Hello Class of 2023!

Welcome to the Queen’s community and to Kingston.

This booklet contains need-to-know information to support your transition to university life. It is a convenient reference for you and your family that will direct you to online resources.

Staff, faculty members, and upper-year peers are also ready to help you develop the academic and personal skills you need to thrive during your studies at Queen’s and beyond. There are also hundreds of events and activities available to get you involved and connected to your new community.

Have a great year!
FINANCIAL AID

At Queen’s we recognize that a university education is a financial investment in your future. We’re here to help. For more information, visit: queensu.ca/studentawards/financial-aid/queens-aid

Work Study Program
Students with demonstrated financial need have the opportunity to receive priority for certain part-time jobs during their studies.

Government Student Aid
If you are a Canadian citizen or a permanent resident, you may qualify for federal and/or provincial government student financial assistance through your home province (e.g. BCSAP, Alberta Student Aid).

General Bursary
Non-repayable grant available to students in all years of study who have a demonstrated financial need. Deadline: October 31, 2019

Short-Term Loan
Designed to assist students who are experiencing a temporary financial emergency.

Emergency Assistance
Available for students experiencing financial strain due to circumstances beyond their control.

VERIFICATION OF ENROLMENT

A snapshot of your current or past registration status at Queen’s.

The online Verification of Enrolment form replaces the post-secondary section of many agency forms (if applicable). The Verification of Enrolment form is created using an authorized logon protocol, therefore a university signature and/or seal is NOT required.

Students can generate the form via the SOLUS Student Centre. For more info and step-by-step instructions visit: queensu.ca/registrar/verification-enrolment

STUDENT WELLNESS SERVICES

Located in the Côté Sharp Student Wellness Centre and the Gregory David and Neil Rossy Health Promotion Hub on the main floor of Mitchell Hall, our interdisciplinary team of health care providers and professional staff offers a range of student-focused services and programs to support your health and wellness.

Access Healthcare
We support your physical, mental, and sexual health. Our team includes family physicians, nurses, mental health practitioners, specialized mental health support by referral, and occupational therapists.

Work with a Counsellor
You can work one-on-one, or join a group. We offer therapy groups, skill-building groups, support groups, drop-in groups and more.

Work with an Accessibility Advisor
Create an academic accommodation plan that meets your disability-related needs.

Go to a Health Promotion Workshop
Learn about topics such as stress management, healthy eating and sleep, or substance-related harm reduction strategies, and get involved by volunteering as a peer health educator!

queensu.ca/studentwellness
@queensubewell
AMS HEALTH & DENTAL

The Health and Dental plan is a service provided by the Alma Mater Society to fill the gaps in provincial health care.

WHAT’S COVERED?

Health Benefits
- Prescription drugs
- Vaccinations
- Psychologists
- Physiotherapists
- and more...

Vision Benefits
- Eye exam
- Eyeglasses and contact lenses
- Laser eye surgery

Dental Benefits
- Checkups
- Cleanings
- Fillings
- Root Canals
- Extractions and more...

Travel Benefits
- Travel Health coverage (120 days per trip, up to $5,000,000 per lifetime)
- Trip cancellation and interruption in the event of a medical emergency

Studentcare Networks
Get additional savings when visiting Dental, Vision, Psychology, Chiropractic, and Physiotherapy Network Members.

Visit studentcare.ca for a complete list of benefits and coverage amounts

WHAT IF I’M ALREADY COVERED?

3 reasons to stick with your student plan

1. Your parent’s insurance plan could stop covering you completely if you’re a part-time student over 21 or a full-time student over 25
2. Some plans don’t offer coverage for vaccinations, travel, or vision, but your student plan covers those benefits – and for much less!
3. You can combine plans to maximize your overall coverage – up to 100%

OPTING OUT

Fall term (enrolments and opt outs): **Sept. 3–30, 2019**
Winter term (enrolments and opt outs for new undergraduate students and MBA students only): **Jan. 2–31, 2020**

Use the secure online opt-out processing system at studentcare.ca to opt out of the health portion, the dental portion, or the entire plan.

MEAL PLAN

For students living in residence, your Meal Plan offers diverse food options in our all-you-care-to-eat dining halls.

