



uOttawa

Bureau international
International Office

INTERNATIONAL STUDENT HANDBOOK

2010-2011

Welcome to the University of Ottawa, Canada's university!

This document has been prepared to assist you as you begin the process of studying at the University of Ottawa and living in the nation's capital. We hope this will be a useful guide and help to answer some of your concerns.

Upon your arrival at the University of Ottawa, we invite you to visit the **International Student Orientation and Support Service** located at:

International Office

538 King Edward Avenue, Ottawa, Ontario K1N 6N5 Canada

Phone: (613) 562-5847; Fax: (613) 562-5100

E-mail: isa-cee@uOttawa.ca

Web: www.uOttawa.ca/international

Facebook : uOttawa Bureau International Office

The International Student Orientation and Support Service is responsible for guiding and supporting over 2000 international students at the University of Ottawa. The International Office offers a variety of services: social, recreational and cultural activities for international students in order to facilitate their integration in a new learning environment and create opportunities to make new friends.

Please note that the International Office is open Monday to Friday from **9:00 a.m. – 4:30 p.m.** We welcome you to make an appointment with us if you have any questions or concerns regarding immigration issues, accommodation, financial, academic concerns, or any personal matters you wish to share.

Enjoy your University of Ottawa experience and good luck to you all!

Sophie Wauquier

Campus internationalization Officer and International Student Advisor

Before You Arrive

Permits, Visas and Immigration

Unless you are a Canadian citizen or a permanent resident, you must have a **valid study permit** in order to study and live in Canada. A study permit **must** be obtained while you are still in your own country, or the country you legally reside in. Canadian immigration laws do not permit the initial application to be made from within Canada.

Depending on your country of citizenship, you may also need a Temporary Resident Visa (an “Entry Visa”) to enter Canada. If you wish to leave Canada and then re-enter, you may need an “Entry Visa”. Please verify if your visa is a multiple or single-entry visa.

When you apply for the **study permit**, you must supply the following documents and the appropriate fees:

- Original offer of admission from the University of Ottawa ("Approval Information for Immigration Purposes") ;
- Proof of sufficient funds or a reliable source of such funds to cover the cost of tuition and living expenses for the first year (approximately CDN\$22,000 to 24,000) ;
- A valid passport (should not expire soon) ;
- Payment of the application fees of CDN\$125 (or equivalent in your country) ;
- Medical examination (if required) ;
- Completed application form ;
- Other items as specified by the Canadian Embassy, High Commission or Consulate in your country, along with your country's specific regulations.

Once your application is accepted, the Canadian Embassy, Consulate or High Commission will provide you with a letter entitled "**Letter of Introduction**".

- You should **NOT** leave for Canada without the "Letter of Introduction".
- You should give this letter to the immigration officer upon your arrival in Canada.
- When you receive your study permit, it is very **IMPORTANT** to check that all the information is correct. If there are any errors, inform the immigration officer, who will make the necessary changes.

You will be able to renew your study permit from within Canada. Come to the International Office for information two months before your permit is due to expire, or visit CIC at <http://www.cic.gc.ca/english/study/study-extend.asp>. (You can pick up the payment receipt at the International Office).

University Health Insurance Plan (UHIP)

UHIP is the University Health Insurance Plan that is **MANDATORY** for all international students, exchange/visiting students, returning Canadians, and new/permanent residents who are not covered by the Ontario Health Insurance Plan. Students are advised that therefore they should **NOT** purchase another

insurance plan to cover them in Canada. The UHIP coverage starts on the 11th day of the month preceding the start of your program of study, for newly enrolled students, or at the start of the session, for returning students. The UHIP plan covers most of the costs of doctor and hospital visits in Ontario. For further information, visit the International Office website at <http://www.international.uottawa.ca/en/students/uhip.html>. **Please note that the fees for your UHIP can be paid upon your arrival at the University of Ottawa.**

PLEASE NOTE: The Student Federation of the University of Ottawa (SFUO) and the Graduate Students Association (GSAED) both offer **ADDITIONAL** insurance. This is extra and does **NOT** replace the mandatory UHIP insurance. For further information on this supplemental insurance provided by the SFUO, check out: <http://www.sfuoc.ca/other/healthplan/en/index.html> and by the GSAED: http://en.gsaed.ca/index.php?section_id=4.

