that is required by citizens of some countries to come to Canada. An Electronic Travel Authorization (eTA) is required to fly into Canada for citizens of most countries that are visa-exempt. If your citizenship requires you to have a TRV, you must ensure that it is valid whenever you enter Canada (but it can expire any time after that). If you successfully apply for a first (initial) study permit outside of Canada, a TRV will automatically be issued, and you do not need to make a separate application for a TRV or eTA.
When the permit is issued, it is important to read it carefully to see if there are any errors. Watch for incorrect expiry dates, institution name (most study permits should say “Queen’s” or “Other University, ON,” and incorrect conditions (study permits should include the words “may work” or “may accept employment.”) If you notice these or other errors, it is appropriate and advisable to ask the Canada Border Services officer about them.

If you do not require a study permit (see section 5.2 above), you can determine whether a TRV or eTA is required and how to apply at: http://www.cic.gc.ca/english/resources/tools/fees/imm/visa.asp

Note: American citizens require neither the TRV or the eTA.

QUIC offers information about the study permit application process at: http://quic.queensu.ca/international-students-and-staff/canadian-permits-and-visas/.

5.4 ARRIVING AT THE CANADIAN POINT OF ENTRY

You need your passport and TRV or eTA (if required—See Section 5.3 above) to travel to Canada. You must apply for a permit before you arrive. Upon successful application, the visa office issues applicants letters of introduction. You must present the letter of introduction to Canada Border Services when you arrive in Canada, and then you will be given your study permit. It is only when you receive this permit that you have legal status in Canada.

Be prepared to produce the following documents on arrival in Canada:

- letter of introduction from the Canadian Embassy, Consulate or High Commission (if you have one)
- passport, with Temporary Resident/Visitor Visa (TRV) where required
- original or copy of 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
- additional documents that were recommended by the Canadian Embassy, Consulate, or High Commission in your country (if applicable)

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

5.5 VISITING THE UNITED STATES


5.6 DOCUMENTS FOR FAMILIES

The accompanying family of an international student or worker (i.e. spouse, partner and/or children) is 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. See chapter six for more detail.

If the spouse or partner is admitted into an academic program, they must follow the rules noted in section 5.2, but may apply for their study permit within Canada. See the “Extending your permits” section in this chapter for an explanation of how to do this. See QUIC pages: http://quic.queensu.ca/international-students-and-staff/spouses-partners-and-families/.
SECTION 6
WORKING AND VOLUNTEERING
Canada’s Immigration and Refugee Protection Act (IRPA) limits who is allowed to be paid to give immigration advice. Only those professionally designated as lawyers, Regulated Canadian Immigration Consultants (RCICs), or Regulated International Student Immigration Advisors (RISIAs) can give temporary and permanent immigration advice. The Queen’s University International Centre (QUIC) employs RCICs and/or RISIAs as International Student Advisers to ensure that students can get the support they need.

6.1 RIGHT TO WORK

Study Permit-holders that are enrolled as full-time students are allowed to work on-campus, including as a research assistant (RA), teaching assistant (TA), teaching fellow (TF) and any other employment at Queen’s.

Immigration, Refugees, and Citizenship Canada’s (IRCC) new rules allow students enrolled full time in academic programs to work off-campus without a work permit from the first day of their program of study.

Students in graduate programs that have a mandatory full-time internship must get a work permit through IRCC’s co-op/internship work permit program. There is no fee for processing the application, but it is important to plan ahead to have the work permit in time for the start of the internship.

Information about the right to work on or off-campus, including details about the possibility of getting a co-op/internship or post-graduation work permit can be found at:


Immigration, Refugees, and Citizenship Canada (IRCC) also provides information about student eligibility to work, both on and off campus at: http://www.cic.gc.ca/english/study/work.asp.

6.2 SOCIAL INSURANCE NUMBER – SIN

A Social Insurance Number is required in order to be paid for work in Canada. It is important to apply for a SIN as quickly as possible, preferably within a week of arrival because you will not be able to receive pay for employment without this number. It is free to apply for a SIN number.

Applications must be made in person at Service Canada after arrival in Canada. The office nearest to Queen’s University is at 1300 Bath Road (in the Frontenac Mall). The office is open from 8:30 am to 4:00 pm, Monday to Friday. The application form is available at the office: https://www.canada.ca/en/employment-social-development/services/sin.html.

If you have a study permit, you must present your passport and your study permit (which must include the words “may work” or “may accept employment”).

Once you submit your application, you will be given a SIN number on site.

Contact the administrative assistant or the graduate assistant in your department if you have any questions or if you encounter any delay in applying for your social insurance number. International students who successfully apply will get a SIN that starts with a 9 and that has an expiry date (which usually matches their study permit). If it is necessary to extend the validity of the SIN, the study permit (or work permit) must be extended first.

The Social Insurance Number is also used for credit record purposes. It is very important to keep your SIN confidential. Very few services or agencies are allowed to ask you for your SIN. It’s more like a passport in being an important document only required in very specific circumstances.

See the QUIC website for more information about what to do if your SIN expires and which other

### 6.3 TUTORIAL/TEACHING ASSISTANTS (TA) AND TEACHING FELLOWSHIPS (TF)

Most graduate departments/programs engage graduate students each year to assist in undergraduate teaching, tutorial work, and laboratory demonstrations, as Teaching Assistants (TAs) or Teaching Fellows (TFs). At Queen’s University, TAs and TFs are unionized members of the Public Service Alliance of Canada (PSAC 901). TA or TF work forms part of the student’s funding package. See Section 6.7 below for information on PSAC 901.

### 6.4 RESEARCH ASSISTANTSHIP (RA)

Some graduate students have the opportunity to work as research assistants to faculty who are engaged on extensive research programs and who are holders of major research grants. This RA work is usually part of the student’s funding package.

### 6.5 QUEEN’S WORK STUDY PROGRAM

The Work Study Program is intended to supplement the resources of students who have the greatest financial difficulty and the fewest financial options by giving them priority for certain part-time jobs (generally, on campus) while they are studying at Queen’s. Any full-time Canadian citizen, permanent resident or international student may apply, but not all applicants are guaranteed a job. The Student Awards website has more details about the application process, application deadlines, and maximum income earnable: [http://www.queensu.ca/studentawards/financialassistance/workstudy.html](http://www.queensu.ca/studentawards/financialassistance/workstudy.html).

Once you have been accepted into the Work Study Program, visit Queen’s Career Services for information about finding a job on campus and to browse the job listings: [http://careers.queensu.ca/students/looking-job](http://careers.queensu.ca/students/looking-job).