19 Meals Per Week
- All-you-care-to-eat at your choice of 3 dining halls
- Receive 19 new meals every Monday at 12:01am

Trade A Meal (TAM)
- ‘Trade-in’ a dining hall meal to be used in any Hospitality Services retail location.
- TAMs are not additional meals on top of your dining hall meals; they add flexibility, allowing you to eat outside the dining hall at our 23 Hospitality Services retail locations.
- Trade up to 200 dining hall meals for designated TAMs, up to a maximum of 4 per day.

dining.queensu.ca/av-meal-plans

FOOD ALLERGIES & INTOLERANCES

Do you have a food allergy or intolerance?

We know it can be hard to manage food in a new place and we’re here to help. Book an appointment with our Registered Dietitian at dining.queensu.ca to discuss how we can accommodate your dietary needs across campus.

We strive to support the dietary needs of all students, however, not all campus foods are prepared in an allergy-free facility. We encourage students to speak with a chef or dining manager to learn about safe dining options.

Flex $
- Funds that can be used to purchase retail snacks, or for adding to a TAM.
- Flex $ can be added to your student card at any time and in any denomination.
QGIFTS

We know it can be hard for your student to be away during the school year, especially if they are celebrating a key milestone.

Stay connected with QGifts!
You can make their day by sending them a care package, birthday cake, good luck on exams, or a ‘thinking-of-you’ gift. Schedule them at different times during the school year.

What can you order?
We have a perfect variety of items that come fresh to order from our bake shop and more:
- Cakes
- Exam Baskets
- Study Boxes
- Fruit Baskets
- Flex Dollar top-ups
and much more online!

dining.queensu.ca/qgifts

QUEEN’S INDIGENOUS STUDENT SELF-IDENTIFICATION

Stand Proud
- Become part of the Indigenous community at Queen’s
- Access information and resources to support your success

How to Self-Identify
It’s voluntary and confidential
1 Log onto your SOLUS account at myqueensu.ca
2 Go to Personal Information near the bottom of the page
3 Select “Indigenous Self-Identification” from the drop-down menu on the left

Visit the Four Directions Indigenous Student Centre
144 and 146 Barrie St.

queensu.ca/fourdirections
**Q SUCCESS**

Connections. Community. Success.

Be partnered with a knowledgeable upper-year mentor

Meet peers and connect with the campus community

Learn to balance the academic and social demands of university

Get more info and register at: queensu.ca/studentexperience/q-success

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**ATHLETICS AND RECREATION**

A healthy body develops a healthy mind.

That’s the philosophy behind Queen’s Athletics and Recreation. Almost 80 per cent of our student population is active in sports or recreational activities on campus.

Join an intramural team, work out with your friends, or participate in one of our many recreational clubs or fitness and wellness programs to keep active. If you are interested in competitive or high-performance sports, why not try out for one of our varsity teams or clubs?

At Queen’s, students have a multitude of physical activities to choose from and enjoy!

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**QUEEN’S READS**

A common reading program for the Queen’s community.

Join us throughout the year for:

- An author visit
- Discussion groups
- Events focused on resiliency, diversity, and inclusion

Find out how you can get a free copy at: queensu.ca/studentexperience

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By Tim Kurdi

MY FAMILY’S ESCAPE from Syria and Our Hope for a New Home

Tima Kurdi

INSTANT NATIONAL BESTSELLER

“This is a story about love and hope... This book is a gift and we are lucky to be the recipients of it.”

Rupi Kaur, bestselling author of the sun and her flowers

JOIN US THROUGHOUT THE YEAR FOR:

•  An author visit
•  Discussion groups
•  Events focused on resiliency, diversity, and inclusion

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All Students are ARC Members

Every full-time student has a membership at the ARC. Enjoy access to this state-of-the-art facility with your student card. Work out. Swim. Play. It’s your ARC.

Open Tryouts – Contact a Coach

If you are interested in trying out for any team, please contact the head coach or visit gogaelsgo.com/tryout for a calendar of tryout dates.

Sports Fan?

Even if you’re not an aspiring athlete, you can spend time unwinding while cheering the Gaels to victory. Tickets to all regular season home games are FREE and available online with your Queen’s student card.

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Gogaelsgo.com

@queensgaels

@queensarc
INFORMATION TECHNOLOGY SERVICES (ITS)

New Student Guide

When you applied to Queen’s, you were assigned a NetID – a unique network identification that allows you to access many online services. Once you are confirmed as “currently enrolled,” you can enjoy full access to the University’s resources. It is important to never share your NetID and password with anyone.

For more information – queensu.ca/its/getting-started/student

RESIDENCE WIFI

Queen’s Residences provides ResNet – Internet and e-mail access in your residence room. All you’ll need is a personal computer with a network adapter for Ethernet.

