International Student Guide
Your guide to a successful transition to university

carleton.ca/isso
Welcome to your new home

Welcome to Carleton University! You are about to embark on an exciting new adventure that will change your life. University study, a new country and creating a new community of friends provides an amazing opportunity for expanding horizons and personal experiences. I am committed to facilitating your transition to Carleton University and to ensuring your experience at Carleton is rewarding.

This time in your life can be incredibly exciting and can also be challenging. The International Student Services Office (ISSO) is here to support you through your experience at Carleton University and in Canada. We offer a welcoming and friendly environment to respond to your questions and needs.

This guide for international students is a great starting point to provide information on your new home and your new experiences at Carleton University. In addition, the Arrive.Survive.Thrive transition guide that was included in your registration package will support your transition to university life.

Our Carleton Complete program includes the above mentioned services and more—everything from supporting your academic success to ensuring you participate in meaningful activities outside of the classroom. And “your complete calendar” will keep you on track through the year by providing you with month-by-month information and reminders to help you succeed.

You can join the Carleton Complete program and find out more about how we support students by visiting carleton.ca/students. Stay up-to-date by making this your homepage and checking it often.

Our international community at Carleton offers an environment to share and learn from each other. We welcome you to ask questions, to speak your mind and encourage you to offer input as well as to participate in many of the activities we offer. Your friends and family are welcome to join us by dropping by the ISSO office or participating in any of our events.

On behalf of the ISSO staff, as well as all student support services, we wish you the very best.

Suzanne Blanchard
Associate Vice-President (Students and Enrolment) and University Registrar
What’s inside

4 Services for international and exchange students
5 Health insurance and care
5 Safety and Security
6 Academic success
8 Crossing cultural bridges
10 Canada and Ottawa
12 Visas and working
14 Housing opportunities
16 Managing your finances
17 Know your rights and responsibilities
Services for international and exchange students

The International Student Services Office (ISSO) centralizes all services for registered international students and administers exchange programs for outgoing and incoming students. The ISSO staff provide a friendly environment to respond to questions, host programs, and work as official representatives for visas, study and work permits advising and UHIP administration. Our aim is to create global engagement and international opportunities for the entire Carleton community. We liaise with students, faculty, staff, the Ottawa community, and international education organizations on behalf of Carleton international student initiatives.

Take advantage of the services at Carleton University that are specifically geared towards international and exchange students. These services include:

- Inter-cultural education programs;
- Exchange program administration;
- Administration of University Health Insurance Plan (UHIP);
- Canadian visa, study and work permit support;
- Orientation/pre-departure/re-entry programs;
- Individual advising;
- Confidential counselling; and
- Social events and activities in Ottawa and the surrounding area.

Staff can be reached at:

**International Student Services Office**
128 University Centre
Tel: 613-520-6600
Fax: 613-520-3419
Email: isso@carleton.ca; exchange@carleton.ca
Website: carleton.ca/isso

**Programming for international and exchange students**

**Orientation**
The international student experience at Carleton begins with **orientation**. The International Student Services Office provides a comprehensive orientation program to help all international and exchange students transition to life in Ottawa and at Carleton. Throughout orientation week students receive important resources to assist them as they begin their university career. Additionally, students have the opportunity to connect socially through programs like Experience Ottawa Day, an opportunity to get to know the City of Ottawa, and other orientation and welcome events.

**I-Start**
The **I-Start Program** provides a form of peer support to incoming first-year international students. The goal of the program is to aid the transition of international students to Carleton, to Ottawa and to Canada. International students who sign up for this program will be matched with an I-Start mentor, an upper-year Carleton University student committed to assisting new international students as they adjust to their new home at Carleton.

**E-newsletter**
Throughout the year, the ISSO communicates with the international student community through bi-weekly **updates**, which students receive in their Carleton University Connect email accounts. These updates provide students with the most up-to-date immigration and health insurance information (UHIP), while also providing details on upcoming events, programs, campus news and any other information of interest to the community.

**Language Exchange Program**
The **Language Exchange Program** matches students with a peer to exchange language skills. This program is ideal for students looking to improve their English proficiency, or learn a new language, in a stress-free and social setting.

**Workshops**
International students can also expect that the ISSO, in partnership with other departments and agencies, will offer a variety of **workshops**, meant to compliment students’ academic experience. Workshop topics include employment and immigration information sessions.