### 6.6 CO-OPS AND INTERNSHIPS

If a work placement is a required part of your academic program then you may qualify for a work permit at no charge (see section 6.1 for more detail about work permit eligibility). There are few programs at Queen’s that qualify their students for a work permit through this program. Check with your department if this could apply for you.

### 6.7 PSAC 901 – UNION FOR TEACHING ASSISTANTS, TEACHING FELLOWS

PSAC Local 901 is a union made up of approximately 1500 Graduate Student Teaching Assistants, Teaching Fellows, Research Assistants and Postdoctoral Fellows at Queen’s University. The union helps TAs, TFs, and Research Assistants understand and develop their employment relationship with the university. If you are a graduate student employed to work as a Teaching Assistant or a Teaching Fellow, the following site provides information about the union and its activities: [http://psac901.org/](http://psac901.org/).

### 6.8 CAREER SERVICES: 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/index.html](http://careers.queensu.ca/index.html) to access many employment resources, including tips on preparing a cover letter and a resume, and workshops on interviewing skills and job-hunting techniques. Career services can help you prepare for the job search, but also plan your career. Rather than using the online appointment booking service, email or telephone Career Services to make an appointment with staff specialized in assisting graduate students.
6.9 VOLUNTEERING

Volunteering is an excellent way to gain experience and to broaden social and professional networks. Many graduate 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.

Volunteer with SGS with activities and events such as Orientation, Homecoming, Three Minute Thesis (3MT), and other events as they emerge.

Contact Colette Steer at the School of Graduate Studies on steerc@queensu.ca to find out more.

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: http://quic.queensu.ca/international-students-and-staff/english-language-support-program/welcome-to-els-volunteers/.

- 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. http://quic.queensu.ca/worldlink/.

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
- the H’Art School
- SGPS Commissioners, SGPS Student Council, Departmental Graduate Student Associations
- Ontario Public Interest Research Group

Find more campus and community volunteering opportunities here: http://queensu.ca/live/work.
SECTION 7
MONEY MATTERS
7.1 ESTIMATED COSTS

For an estimate on the cost of living for an international graduate student, see: http://www.queensu.ca/studentawards/costs.

For more detailed information about living costs, and for estimations for the cost of living for families, visit student awards: http://www.queensu.ca/studentawards/costs.html.

Tuition Fees

The fees you pay each year depend on your discipline and degree program. Tuition fees are set by the Board of Trustees in the Winter Term and normally increases – if any – come into effect as of the subsequent summer term. Visit the Registrar’s page for full details. You will still be paying fees for 12 months, including the summer months: http://www.queensu.ca/sgs/current-students/registration-fees.

7.2 FINANCIAL ASSISTANCE, SCHOLARSHIPS, AND AWARDS

Many international doctoral students receive a funding package from their department for the first four years of the PhD program. It is important to review the anticipated costs of study at Queen’s and ascertain whether your funding package will cover all of your living costs, and that you have identified a way to cover the costs which your funding package will not cover. As an international student, you are not eligible for financial assistance such as Canada student loans. Many scholarships and awards based on merit are unavailable to non-Canadians. Citizenship and Immigration Canada requires international students to have sufficient funds for tuition and living costs; therefore, students are expected to be able to support themselves from their funding package and, when necessary, from their own resources. Some programs provide funding to Master’s students; this varies according to the discipline/program. It is important to check with your department if you have any questions about your funding package before you arrive. You can also consult the SGS website for information about funding. https://www.queensu.ca/sgs/

Queen’s General Bursary

The Queen’s General Bursary is a non-repayable grant available to students in all years of study who have a demonstrated financial need. The Queen’s General Bursary is meant to supplement, not replace student and family resources. Students are expected to explore all sources of available funding.

Work Study Program

The Work Study Program is intended to supplement the resources of students who have the greatest financial difficulty and the fewest financial options by giving them priority for certain part-time jobs (generally, on campus) while they are studying at Queen’s.

The Ban Righ Centre and Society of Graduate and Professional Students offer a limited number of small awards and bursaries, and the SGPS has a limited number of small bursaries available, including an emergency bursary and a dental bursary. These will not finance your studies, but they may be helpful if you are in temporary financial difficulty. http://www.queensu.ca/studentawards/financialassistance/banrigh.html and http://www.sgps.ca/services/awards.html.

U.S. Student Loans

Queen’s University participates in the William D. Ford Federal Direct Loan Program, in which US citizens or eligible US non-citizens may apply for Federal loans directly from the US Department of Education. The Federal School code for Queen’s University is G06679.
Section 529 Savings Plans

U.S. students who have access to Section 529 Savings Plans are eligible to utilize these resources while studying at Queen’s University. To maximize U.S. federal tax benefits associated with Section 529 savings plans students will need to ensure that their savings plan’s administrator is informed of the U.S. Department of Education Federal School Code for Queen’s University (at Kingston, Ontario), which is G06679.

For further information on all of these options, see Student Awards: https://www.queensu.ca/studentawards/financial-aid/specific-student-groups/international-students

7.3 BANKING

If you will work 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 by cheque (see details about the use of cheques below).

Some short-term visitors (i.e. 1 term exchange students or visiting researchers who are not paid by Queen’s) may choose not to open a Canadian account. Bank cards from around the world should include the logo of an ATM network (i.e. Maestro or Plus). Look for those logos on ATMs in Canada to determine whether you can use those machines. Note: 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.

Note that the Canadian Imperial Bank of Commerce (CIBC) is the only bank with Automated Teller Machines (ATMs) on Queen’s Campus but downtown banks are within easy walking distance. All of the major Canadian banks have accounts available for students that allow certain banking services for free. For information on Canadian banks in Kingston, how to open a bank account how to best use the cheque system, see http://quic.queensu.ca/international-students-and-staff/living-in-kingston-guide/banking/.

7.4 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. There’s a textbook rental service, although this tends to be applicable for undergraduate courses. The Bookstore may be able to order books that you need, and buy back your course materials at the end of the year if they are in good condition. In addition to course materials, the Bookstore stocks stationary, some books of general interest, and Queen’s memorabilia. http://www.campusbookstore.com/.
**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. See [http://queensu.ca/live/services](http://queensu.ca/live/services) for more details, including opening hours.