If your room has wireless service, you can connect to QueensuSecure_WPA2. If your room does not have wireless service, you can connect your device directly to the wired Ethernet connection (which may require an adapter). You may also install your own wireless router on your ResNet connection, provided that it is properly secured, password protected, and does not interfere with other students or campus systems.

Learn how to connect to the network at:
queensu.ca/its/networks/resnet/faqs
residences.housing.queensu.ca/residence-services/internet-services

CAMPUS BOOKSTORE

You’ve Got Options
Go to campusbookstore.com and do a textbook search. Results will include all available formats.

Move-in Weekend Hours
Saturday, August 31 – 10 am–5 pm
We are closed Sun/Mon for the Labour Day long weekend

Regular Hours: Mon-Fri: 9am to 6pm, Sat: 10am to 5pm
fifthfieldcompany.com  @queensbookstore

GETTING TO AND FROM KINGSTON

Kingston has an airport, train station and bus station to help with your commute to and from home.

Approximate Driving Time

2 hr  Kingston to Ottawa
2.5 hr  Kingston to Toronto
3 hr  Kingston to Montreal

Tricolour Express
Bus service specifically created with student needs in mind. The bus departs directly from campus.
• Stops located throughout campus
• Travel to Ottawa, Montreal, Toronto, or directly to the Toronto Airport
• Other destinations also available during peak travel times
tricolouroutlet.ca/tricolour-express

KINGSTON

Kingston has a ton to offer! There is lots to see and do in and around the downtown area set alongside Lake Ontario. Anywhere you go in downtown Kingston – and on campus – you’re only minutes from the waterfront.
visitkingston.ca

Queen’s Campus Map
Explore our campus before you arrive
queensu.ca/campusmap
ADDITIONAL STUDENT SUPPORT SERVICES

Ban Righ Centre
32 Bader Lane, 613-533-2976
banrighcentre.queensu.ca
The Centre welcomes women of diverse backgrounds and all ages, especially those returning to university after a time away, and offers community, personal, practical, and financial support.

Career Services
Gordon Hall, 3rd Floor, 74 Union St., 613-533-2992
careers.queensu.ca
Career Services supports and empowers informed decision-making about employment, career direction, further education, and co-curricular goals.

Community Housing
Mitchell Hall, 69 Union St., 613-533-2501
community.housing.queensu.ca
University-owned off-campus student rental property management and host of a local landlord listing service for available student rental units.

Faith and Spiritual Life
Mitchell Hall, 69 Union St., 613-533-2186
queensu.ca/faith-and-spiritual-life
Provide confidential, spiritual, and religious counselling for students and staff from all backgrounds. Visit the website for bios and more information.

Office of the University Registrar (OUR)
Gordon Hall, 1st Floor, 74 Union St., 613-533-2040
queensu.ca/registrar
The OUR’s walk-in reception provides help with student cards, transcript orders, fees, and awards.

Queen’s University International Centre (QUIC)
Mitchell Hall, 69 Union St., 613-533-2604
quic.queensu.ca
QUIC provides an informal gathering place for the international members of the Queen’s community to network and receive non-academic advice.

Residences & Residence Life
Victoria Hall, Lower Level, 75 Bader Lane, 613-533-2529
residences.housing.queensu.ca
Professional and student staff provide peer support, counselling, educational programming, and community building with a commitment to fostering an inclusive and respectful environment.

Sexual Violence Prevention & Response Coordinator
Barb Lotan
B502 Mackintosh-Corry Hall in the Human Rights Office, 613-533-6330
bjl7@queensu.ca
Barb is the central contact for reviewing options and connecting students with the services they are comfortable with. She coordinates education, response, support, training, and prevention initiatives.

Student Academic Success Services (SASS)
Stauffer Library, Main Floor, 101 Union St., 613-533-6315
sass.queensu.ca
Professional writing and learning support, general and discipline-specific academic skills workshops, and English as an Additional Language (EAL) support.

Student Community Relations
Mitchell Hall, 69 Union St., 613-533-6745
queensu.ca/studentcommunityrelations
Guidance and advice about living in the Kingston community, including information about housing, leases, insurance, moving in, moving out, and neighbour issues.

Student Experience Office (SEO)
JDUC, The Well, 87 Union St., 613-533-2539
queensu.ca/studentexperience
Offers orientation, transition, community engagement, and leadership programming.

For information and resources for parents, please visit: queensu.ca/parents and queensu.ca/studentaffairs/parents
Queen’s University is situated on the traditional lands of the Haudenosaunee and Anishinaabe peoples.