Working in Canada

As an international student, you are **eligible to work on the university campus**. You must be registered as a full-time student in a regular study program, and have a valid study permit. If you find a job on campus, you must apply for a **Social Insurance Number (“SIN”)** before you start working. You can apply for this at: **Ottawa Government Service Centre, 110 Laurier Ave. West, Ottawa, Ontario. Phone: 1-800-622-6232.** (You must bring your study permit and/or work permit and a contract of employment with you).

Note that the off-campus work program launched by CIC (Citizenship and Immigration Canada) is effective since June 1st 2006. This program allows international students to work **off campus** and help them to adapt during their stay in Canada.

The off-campus work permit allows you to have a job outside the campus under the conditions below:

-For a maximum of 20 hours per week (but without restrictions during the spring/summer semester, winter break and reading weeks)

To be eligible for this program you must:

- Have been registered as a full time student during 6 months of the previous 12 months (1 semester and a half)
- Have a good academic record (no probation for undergraduate students and no failures for graduate students)
- Be a full-time student when you apply for the work permit and have a valid study permit

ACADEMIC, FINANCIAL AND LOGISTIC MATTERS

In one academic year, there are three sessions: Fall session: from September to December, Winter session: from January to April, and Spring/Summer session: from May to August (please note that regular courses cannot be offered during the Spring/Summer session, refer to your faculty for available courses).

In order to give you the best service possible, the University offers you an online service through which you can register for your courses, obtain your course results, get information about your personal timetable, and even find out your exam dates. Go to **InfoWeb** in the pull-down menu of the University of

Ottawa website or visit www.infoweb.uOttawa.ca. Use the userID and password provided to you in your admission package. Once you are in your InfoWeb account, click on the Registration on the left hand side and select the Rabaska-online registration icon. To register for your courses, simply follow the instructions provided.

For deadlines regarding registration, payment, change of courses, etc, please visit <http://www.registrar.uottawa.ca/Default.aspx?tabid=3568>. Make sure you pay attention to the **payment dates**. A fee of CDN\$35 will be charged if tuition is paid late and to a maximum of CDN\$100 if registration is completed after the deadline. (The University reserves the right to raise these fees without notice).

The best method of payment is by bank transfer if you are outside Canada. Please refer to our admission package to the part entitled “**International Students: What to do Next?**” or check out the following website: <http://www.financialresources.uottawa.ca/student/inter-students-en.php>.

Estimated costs for a single student (Sept. to April) *

2010-2011 Tuition Fees: <http://www.registrar.uottawa.ca/Default.aspx?tabid=3619>

Tuition fees for 2 sessions (depending on the program)	
Undergraduate	\$12 000 - \$20 000
Graduate	\$8 500 – \$16 000
Related student fees (incidental fees)	\$400 –\$ 600
Housing (calculated on an average of \$600 per month)	\$4 800
Food (approximately \$75 per week)	\$2 400
Local transportation (bus fare at \$65 per month)	\$520
Compulsory health insurance (UHIP)	\$504
Books and other supplies	\$1 300
Clothing, entertainment, and other items	\$2 000
Long distance phone calls	\$400
Total estimated costs	\$24 308 – \$32 658

** Please note that the academic year for Graduate students is twelve months or three full sessions*

Banking

Opening a student bank account in Canada is free and simple to do. There are several banks close to the university. Opening a bank account is a good and practical idea. Make sure you find out what type of account is best suited to your needs. To open an account, you will need to have personal identification, so make sure to bring your passport, study permit and university-issued student card. To activate the account you will need to deposit a small amount of money. After opening an account you will receive a bank / debit card that will give you access to most automated bank teller machines, and allow you to withdraw money at anytime.