<table>
<thead>
<tr>
<th>Store / Service</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bikes and Boards</td>
<td>JDUC</td>
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<tr>
<td>Campus Dentist</td>
<td>JDUC</td>
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<tr>
<td>Campus Equipment Outfitters</td>
<td>Clark Hall</td>
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<tr>
<td>Campus Bookstore</td>
<td>Clark Hall</td>
</tr>
<tr>
<td>Information Technology Services</td>
<td>Mackintosh-Corry Hall</td>
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<tr>
<td>Canada Post Mailboxes</td>
<td>• Outside the JDUC, on the Union Street side</td>
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<tr>
<td></td>
<td>• Across the street from the Campus Bookstore, on the way to Miller Hall parking</td>
</tr>
<tr>
<td></td>
<td>• Mackintosh-Corry Hall</td>
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<tr>
<td>DrugSmart Pharmacy</td>
<td>Queen’s Centre</td>
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<tr>
<td>Farmer’s Market</td>
<td>Fall term: In front of the JDUC</td>
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<td></td>
<td>Winter term: JDUC, Lower Ceilidh</td>
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<tr>
<td></td>
<td>(until warm enough to go outside)</td>
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<tr>
<td>Grocery Checkout Fresh Market</td>
<td>Queen’s Centre</td>
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<tr>
<td>Oil Thigh Designs</td>
<td>JDUC, Lower Level</td>
</tr>
<tr>
<td>Parking Department</td>
<td>Rideau Building, 2nd Floor</td>
</tr>
<tr>
<td>Publishing and Copy Centre (P&amp;CC)</td>
<td>JDUC, Lower Level</td>
</tr>
<tr>
<td>Q-Shop, Athletics Store</td>
<td>Athletics &amp; Recreation Centre</td>
</tr>
<tr>
<td>Queen’s Day Care Centre</td>
<td>169 Union Street</td>
</tr>
<tr>
<td>Signatures Hair and Tanning Salon</td>
<td>JDUC, Lower Level</td>
</tr>
<tr>
<td>CIBC Bank Machines</td>
<td>• Biosciences Complex</td>
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<tr>
<td></td>
<td>• Botterell Hall</td>
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<td></td>
<td>• Clark Hall Pub</td>
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<td>• JDUC, Lower Level</td>
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<td>• Mackintosh-Corry Hall</td>
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<td>• Queen’s Centre</td>
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<td></td>
<td>• Victoria Hall</td>
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<td></td>
<td>• West Campus</td>
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<tr>
<td>Tricolour Outlet and Tricolour Express</td>
<td>JDUC, Upper Level</td>
</tr>
</tbody>
</table>
Cafes and cafeterias on campus

See http://queensu.ca/live/food for more details, including opening hours.

<table>
<thead>
<tr>
<th>Food Outlet</th>
<th>Location</th>
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</thead>
<tbody>
<tr>
<td>Common Ground Coffee House</td>
<td>Queen’s Centre – Upper Level</td>
</tr>
<tr>
<td>Common Ground Express</td>
<td>JDUC – Upper Level</td>
</tr>
<tr>
<td>The Grad Club</td>
<td>162 Barrie Street</td>
</tr>
<tr>
<td>Queen’s Pub</td>
<td>JDUC – Upper Level</td>
</tr>
<tr>
<td>The Tea Room</td>
<td>Beamish-Munro Hall</td>
</tr>
<tr>
<td>Farmer’s Market</td>
<td>Fall Term: In front of the JDUC</td>
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<tr>
<td></td>
<td>Winter Term: JDUC – Lower Ceilidh</td>
</tr>
</tbody>
</table>

Mac-Corry Square
- The Pita Pit
- Pizza Pizza
- Chef Michael Smith’s Canadian Grilling Company

Queen’s Centre
- Tim Hortons
- Pizza Pizza
- Booster Juice
- Teriyaki Experience

<table>
<thead>
<tr>
<th>Location</th>
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<tbody>
<tr>
<td>Common Ground Coffee House</td>
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<tr>
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<th>Location</th>
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<tbody>
<tr>
<td>Mackintosh-Corry Hall</td>
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<table>
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<th>Location</th>
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<tbody>
<tr>
<td>Queen’s Centre – Lower Level</td>
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</table>

Queen’s Centre
- Tim Hortons
- Pizza Pizza
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- Teriyaki Experience

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<tr>
<th>Location</th>
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<tr>
<th>Location</th>
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<tr>
<td>The Lazy Scholar</td>
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<tr>
<td>Goodes Hall Café</td>
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<tr>
<td>Stauffer Library Café</td>
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<tr>
<td>Tim Hortons</td>
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<tr>
<td>Market Street</td>
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<tr>
<td>Garden Street Café</td>
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<tr>
<td>Gord’s</td>
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<tr>
<td>Quizno’s Subs &amp; Mediterranean</td>
</tr>
<tr>
<td>Grocery Checkout Fresh Market</td>
</tr>
<tr>
<td>Khao Pan-Asian Cuisine</td>
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<tr>
<th>Location</th>
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<tbody>
<tr>
<td>Victoria Hall</td>
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<tr>
<td>Goodes Hall</td>
</tr>
<tr>
<td>Staffer Library – Lobby</td>
</tr>
<tr>
<td>Bio Sciences Complex – Atrium</td>
</tr>
<tr>
<td>School of Medicine Building</td>
</tr>
<tr>
<td>Botterell Hall</td>
</tr>
<tr>
<td>Gordon-Brockington Hall</td>
</tr>
<tr>
<td>JDUC – Lower Level</td>
</tr>
<tr>
<td>Queen’s Centre</td>
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<tr>
<td>JDUC-Lower Level</td>
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</tbody>
</table>

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 at most grocery stores.

Some stores carry organic, locally-grown, environmentally friendly, and health food products. You can find these types of foods at Loblaws, Tara Natural Foods, Sigrid’s, and Old Farm Fine Foods.

For a list of specialty food stores, see: http://quic.queensu.ca/international-students-and-staff/living-in-kingston-guide/food/.
Farmers Market

Local farmers, bakers, and specialty food stores set up outside stalls and sell a wide variety of produce. The items sold depend very much on the season, but usually fresh vegetables, fruits, cheese, meats, maple syrup and baked goods are sold. One farmers’ market is located in the square behind City Hall, on Market Street. It is open on Tuesdays, Thursdays, and Saturdays from about 8am-5pm. There is a second farmer’s market at the Memorial Centre on Sunday mornings throughout the summer. There is also a farmer’s market at Queen’s every Wednesday from 9am – 4pm during the fall and winter terms. It is held at the John Deutsch University Centre (JDUC).