**Cultural events**
While at Carleton, international and exchange students have the opportunity to participate in different Canadian experiences, of which visiting a Canadian maple farm, skiing, and celebrating Canadian holidays, are all very popular. Through these experiences, students learn first-hand about Canada’s culture, history and traditions.

Additionally, the ISSO is committed to facilitating events and programming that promotes and celebrates the diversity of the Carleton campus. For this purpose, the ISSO works closely with the international student community to introduce cultural days and programs that include talent shows, potlucks, a yearly photo competition, and other cultural and international events.

For more information on the events and programs offered through the ISSO visit: carleton.ca/isso.
Health insurance and care

The University Health Insurance Plan, commonly known as UHIP, is a mandatory health insurance plan for all international students enrolled in a degree program at Carleton University, their dependents (if applicable), exchange students, and international special students as well as new permanent residents who are not yet covered by the Ontario Health Insurance Plan (OHIP).

UHIP is a basic and primary health care plan and it covers a number of services such as:

1. hospital services such as emergency room services, non-emergency hospitalization etc.
2. physician’s services, for example, annual health examination, diagnosis and treatment of illness and injuries, care related to pregnancy etc.
3. miscellaneous services, for example, diagnostic and x-ray services, vaccinations, emergency ambulances, etc.

Students should visit the ISSO within the first few weeks of class to pick up their proof of coverage card. Should you need to go to the doctor or hospital, you will need to provide them with proof of coverage.

Note that UHIP does not cover dental costs or medication. Extended health coverage for drug, accident and dental is available through the Carleton University Students’ Association (CUSA). Students should contact CUSA for details on the Accident, Dental and Drug Plan or visit: cusaonline.com/health_plan.html.

Students who will be enrolling dependents (spouse and/or children) in UHIP should do so within 30 days of their arrival in Canada. If you enroll your family members more than 30 days after they arrive in Canada, you must pay a late application fee of $500, PLUS premiums retroactive to their arrival date. In order to enroll dependents you must visit the ISSO in person.

For further information on rates, coverage and to obtain claim forms, visit: uhip.ca.

Health care on campus is available at Health and Counselling Services (HCS) for students. You can find out more, including how to book an appointment, on the HCS website at: carleton.ca/health. For spouses and children, please visit Health Services at the University of Ottawa. There are also a number of walk-in clinics, medical centres and hospitals around the city however, students should be aware that they may have to pay additional fees at some of these off-campus clinics. For a list of recommended clinics visit: carleton.ca/isso/uhip/where-can-i-use-uhip.

Safety and security

Calling 911 from any phone will alert the police, ambulance and firefighters to an emergency. This number should be used for real emergencies only.

If you are on campus and have an emergency, you should dial:

- 613-520-4444 from a cell or for free from any Bell Canada payphone or
- 4444 when calling on a campus phone

In addition, students can use the red telephones located in building lobbies, corridors, computer labs, and parking garages or the blue light exterior emergency phones located outside on the campus grounds, parking garages and the tunnel system to contact University Safety in an emergency.

Other important phone numbers include: Ottawa Police Services (non-life threatening emergency), 613-230-6211 and to report theft, property damage, missing person or stolen vehicle and other non-emergencies call 613-236-1222 ext. 7300.

HOT TIPS

Use all of the student support services available to you at Carleton University to help you achieve your academic and personal goals. carleton.ca/students

There are a number of student groups that you might be interested in joining, including:

- Carleton University Students’ Association (CUSA)
cusaonline.com
- International Students’ Centre (ISC)carleton.ca/isc
- Carleton University Exchange Club (CueX) cuexchangeclub.googlepages.com

Activate your MyCarleton email account online at: portal.carleton.ca. This is the best way to stay informed about on-campus opportunities, dates and deadlines, student services, events, and other important information.

Stay fit and have fun at Carleton’s athletics facilities. Find out more at: carleton.ca/athletics.
University life is an adjustment in itself, but the transition can be more difficult for an international student. The need to adjust to university life and a new country, different academic rules, a different culture and language and learning expectations, can be an overwhelming experience.