Here is a list of the main Canadian banks with web sites:

- **Bank of Nova Scotia**
www.scotiabank.com
- **TD Bank financial group**
www.tdbank.ca
- **CIBC**
www.cibc.ca
- **Royal Bank of Canada**
www.royalbank.ca

- **National Bank of Canada**
www.nbc.ca

- **Bank of Montreal**
www.bmo.com

Taxes

In Canada, there is a 5% GST (General Sales Tax) and 8% PST (Provincial Sales Tax, may vary from province to province) added to most consumer goods. Taxes are applicable in all stores including grocery stores, restaurants, bars, clothing stores and drug marts (for example, if you see an item that is \$20 on the shelf, you will have to pay $\$20 \times 13\% = \2.60 – Total = \$22.60).

What to Bring with You

Before leaving for Canada, make sure to take with you the following:

- Letter of introduction and acceptance from Canadian Embassy
- Valid passport
- Original copy of your Acceptance/Admission letter from the University of Ottawa
- Proof of available funds
- Photo Id (Picture identification)
- Original transcripts or school certificates
- Credit cards
- Marriage certificate, if your spouse is accompanying you
- Your children's school records
- Medical and immunization records
- Driver's license or international driver's license
- Driving insurance records
- Electrical equipment you may need (note that voltage in Canada is 110 volts, 60 hz, so you may require a transformer)
- Bring a good bilingual dictionary

Climate and Packing Clothes

Ottawa's climate is characterized by four distinct seasons, with frequent temperature changes:

Spring comes in April, with warm weather and plenty of rain.

- Pack an umbrella, raincoat, and waterproof boots if you have them.
- Temperatures drop below freezing on many nights.

Summer starts in June.

- Temperatures range from 15 to 33°C (59 to 95°F) with some occasional rainfall.
- Bring a good pair of comfortable walking shoes.

Fall arrives by September.

- Temperatures can drop below freezing on some nights and go up to 20°C (68°F) during the day.
- Plenty of rain is usually in the forecast.

Winter begins around the middle of November with the first snowfall and lasts until the end of March/early April.

- Temperatures range from -25 to 5°C (-33 to 41°F) averaging from -10 to -5°C (14 to 23°F).

- Bring a very warm jacket, gloves, scarf and hat for the winter months, and other warm sportswear.

It is very important that you wear the appropriate clothing, especially in winter. It is recommended that you buy outdoor winter clothing in Canada as it will have been manufactured according to Canadian weather standards.

ARRIVAL IN OTTAWA

Orientation Sessions

The International Office organizes orientation sessions for international students in August/September and January every year. Participation in these sessions is recommended. This is an excellent chance for you to find out about essential student services, to receive information on procedures to follow for the renewal of your immigration documentations, and to receive general information regarding your integration into life in Ottawa. The next e-mail will provide a detailed schedule of the orientation sessions with sign up procedures.

Buddy Program

The International Student Buddy Program is a free service available to all new students. You will be matched with a current second or third year student who will help you adapt to life in Ottawa. If you are interested in this program, please contact the International Office at amigo@uOttawa.ca.

After You Arrive

1. Go to **InfoService** on the first floor of Tabaret Hall (75 Laurier Avenue) to obtain your **University Health Insurance Plan (UHIP)** for you and your family (if applicable). Remember, that the health insurance is **mandatory** for all international students.
2. Attend an orientation session organized by the International Office.
3. Attend an orientation session organized by your faculty.
4. Go to your faculty and **finalize your course registration if necessary**. You should already have registered for your courses through the online registration tool “Rabaska”, accessible through your InfoWeb account, by entering your student number and password. If you are a **graduate student**, go and **meet with your supervisor** as soon as possible, even before you select your courses.
5. Go to **InfoService**, located on the first floor of Tabaret Hall in order to:
 - i. **pay your tuition fees**
 - ii. **get your student card**

5. If you have a contract to work at the University as a T.A. (Teaching Assistant) or R.A. (Research Assistant), go to the **Ottawa Government Service Centre, 110 Laurier Ave. West, Ottawa, Ontario. Phone: 1-800-622-6232** and apply for a “*Social Insurance Number*”. It is an important identification card to be able to work in Canada. (You must bring your study permit and/or work permit and a contract of employment with you).