Specialty food

You may find some of the foods that you are looking for in these shops:

- Old Farm Fine Foods, 204 Barrie Street, 613-546-3276 (organic local meats & vegetables, cheese, homemade fresh and frozen meals)
- Tara Natural Foods, 81 Princess Street, 613-546-4439 (spices, lentils, grains and more)
- Quattrochis Specialty Foods, 662 Montreal Street, 613-542-4996; has many different spices and vegetable-especially good for Middle Eastern and Far East Food
- Asian Market, 354 Princess Street, 613-547-0329; carries pan-Asian foodstuffs.
- Golden Rooster Delicatessen, 131 Princess Street, 613-542-5676; many items imported from Germany, Switzerland, Austria and Holland
- Cooke’s Fine Foods, 61 Brock Street, 613-548-7721; mainly foods from Britain and some from Switzerland, Germany, Austria, Belgium, Scotland and Denmark

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: [http://quic.queensu.ca/international-students-and-staff/living-in-kingston-guide/shopping-economically/](http://quic.queensu.ca/international-students-and-staff/living-in-kingston-guide/shopping-economically/).

7.5 TELEPHONES: LANDLINE AND MOBILE / CELL

Home phone (landline)- To get a telephone installed, call Bell Canada at 613-310-2355, visit their website (www.bell.ca), or go to the Bell World store at the Kingston Centre (Bath Rd. and Sir John A. MacDonald Blvd). It is also possible to get home phone service through Cogeco (www.cogeco.ca), the local cable television company. Please note that Cogeco will now only provide service for those with Canadian-issued personal identification, which is available to international students but will take some time to get.

Cellular (Mobile) Phones- If you are interested in bringing your cellular/mobile phone from home, Canada’s three major cellular providers (and their sub-brands) are able to sell SIM cards that can be placed in existing phones. Note: It is important to confirm that your phone is compatible with the network before purchasing a SIM card.

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.

For more information, including contact details for cellular/mobile companies, see the Communications
7.6 SALES TAX

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 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.

7.7 MANAGING YOUR MONEY

Creating a budget and following it closely is very important as it can help you keep track of your income and expenses. Visit the Queen’s Student Awards Office on line to find out more about budget calculation tools: [http://www.queensu.ca/studentawards/index.html](http://www.queensu.ca/studentawards/index.html).

Visit the Office in person if you would like help creating a budget based on your income and expenses, and exploring funding options. The Office is in Gordon Hall. Staff can also give general advice on money management. Call 613-533-2216 for an appointment with a Financial Counselor.

7.8 INCOME TAX

What are the deductions that I see being taken from each of my paycheques?

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

- 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 paycheque (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 during March and April to assist international students, staff and faculty 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 are listed in the Calendar of Events: [http://quic.queensu.ca/events/](http://quic.queensu.ca/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 (through [https://my.queensu.ca/](https://my.queensu.ca/) 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)

If you received scholarships or bursaries from Queen’s (or other Canadian sources), you should have:
- T4A – Scholarship and Bursary income (issued by your employer/school, if applicable)

If you earned income from Canadian sources you should also have:
- 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)

QUIC’s tax workshops will show you how to use tax software that is free for students to complete your tax forms. In some cases, the first income tax return will need to be submitted on paper. The software will allow you to print pages for submission (if necessary). The tax forms themselves are available in Canada Post offices between January and April and through the Canada Revenue Agency website: [https://www.canada.ca/en/services/taxes/income-tax.html](https://www.canada.ca/en/services/taxes/income-tax.html).

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 8:30 am and 4:30 pm.
8.1 HEALTH INSURANCE: AN OVERVIEW

Health care is very expensive in Canada if you don’t have 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. At Queen’s it is mandatory for all students to have both primary and supplementary health insurance for the duration of their studies. These plans offer different types of coverage but work together for travel coverage outside of Canada. If your family members are with you in Canada, they should also have health insurance for the duration of their stay. To review more information about primary and supplementary plans at Queen’s, and the coverage offered see: http://quic.queensu.ca/international-students-and-staff/health-insurance-and-care/uhip/understanding-healthcare.

8.2 PRIMARY HEALTH COVERAGE

**Primary health coverage** provides coverage for physician services at clinics and hospitals across Ontario – for both emergency and non-emergency needs.

At Queen’s University (and other Ontario universities) primary coverage is deemed mandatory. For students that do not have Canadian provincial or territorial health insurance, the mandatory alternative is provided through a plan called UHIP (the University Health Insurance Plan) and the insurer is Sun Life. At Queen’s, the student UHIP program is administered through the Queen’s University International Centre (QUIC).

UHIP coverage is designed to be comparable to the coverage provided to residents of Ontario from the provincial plan called OHIP (the Ontario Health Insurance Plan), so that all students have a similar level of coverage.

**Some details of the plan include:**

Physician services (at clinics and hospitals) in Ontario – to a maximum of $1,000,000 per member per academic year and to 125% of OHIP billing rates, without deductibles, limitations or exclusions. Additionally UHIP provides full coverage for pre-existing health conditions - a clause typically unmatched by alternate private health plans. Clinic and hospital services might include: health examinations, emergency room services, x-rays, blood work and other laboratory testing ordered by a physician, hospitalization (in standard ward accommodation), care related to pregnancy (prenatal, delivery and postnatal), use of operating and delivery rooms, mental health support (psychiatry), limited travel coverage and repatriation.

**UHIP enrolment is:**

- mandatory and automatic for international students – with single coverage being automatically applied to the student’s SOLUS account and identified as “International Health Care”.

- mandatory (but not automatic) for the spouses and children of international students when residing in Ontario – fees to be added manually to the student’s SOLUS account. Such dependents must be added directly through the on-line UHIP Portal after arrival and within the first 30 days to avoid a late enrolment penalty + retroactive UHIP fees.

- domestic students that do not yet have valid Canadian provincial/territorial health insurance such as OHIP (the Ontario Health Insurance Plan) are eligible for short-term UHIP at the start of their program – fees to be added manually to the student’s SOLUS account. Students in this circumstance should contact uhip@queensu.ca (include student number) to seek enrolment and guidance in eligibility for the provincial plan.
All international students will receive UHIP messaging and direction to their Queen’s e-mail accounts before the start of their program. That e-mail gives immediate and direct access to the UHIP portal where proof of coverage can be obtained and printed, dependents can be added, and opt-outs can be initiated (where eligible).

Students must complete this on-line process within their first 45 days.

**Where to Find Medical Help**

When healthcare is required, UHIP members should be prepared to show proof of UHIP coverage (paper-copy) and visit clinics or hospitals in the preferred provider network for UHIP.

Failure to do so, may result in the clinic/hospital seeking direct payment from you when services are provided. Additionally, it can mean that the provider can bill you rates that exceed the maximum permitted by UHIP (which is 125% of the OHIP billing rates). This can leave you with expenses that will not be fully reimbursed. Therefore, it is in your best interest to always carry your proof of coverage and aim to visit a preferred provider when possible.