At Carleton University, we want you to experience success. Our student support services provide programs and services to promote learning and development and enhance the student experience. Undergraduate students can take advantage of the services under the Office of the Associate Vice-President (Students and Enrolment), including:

- Awards and Financial Aid
- Career Development and Co-operative Education
- Student Experience Office
- Health and Counselling Services
- International Student Services Office
- Paul Menton Centre for Students with Disabilities
- Student Academic Success Centre and Learning Support Services
- Student Affairs
- Undergraduate Recruitment Office and Admissions Services (Undergraduate)
- University Registrar’s Office (undergraduate)

Use the chart at the back of this guide as a reference to the many student services on campus. Find out more at: carleton.ca/students.

Professors, instructors and teaching assistants

The academic approach to classroom learning in Canada is very participative. Students are encouraged to put up their hands in class, ask questions, discuss issues, and even disagree with the instructors. Some courses have Teaching Assistants (TAs) who assist the instructor in marking papers, leading discussion groups, and answering questions. Both instructors and TAs have weekly office hours when they are available. You are encouraged to use this time to meet and ask any questions you have. If this time conflicts with one of your classes, ask to make an appointment. Feel free at any time to discuss course material, lectures, and assignments with your instructors. Speaking to an instructor can be intimidating, especially if it concerns a mark, however, if you get to know your instructor, this task will become easier.

Academic integrity and plagiarism

Academic integrity is based on the principles of honesty, trust, respect, fairness and responsibility. Carleton University demands academic integrity from all its members. Academic dishonesty, in whatever form, is destructive to the values of the university, and risks harming the university’s reputation as a place of learning and innovation. Furthermore, it is unfair and discouraging to those students who pursue their studies honestly.

Examples of violations of academic integrity include cheating on exams or assignments, disrupting classroom activities or periods of instruction, and plagiarism.

Plagiarism is the use of someone else’s ideas or words without giving proper credit. It is a very serious academic offence. As a university student in Canada, you are expected to use your own critical and analytical skills in developing academic arguments and writing ideas. When using someone’s ideas, theories or work, ensure that you cite the author appropriately. There can be a fine line between collaborating on assignments and plagiarism, so if you are in doubt, speak to your instructor or TA. You can also find out more about plagiarism by attending workshops offered through Learning Support Services.

Examples of plagiarism include:

- Failing to acknowledge sources through the use of proper citations when using another’s works and/or failing to use quotation marks.
- Submitting any work written, in whole or in part, by someone else.
- Submitting a computer program developed in whole or in part by someone else, with or without modifications, as one’s own.
- Using ideas or material without appropriate acknowledgment in any academic assignment.
- Using another’s data or research findings.

The following list includes, but is not limited to, examples of sanctions that may be used independently or in combination, depending on the details of the academic integrity violation:

- a written reprimand;
- a grade of zero, a failure, or a reduced grade for the piece of academic work;
- withdrawal from course(s);
- suspension from a program of study.

Repeat or multiple violations will increase the sanction.

For more information on academic integrity students can view the Academic Integrity Policy on the Student Affairs website at: carleton.ca/studentaffairs/academic-integrity.

English as a Second Language instruction

The School of Linguistics and Applied Language Studies (SLALS) offers the Foundation Program (credit ESL courses) for students who were admitted with an ESL requirement. The program lets them start their studies at Carleton and develop academic language and study skills at the same time.

For more information contact:
School of Linguistics and Applied Language Studies (SLALS)
215 Paterson Hall
Tel: 613-520-6612
Website: carleton.ca/slals
**HOT TIPS**

For information on university regulations, the academic calendar, programs and courses view the undergraduate calendar at: [carleton.ca/calendars/ugrad/current](carleton.ca/calendars/ugrad/current).

Keep track of your education by seeing an academic advisor on a regular basis to ensure you are fulfilling the requirements of your program. Address academic problems early in order to be able to find solutions. [carleton.ca/sasc](carleton.ca/sasc)

If you need support at any stage of the essay-writing process, book an appointment with the Writing Tutorial Services. [carleton.ca/wts](carleton.ca/wts)

There are particular essay-writing styles depending on your program, including how you are expected to reference books, theories, and ideas. Most departments provide essay-writing guides, but it is worth investing in a comprehensive guide to documentation, preparing bibliographies and writing styles.