6. Open a *bank account*. Remember to bring your *passport and study permit with you*.

7. Remember that the International Student Orientation and Support Service is located at **538 King Edward. Tel: (613) 562-5800 ext. 5820 or 1452. Fax number: (613) 562-5100. E-mail: isa-cee@uOttawa.ca. Facebook: *uOttawa Bureau International Office***

Academic Advisors

It is strongly recommended that you meet an academic advisor at your faculty / department. Your academic advisor plays an important part in your academic life in terms of discussing your scheduling and curriculum, and also in making sure that you are fulfilling the requirements of your faculty and program. Your advisor is the person you go to for help or information with your program requirements, changes in your courses and any other academic matters. Make sure you visit your academic advisor regularly to be aware of your program requirements, as well as the academic rules of the University.

Student Services

Please look at www.uottawa.ca/students/student-services/ for information about university clubs, cultural associations, sports clubs and student services. These are great ways to get involved in the university community.

Health Services

You may go to any family doctor in Ontario, but we encourage you to make use of the **University of Ottawa Health Services Clinic** located at **100 Marie-Curie, Office 300, 3rd floor, Tel: (613) 564-3950**. The staff is familiar with the needs of international students and will bill the plan administrator directly for all eligible UHIP expenses. The Health Services Clinic staff includes full-time physicians and nurses, and offers laboratory, x-ray, physiotherapy and pharmacy services. Nutrition, stress and dietary counseling are also available. Specialized services include clinics for allergies, sport injuries, and gynecology. The university also has its own **Campus Pharmacy** located below the **Health Clinic** at **100 Marie-Curie St., Tel: (613) 563-4000**.

Accommodation

Temporary Housing

If you arrive before September 1st and you cannot enter your residence room, or you do not have housing organized, it is possible to ask for a temporary room in a university residence. A short-term stay in Residence will cost \$30.00 per night. Please go to the helpdesk at 90 University (on the campus).

Other options are:

International Youth Hostel

75 Nicholas St.
Tel: (613) 235-2595

The Hostel is a 5-minutes walk from the University and offers temporary accommodation for students and families. Non-members: \$33.00 a night and members: \$28.00 per night in a dormitory.

YMCA

Shenkman Residence

180 Argyle Street

Tel: (613) 237-1320

The YMCA offers short-term accommodation, and has daily, weekly and monthly rates.

Ottawa Backpackers Inn

203 York Street

Tel: (613) 241-3402

Around \$25.00 a night.

Looking for Accommodation Off Campus

There are several types of off-campus housing available to students, including living alone in an apartment complex, sharing an apartment, or renting a room in a private house with roommates. It is very important to begin your search as early as possible. The **Off Campus Housing Services** are available to help you with your search for off-campus housing. They are located at 90 University Street, Tel: (613) 564-5400 ext.5061 or: <http://www.residence.uottawa.ca/en/och/index.html>.

In addition, local newspapers such as The Ottawa Citizen, The Ottawa Sun and Le Droit list housing notices in the classified section. Also, the web offers listings for housing at www.ottawacitizen.com and www.cyberpresse.ca/droit. Other websites offer classifieds that can be useful, among those <http://ottawa.en.craigslist.ca/> or <http://ottawa.kijiji.ca/?lang=en>.

Average Rent Prices in Ottawa

The average rent in downtown Ottawa is higher than in other more suburban areas. You may find cheaper rent in Gatineau in the province of Quebec, on the other side of the Ottawa River.

- Single room in a private home: \$350-\$550 a month
- Bachelor / Studio Apartment (which is a one bedroom, including kitchen, bathroom, living room): \$550- \$750
- 1 Bedroom Apartment: \$600-\$850
- 2 Bedroom Apartment: \$750-\$1200

*** It is standard practice to pay the first and last month's rent when signing an accommodation contract.**

Once you have selected a place to live in it is important to keep these factors in mind before signing an agreement:

- Distance from the University, grocery stores, shopping areas, and bus routes
- Available laundry facilities or nearby Laundromats
- Are utilities included or not?
- Who is paying for the water?
- Is the apartment furnished?
- Who is responsible for shoveling the snow of the parking lot and driveways in the winter?
- Is the Landlord willing to make repairs to the apartment?
- Are appliances such as fridge, stove, and dishwasher provided?