For information on which clinics/hospitals to use, see: [http://quic.queensu.ca/international-students-and-staff/health-insurance-and-care/local-kingston-health-services/](http://quic.queensu.ca/international-students-and-staff/health-insurance-and-care/local-kingston-health-services/).

**Making a Claim**

If at any point, you receive billing or are required to pay for UHIP covered services, you can find information and direction (including a tutorial) for completing a UHIP claim form from: [http://uhip.ca/make-a-claim.aspx](http://uhip.ca/make-a-claim.aspx).

This form allows you to seek payment directly to the clinic or hospital (if you have not yet made payment), or to seek direct reimbursement for expenses you have incurred (if you were required to pay for services).

You are encouraged to make a copy of all documentation for your records before submitting all originals to Sun Life by mail (address provided at the end of the claim form). Reimbursements typically take 10 business days from mailing.

For additional UHIP Information and/or support see: [http://quic.queensu.ca/international-students-and-staff/health-insurance-and-care/uhip/](http://quic.queensu.ca/international-students-and-staff/health-insurance-and-care/uhip/), email the UHIP Administrator at uhip@queensu.ca (include your student number), call (613-533-2604), or visit the QUIC office currently in Room 117 of John Deutsch University Centre (JDUC) building. In 2019, QUIC will be moving to Mitchell Hall.

### 8.3 Supplementary Health Coverage

**Supplementary health coverage** provides coverage for basic and preventative dental services, prescription medicine, vision care, travel coverage and extended health services such as: chiropractic, massage therapy, physiotherapy, etc.

For graduate students at Queen’s University, supplementary coverage is administered through the Society of Graduate and Professional Students (SGPS) office and the insurer is MEDAVIE Blue Cross. The plan provides students with an affordable, easy-to-use plan for a full 12 months.

**Some details of the plan include:**

- Basic and preventative dental services – 10% - 100% coverage to a maximum of $1000 per plan year–
including 1 complete oral examination once every 5 years and 1 limited/recall examination once every 12 months (only 2 units of scaling are covered every 12 months).

- 75% coverage for minor restorative work (ex: fillings), extractions (includes Wisdom Tooth extractions at 50% coverage), and anesthesia (when with oral surgery).
- 10% coverage for endodontics, periodontics, denture services and major restorative work.
- Prescription medicine – 60% - 80% coverage on most medications prescribed by your physician to a maximum of $5000 per plan year and (you pay $5 dispensing fee).
- Vision Care – 100% coverage for lenses or frames, and eye examinations to a maximum of $200 every 24 months.
- Travel Coverage – maximum of $2,000,000 for 24 hour emergency medical coverage with eligible medical expenses reimbursed at 100%.
- Extended Health Services (chiropractic, massage therapy, physiotherapy) – coverage of $40 per visit to a maximum of $600 combined per plan year, and separate coverage for Mental Health (Psychologist/MSW) up to $500 maximum.

Supplementary enrolment is:

- mandatory and automatic for on-campus students who are registered as full-time, on-campus students in the fall term.
- optional (but not automatic) for the spouses and children of students.
- optional (but not automatic) for off-campus students, those not registered in the fall term but registered in other terms (i.e.-winter/summer), spouses and children of students, or other students not automatically enrolled. If you would like to opt-in to the Health and Dental plan – please contact the SGPS office directly in September (or January for those registering in January). Students must pay the SGPS activity fee when applying to opt-in to the SGPS health/dental plan. See below for specific opt-out and opt-in instructions and timelines.

Reference information for your SGPS Supplementary health plan is on the back of your student ID card.

Opting out of the SGPS Health Plan

Students who already have alternative equivalent coverage can opt-out of the SGPS health and/or dental plan. Between the second and third week of September, go to https://sgps.ca/sgps-health-and-dental-plan/. You will be asked to provide Proof of Coverage including the Name of your Insurance Company, your Policy Number, and the name of the person who holds the policy. There are no paper opt-outs.

NO OPT-OUTS WILL BE ACCEPTED AFTER A DEFINED DATE, USUALLY IN THE THIRD WEEK OF SEPTEMBER. Check for the cut-off date in the current year. Keep a copy of your opt-out confirmation email. This will be your proof of opt-out should you need it.

Before the end of September, successful opt-outs will be processed and a credit will be applied to your SOLUS account.
**Opting in to the SGPS Health Plan**

If for some reason you are not automatically opted-in to the plan in September (perhaps you are off-campus, or you want to add your partner or child to the plan), you may still opt-in in September. There is also an opt-in period during January for those who start their studies in the Winter term. If you need to opt-in at other times during the year, please contact our office.

**How to Opt-In**

Opt-ins are now processed online only via the SGSP Health and Dental webpage. For more details about opting in, opting out, and the specified periods, visit: https://sgps.ca/sgps-health-and-dental-plan/.

**Making a claim**

At most pharmacies, you can claim your 80%-100% coverage on the spot by providing our plan card, which you can create at http://studentvip.ca/sgps. At many dentists, the dentist will make the claim for you during your visit and you will receive a cheque in the mail, or a deposit in your bank account if you sign up for direct deposit through MEDAVIE Blue Cross Member Portal or Mobile App. Should you need to send a claim in yourself, you will receive a receipt from the dentist, optometrist, or service in question, or online through the MEDAVIE Blue Cross Online Portal or Mobile App.

Please note that due to the time it takes for MEDAVIE Blue Cross to upload eligible students to their system at the beginning of the academic year, any claims received by MEDAVIE Blue Cross before mid-October will be rejected. This is called the blackout period. Please do not send claims to MEDAVIE Blue Cross during the black-out period, that is, until mid-October. After the blackout period, you can make back claims for anything done September 1st or thereafter. If you have any questions about the blackout period, please contact the SGPS Front Desk in person or by e-mail (frontdesk@sgps.ca).

For more information about the supplementary health plan including: the enrolment process, the opt- in and opt-out processes (if applicable), costs, duration and coverage please visit: https://sgps.ca/sgps-health-and-dental-plan/.

For additional supplementary health plan/health care support – students are welcome to visit or call the SGPS office located in Room 021 of the John Deutsch University Centre building, 613-533-2924 or email the plan Administrator at healthdental@sgps.com (please include your student number).
SECTION 9
WELLNESS AND SAFETY
9.1 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 resources on living well and staying well in graduate school, visit SGS Habitat: http://www.queensu.ca/sgs/current-students/sgs-habitat. For more mental and physical health strategies, visit http://queensu.ca/live/health.

9.2 HEALTHCARE AND DISABILITY ACCOMMODATION AT QUEEN’S

Students and their adult dependents will have a family physician at Queen’s Student Wellness Services, 146 Stuart St, LaSalle Building (613) 533-2506. See below for details. Children can visit The Children’s Outpatient Clinic at Hotel Dieu Hospital, 166 Brock Street, (613) 544-2153. Call to make an appointment. For other health care services, see http://quic.queensu.ca/international-students-and-staff/health-insurance-and-care/local-kingston-health-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 at 146 Stuart Street in the La Salle building. You can book an appointment by calling 613-533-2506. Appointment hours Monday – Thursday 9:00 am to 4:00 pm, and Friday – 9:00 am to 3:00 pm.

Accommodation for Students with Disabilities

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

Graduate students seeking accommodations should notify the University about the disability and 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) (See Appendix C) 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, graduate supervisors and/or graduate 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 graduate supervisors, as needed. Students are required to review accommodation needs with QSAS annually (or more frequently if required).

Note: 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 Appendix I: SGS Policy on Accommodation of Graduate Students with Disabilities).

The graduate supervisor and other members of the academic unit must recognize the requirement to support the accommodation process, be informed about Queen’s services that support students with disabilities, and refer students to these services should the need arise. The supervisor should encourage students with disabilities to discuss their progress and accommodation needs as necessary, respond to student requests for accommodation in a timely manner, assist with defining
essential academic requirements, and be prepared to suggest reasonable approaches in developing accommodation plans. The Supervisor will also ensure that accommodations as approved by QSAS and the department are implemented as directed during the oral thesis examination.

**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 Hospital 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

9.3 COUNSELLING SUPPORT

Feeling stressed? Reach out for support when you need assistance

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.

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. Counselling Services (part of Student Wellness Services - [http://www.queensu.ca/studentwellness/home](http://www.queensu.ca/studentwellness/home)) 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 three 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. Office hours are Monday to Friday from 9:00 am to 4:30 pm. You may also make an appointment in person at the LaSalle Building.

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 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 Dr. Arunima Khanna, Cross-Cultural Counsellor, can be made by calling: 613-533-6000 ext. 78264.

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 the counselling service at the LaSalle Building and we will help you arrange support quickly.

For more information about the Counselling Service, visit their website: [http://queensu.ca/studentwellness/counselling-services](http://queensu.ca/studentwellness/counselling-services).

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).

To view the Green Folder, visit: [http://www.queensu.ca/studentwellness/mental-health](http://www.queensu.ca/studentwellness/mental-health).

### 9.4 PEER SUPPORT

See this page for additional sources of support on campus and within the community: [http://queensu.ca/studentwellness/counselling-services/resources](http://queensu.ca/studentwellness/counselling-services/resources).

Resources include:

- SGPS Student Advisors: [https://sgps.ca/sgps-student-advisor-program](https://sgps.ca/sgps-student-advisor-program)
- The Ban Righ Centre’s Student Advisors: [http://banrighcentre.queensu.ca/services-and-programs/staff/](http://banrighcentre.queensu.ca/services-and-programs/staff/)
- QUIC’s International Student Advisers: [http://quic.queensu.ca/](http://quic.queensu.ca/)
- The Sexual Health Resource Centre: [https://www.facebook.com/shrckingston/](https://www.facebook.com/shrckingston/)

### 9.5 FAITH AND SPIRITUALITY

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: http://www.queensu.ca/faith-and-spiritual-life/

Also of interest:

- The Four Directions Aboriginal Student Centre: http://www.queensu.ca/fdasc/
- Newman House, the Catholic Chaplaincy: http://www.newmanhouse.ca/
- Geneva Fellowship, the Christian Reformed Church: http://geneva.queensu.ca/
- Hillel House, the Jewish Student Union: http://hillelontario.org/queens/
- The Muslim Students Association: https://www.facebook.com/QUMSA/
- A multifaith calendar: http://www.queensu.ca/humanrights/multifaith-calendar

For further information, see the section on Spiritual and Religious Support: http://quic.queensu.ca/international-students-and-staff/living-in-kingston-guide/spiritual-and-religious-support/.

9.6 SAFETY

Queen’s strives to maintain a safe and secure environment for all members of the Queen’s community. 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 by 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: http://www.queensu.ca/studentaffairs/student-safety/safety-resource-list

9.7 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. Contact Queen’s Security at 613-533-6111.

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: http://www.queensu.ca/studentaffairs/student-safety/sequre.
9.8 SAFETY RESOURCES ON CAMPUS

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

Emergency Report Centre for on-campus emergencies only call 613 533 6111. For non-emergencies, including lost and found and the Lone Walker and Campus Escort programs call 613-533-6733. For all things on campus security and emergency services go to http://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 http://www.queensfirstaid.com/.

Walkhome

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. Open till 2am Sun-Wed; 3 am Thurs - Sat; 4 am during the exam period, and 1am in the summer. 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. More information is available at: http://walkhome.ca/.

9.9 OFF CAMPUS SAFETY: BEST PRACTICES FOR HOME 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. The current cost is $35. See the Proof of Age section of QUIC’s Personal Identification page for more information: http://quic.queensu.ca/incoming/identification.asp.

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: http://www.international.gc.ca/international/index.aspx.

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 http://www.queensu.ca/studentaffairs/.

Resources:

ITServices 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.

9.10 ABUSE AND SEXUAL HARASSMENT

Abusive relationships and sexual harassment are serious issues that threaten personal safety. Sexual assault 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

• 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 Counsellor 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. Visit http://queensu.ca/studentaffairs/student-safety/personal-safety/abuse-and-sexual-harassment.

• Queen’s Human Rights 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. Visit http://www.queensu.ca/humanrights/home. Call 613-533-6886 make an appointment with an advisor.
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 on the corner of University Ave. and Union St.) in the clubs space above Queen’s Pub and CoGro Express (https://www.facebook.com/shrckingston/).

**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 SADV 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, www.wavaw.ca.