Transportation

In Ottawa

“OC Transpo” is Ottawa’s local bus service that provides transportation throughout the city. Full-time students receive a student discount on the monthly bus pass that is \$73.25 for a regular pass. If you plan to take the bus on a regular basis, buying a bus pass would be the ideal choice. Bus passes and bus tickets are available at **The Pivik** on the first floor of **The University Centre** and at the **Campus Pharmacy**. Ottawa is also a great city for cycling, and taxis are readily available. For transportation out of Ottawa, please refer to www.viarail.ca (train) or www.greyhound.ca (bus).

Driving in Canada

In order to drive in Ontario (the province where Ottawa is situated) you must have a valid license from the Ministry of Transportation of Ontario. If you have a driving permit from your own country, you can drive in Ontario for 60 days after your date of arrival. We recommend that you also obtain an International Driver’s License from your home country. For further information, contact the **Ministry of Transportation of Ontario** at (613) 731-3731 or at www.mto.gov.on.ca.

Canadian holidays

- **New Year’s day** – January 1st
- **Good Friday and Easter Monday** – End of March, beginning of April
- **Victoria Day** – Third Monday in May (commemorates Queen Victoria)
- **Canada Day** – July 1st (Canada’s birthday)
- **Ontario Civic Holiday** – First Monday in August
- **Thanksgiving** – Second Monday in October
- **Labor Day** – First Monday in September (marks the end of summer)
- **Remembrance Day** – November 11th (a day to remember Canada’s war veterans)
- **Christmas** – December 25th

Important Web Sites

International Office: www.international.uottawa.ca

Sessional Dates 2010-2011: <http://www.registrar.uottawa.ca/Default.aspx?tabid=3568>

Tuition fees for International Students: <http://www.registrar.uottawa.ca/Default.aspx?tabid=3619>

Information for Graduate students: www.uottawa.ca/students/graduate/index.html

Student Services: www.uottawa.ca/services/index.html

Citizenship and Immigration Canada: www.cic.gc.ca

IMPORTANT ON-CAMPUS CONTACTS

University of Ottawa Info-Service

Admissions Office

Phone: (613) 562-5700

URL: www.admission.uottawa.ca/Default.aspx?t

Faculty of Arts

E-mail: arts@uOttawa.ca

URL: www.arts.uOttawa.ca

Faculty of Education

E-mail: facedu@uOttawa.ca

URL: www.education.uOttawa.ca

Faculty of Engineering

E-mail: baccinfo@eng.uOttawa.ca

URL: www.genie.uOttawa.ca

Faculty of Graduate and Postdoctoral studies

E-mail: gradinfo@uOttawa.ca

URL: www.grad.uOttawa.ca

Faculty of Health Sciences

Schools of Nursing and Rehabilitation Sciences

E-mail: gsecr@uOttawa.ca

School of Human Kinetics

E-mail: esecr@uOttawa.ca

URL: www.health.uOttawa.ca

Faculty of Law

E-mail: comlaw@uOttawa.ca (Common Law)

URL: www.commonlaw.uOttawa.ca

E-mail: dcivil@uOttawa.ca (Civil Law)

URL: www.droitcivil.uOttawa.ca

Faculty of Medicine (only for Postgraduate Medical Education)

URL: www.medecine.uOttawa.ca

Faculty of Science

E-mail: info@science.uOttawa.ca

URL: www.science.uOttawa.ca

Faculty of Social Sciences

E-mail: scsosc@uOttawa.ca

URL: www.socialsciences.uOttawa.ca

School of Management

E-mail: info@management.uOttawa.ca

URL:

<http://www.telfer.uottawa.ca/index.php?lang=En>

Health Services Clinic

100 Marie Curie St. Suite 300 - Tel: (613) 564-3950

URL: <http://www.uottawa.ca/health/>

Campus Pharmacy

100 Marie Curie St., main floor - Tel: (613) 563-4000