**9.11 COMMUNITY LIVING**

**Off Campus Response Program**

Campus Security will respond to community noise complaints in an effort to resolve noise issues before the police or bylaw enforcement officers are contacted. [https://www.queensu.ca/studentaffairs/student-safety/home/living-neighbours](https://www.queensu.ca/studentaffairs/student-safety/home/living-neighbours)

**Resolve Kingston**

Operated by K3C Counselling Centres. Provides a community mediation program that can help resolve conflicts with neighbours, roommates, landlords, and others, usually in one meeting. 613-549-8626 ext. 3231 or [https://resolvecounselling.org/](https://resolvecounselling.org/).
SECTION 10
CROSS-CULTURAL TRANSITIONS

International Housing Office
Assisting with your housing needs
10.1 ADJUSTING

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 a 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 Intercultural Advisor Dr. Arunima Khanna 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 some time, seek out help. Contact Dr. Arunima Khanna at 613-533-6000 ext. 75774 or by email at 7ak1@queensu.ca.
Some Good Resources:

- SGS Habitat: Resources for Living Well and Staying Well in Grad School: [http://www.queensu.ca/sgs/current-students/sgs-habitat](http://www.queensu.ca/sgs/current-students/sgs-habitat)
- Student Academic Success Services – includes Learning Strategies and Writing Centre - [https://sass.queensu.ca/](https://sass.queensu.ca/)
- Counseling Service - [http://www.queensu.ca/studentwellness/counselling-services](http://www.queensu.ca/studentwellness/counselling-services)
- SGPS Student Advisor Program - [https://sgps.ca/sgps-student-advisor-program/](https://sgps.ca/sgps-student-advisor-program/)

10.2 COMMUNICATING WITH SUPERVISORS

Effective communication with your supervisor is very important to your academic and personal success. Establishing and maintaining clear and open communication from the beginning of the supervisory relationship is essential. Please consult the Graduate Supervision Handbook [http://www.queensu.ca/sgs/current-students/graduate-supervision](http://www.queensu.ca/sgs/current-students/graduate-supervision) to know your own roles and responsibilities in managing this relationship. The School of Graduate Studies also offers workshops on managing the supervisor-student relationship with pragmatic suggestions through its Expanding Horizons workshop series: [http://www.queensu.ca/exph/workshop-series/themes-workshop-descriptions](http://www.queensu.ca/exph/workshop-series/themes-workshop-descriptions).

10.3 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. Violations of academic integrity can lead to being required to withdraw from the university, whether the plagiarism was intentional or not. See the following SGS site for a fuller description of academic integrity: [http://queensu.ca/sgs/graduate-calendar/academic-integrity-policy](http://queensu.ca/sgs/graduate-calendar/academic-integrity-policy).

Programs also provide information on Academic Integrity as part of orientation. Orientation is a busy time and you will be receiving lots of information about many aspects of life at Queen’s. It is so important that you make sure that you understand what Academic Integrity is and what plagiarism is. Ask your supervisor or graduate coordinator if you are unclear. Ask for specific examples as illustrations. This may be very different than you are accustomed to in your home country.

Here are some helpful online resources to consult and practice academic integrity skills:

- Avoiding Plagiarism, Student Academic Success Services: [http://sass.queensu.ca/topics/avoiding-plagiarism](http://sass.queensu.ca/topics/avoiding-plagiarism/)
- SPARK: Student Papers & Academic Research Kit, York University: [https://spark.library.yorku.ca/academic-integrity-what-is-academic-integrity](https://spark.library.yorku.ca/academic-integrity-what-is-academic-integrity/).
- Attend an Expanding Horizons workshop - [https://www.queensu.ca/exph/workshop-series](https://www.queensu.ca/exph/workshop-series)

10.4 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 at: [http://quic.queensu.ca/training/training-for-students/](http://quic.queensu.ca/training/training-for-students/).

10.5 DISCRIMINATION AND HARASSMENT

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). In addition, the University has the duty to do so under Ontario and Federal law. This duty is also met by special programs designed to relieve hardship or economic disadvantage or to assist disadvantaged persons or groups to achieve or attempt to achieve equal opportunity or that are likely to contribute to the elimination of harassment and discrimination. Implicit in the duty not to harass or discriminate is a positive duty to accommodate. That duty includes a responsibility on the part of all supervisors, both academic and staff, to strive to create an environment free of harassment and discrimination in their area of responsibility. http://www.queensu.ca/secretariat/policies/human-resources

10.6 HUMAN RIGHTS

Showing respect for everyone’s human rights is an important Canadian value, and Queen’s strives to create a campus where each student’s dignity and safety is ensured and where diversity is celebrated. The university has a Harassment and Discrimination Policy and Procedure in place to tackle harassing and discriminatory behaviour. The Policy can be found here: http://www.queensu.ca/secretariat/policies/senateandtrustees/harassment.html. It gives the Queen’s Human Rights 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 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. A320 Mackintosh-Corry Hall 613-533-6886, http://www.queensu.ca/humanrights/

The Human Rights 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. http://www.queensu.ca/humanrights/training/sexual-harassment-online-training.

10.7 THE EQUITY OFFICE

The mandate of the Equity Office is to work with Officers of the University, the Senate Education Equity Committee and the Council on Employment Equity to ensure that equity is achieved throughout the University in accordance with the Report on Principles and Priorities adopted by the Queen’s Senate in 1996. 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. B513 Mackintosh-Corry Hall 613 533-2563, http://queensu.ca/equity/.
SECTION 11
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.

11.1 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!

11.2 GETTING INVOLVED IN CAMPUS LIFE

Campus Newsletters

Sign up for the following email newsletters and social media groups to keep abreast of everything going on at Queen’s and find new opportunities to meet people.

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). The most recent newsletters are also available here https://www.queensu.ca/sgs/sign-sgs-newsletter and the archives can be viewed on this page.

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. You could also join the SGPS at Queen’s – International Affairs Facebook group https://www.facebook.com/groups/390882624304305/.

The SGPS also produces a newsletter to keeps all its members informed about events and services. You can subscribe to this newsletter by emailing director@sgps.ca.

You could also join the Society of Graduate and Professional Students at Queen’s Facebook Group: http://www.facebook.com/queenssgps/.

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 Section 6.

**Committees, Clubs and Societies**

There are numerous opportunities for graduate students to serve on committees across campus: departments/programs, the School of Graduate Studies (SGS), the Society of Graduate and Professional Students (SGPS) all offer many opportunities for graduates to get involved with student government and graduate life more generally. See, for example, [https://sgps.ca/](https://sgps.ca/)

There are also a number of 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 dozens to choose from, most students find a group that speaks to their interests. Note that new groups are formed continuously and are student initiated.

For a full list of clubs, descriptions of the club mandates and contact information, see: [http://myams.org/clubs.aspx](http://myams.org/clubs.aspx).

### 11.3 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. [https://gogaelsgo.com/](https://gogaelsgo.com/)

**Recreation Clubs**

All students have access to the Athletics and Recreation Centre (ARC) as student activities fees include a contribution to this facility ([http://gogaelsgo.com/](https://gogaelsgo.com/)). 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. See here for more details [http://rec.gogaelsgo.com/index.aspx](http://rec.gogaelsgo.com/index.aspx).

**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! Visit the Athletics and Recreation Centre page for more details on Queen’s state of the art gym facilities: [http://rec.gogaelsgo.com/index.aspx](http://rec.gogaelsgo.com/index.aspx).

**Varsity Athletics**

Nearly 1,000 students proudly sport the Tricolour, and the Gaels are perennial contenders for league and national championships. In 2011, the Gaels hoisted five OUA banners and one national championship. Queen’s consistently ranks in the top three in terms of the number of CIS and OUA Academic All-Stars. Visit [http://www.gogaelsgo.com/](http://www.gogaelsgo.com/) for full details of Queen’s varsity teams and clubs.
11.4 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 to get involved in or appreciate as a community member make the student experience at Queen’s one of a kind. Have a look here for more details on the Grad Club, one of the best campus live-music venues in the country, student bars, theatre groups, the conservatory of music, books and arts festivals, and much more: http://queensu.ca/live/entertainment.
SECTION 12
INFORMATION FOR FAMILIES
Welcome Spouses and Partners! Being the accompanying partner or spouse to a student or scholar is a unique, exciting but also challenging experience. It takes a great deal of courage to re-locate from a completely different country to accompany your spouse or partner.

Caring for children far from extended family support systems can be an isolating experience. If you are a parent, this chapter will help you discover services, information, and community to help you feel connected and supported.

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 the Centre. Visit their website for more details: http://quic.queensu.ca/international-students-and-staff/spouses-partners-and-families/.

The Ban Righ Centre is another service which provides a great deal of support for women. It is a safe, welcoming meeting place and drop-in resource centre where you will meet others with similar experiences and concerns. The Ban Righ also has informed, supportive staff. http://banrighcentre.queensu.ca/.

12.1 IMMIGRATION STATUS IN CANADA

Please consult the QUIC website for up-to-date resources on immigration.

12.2 LEARNING ENGLISH

Take advantage of QUIC’s English Language Support Program. See page 19 for more details, or visit the website http://quic.queensu.ca/international-students-and-staff/english-language-support-program/. The conversation group will also give you an opportunity to meet people.

If you would like more formal English instruction, consider contacting the Queen’s School of English to find out more about their courses. Note that you have to pay for these courses: http://www.queensu.ca/qsoe/.

12.3 WORKING IN CANADA

The spouse or partner of an international student is eligible to work in Canada but s/he must first get a work permit. See Section 6 for more information about applying for a work permit. Visit QUIC for more information about the application process and for insight into the process from other spouses or partners of international students: http://quic.queensu.ca/international-students-and-staff/spouses-partners-and-families/.

12.4 CHILD CARE

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; they will charge between $30 and $65 per day depending on the age of the child, how many children, and the type of care required.

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 http://www.children.gov.on.ca/ or the Early Years Centre in Kingston at 1066 Hudson Drive, 613-384-1231. 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): http://quic.queensu.ca/international-students-and-

On the QUIC website, you will also find information about childcare subsidies for parents who need to pay for childcare. Note that international student and scholars families (those without Permanent Resident status) are not eligible for all of the subsidies which Canadian parents can receive for childcare. However, international students are eligible for some benefits, including the Canada Child Benefit Tax. See the website for further details http://quic.queensu.ca/international-students-and-staff/living-in-kingston-guide/child-care-and-family-recreation/.

If a daycare centre is not the option for you, another one might be to speak with other families in your community about performing daycare services for each other. This would eliminate the time and travel required to take a child to daycare, and would probably not cost as much, especially if everyone in the group takes turns looking after the children. Sharing childcare responsibilities or participating in a playgroup may also be a good way to meet other parents and feel more settled in the community. Visit the Ontario Early Years Centre for more information about starting a playgroup and for other workshops for parents and children: https://www.limestoneadvisorforchildcare.ca/.

Finally, graduate students with small and/or nursing children may access the SGPS Parenting Room located in Room 203 of the JDUC. To access the room, graduate students may bring their student ID card and pick up a key at the Student Life Centre, 2nd floor of the JDUC (next to the main Union Street Entrance). Use of the room is free for all graduate student parents.

12.5 SCHOOLING

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.

For further information on schools, see QUIC page: http://quic.queensu.ca/international-students-and-staff/living-in-kingston-guide/childrens-education/

Limestone District School Board 220 Portsmouth Avenue, 613-544-6920 (ask for the planning officer ) http://www.limestone.on.ca/.

Algonquin and Lakeshore Catholic District School Board 151 Dairy Avenue, Napanee, 613-354-2255 http://www.alcdsb.on.ca/.

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 the 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.
12.6 ACTIVITIES FOR FAMILIES

Kingston Frontenac Public Library - (under renovation at situated at Wellington St)

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. The library is open on Monday to Friday from 9 am to 9 pm, Saturday from 9 am to 5 pm and Sunday from 1 pm to 5 pm. For more information about KFPL’s upcoming events and family programming, visit: https://www.kfpl.ca/programs-and-events.

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. http://www.gogaelsgo.com/.

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. http://www.cityofkingston.ca/residents/recreation.

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. The YMCA is located at 100 Wright Crescent and the telephone number is 613-546-2647. http://www.kingston.ymca.ca/.

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: http://www.limestoneadvisoryforchildcare.ca/.

A parent and child group is run by the Better Beginnings program, part of Kingston Community Health Centres: http://www.kchc.ca/better-beginnings/.

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 at 559 Bagot Street for more information or call 613-542-3306. http://www.bgckingston.ca/.

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), [http://www.kingstontrolley.ca/](http://www.kingstontrolley.ca/). 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. Call 613-533-2190, or [https://agnes.queensu.ca/](https://agnes.queensu.ca/)

• Visit local museums such as the Pump House Steam Museum [http://steammuseum.ca/](http://steammuseum.ca/). For events listings and programming at Kingston’s museums, art galleries, and historic sites, visit [http://www.kingstonmuseums.ca/](http://www.kingstonmuseums.ca/).

12.7 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. [http://yourlegalrights.on.ca/legal-topics-a-z](http://yourlegalrights.on.ca/legal-topics-a-z).
SECTION 13
LIFE AFTER QUEEN’S
13.1 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. Appointments with Arunima Khanna, Cross-Cultural Counselor, can be made by calling: 613-533-6000 ext.78264.

13.2 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. See http://www.queensu.ca/alumni/index.html. Contact Alumni Affairs for a networking options and career assistance: http://www.queensu.ca/alumni/networking.html.

13.3 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” chapter six for more information about how Career Services can help you, as well as Alumni Affairs support.

Note: The School of Graduate Studies and QUIC will be revising and updating this handbook frequently. Please email Colette Steer at steerc@queensu.ca to suggest revisions or enhancements.