For study skills workshops and other learning strategies support programs visit Learning Support Services. [carleton.ca/lss](carleton.ca/lss)

Take a free tour of the Library to find out about Library Services. [www.library.carleton.ca](www.library.carleton.ca)

---

The last three years at Carleton have been remarkable. Being an international student I thought there would be some difficulty adjusting; however the International Student Services Office (ISSO) was able to allow me to make a smooth transition.

Incoming students should get involved whenever possible and take advantage of the many services Carleton has to offer. I recommend that every student make regular visits to the ISSO and keep up to date with the various opportunities that are available to them. The ISSO can provide you with knowledge that will prove invaluable and allow you to prosper academically.

Be sure to attend events and activities including International Student Orientation because they will allow you to make new friends in similar situations and overcome homesickness together. With the amount of clubs and societies on campus, there is always something for everyone.

Come to Ottawa with an open mind as it is a great place for students to explore, experience and discover.
Crossing cultural bridges

Your first weeks at Carleton will be ones of adjustment and you may experience culture shock. As an international student, this can be even more profound as there are many other issues that arise when you enter a new culture, environment and learning system in addition to the “regular” issues that all new students experience. Experiencing subtle or obvious differences in values and communication can be stressful. The people you pass may smile, say, “Hello, how are you?” and keep walking past you. Public transportation may be different from back home. People might not know where your country is located. What have you gotten yourself into?

The experience of culture shock is often divided into the four phases below. However, it is important to note that the experience is not the same for everyone. Some students may experience profound disappointment in the early stages of living in their new environment only to discover that they love it here in Canada. Others may love it immediately only to discover later that the experience is not all that they thought it would be. Given this, it is very important to be in tune with how you are feeling as some of what you experience may be typical of cultural adjustment. Sometimes though, cultural adjustments may require confidential, supportive and professional counselling. It is important that you know the difference and seek assistance when necessary.

The four phases of culture shock

1. **Honeymoon:** Everything is great, nothing is wrong, and you are having a wonderful time.

2. **Shock/anxiety:** There are so many differences in this country that you don’t know how to deal with them. You didn’t think things would be like this. This experience can either cause you to withdraw from the experience, which can lead to serious adjustment issues, or to find a way to balance or negotiate the new differences.

3. **Negotiation:** You learn to deal with the problems and differences that are surfacing and try to integrate them with your own beliefs.

4. **Acceptance:** You are able to live well in the environment with the differences you are experiencing.

Symptoms of culture shock

As you adjust to life in Canada, you may experience changes that you will want to talk to someone about. Having culture shock does not necessarily mean that you have every symptom on the list below, but you may have a few at different times of the year. If you feel that any of these conditions are interfering with your ability to function, you are strongly encouraged to seek help. An International Student Counsellor is available to assist you in working through personal and emotional issues and concerns. Some symptoms typical of culture shock are:

- Depression
- Feeling anxious and worried
- Anger and irritability
- Withdrawal from people who are different from you
- Extreme homesickness
- Overeating or loss of appetite
- Sleeping difficulties
- Inability to work or study effectively

If you have an ongoing health condition, please bring a letter (translated into English) from your medical doctor, psychologist or psychiatrist stating the diagnosis, a summary of the treatment you require, and your current medications. If you are taking psychiatric prescription medication, remember to bring enough for the academic year.

**HOT TIPS**

Experiencing culture shock is common and there are ways to manage it until you get used to being away from your country and culture and adjusted to life in Canada.

- Experience life in Canada. Visit public places, such as shopping malls, museums, or sporting events. You will be able to watch and learn more about Canadian society and customs. Ottawa boasts many fun festivals and opportunities to explore the city.

- Get involved in campus life! There are many clubs and societies on campus that bring students of diverse backgrounds together with common interests. This is a great way to build your friendship network. You can also get involved in the various activities offered by the ISSO to meet other international students who most likely share the same culture as you. Sharing experiences can help you adjust to the environment and get acquainted with what is happening on campus.

- Take advantage of on campus recreation and athletics facilities. [carleton.ca/athletics](http://carleton.ca/athletics)

- Volunteer! This is a great way to find out more about Canada and meet new people. Feel free to volunteer with the ISSO as a starting point.

- Be patient and give yourself time to adjust to your new environment. Remind yourself this is not permanent. If you continue to experience culture shock, book an appointment with the International Student Counsellor.

**Health and Counselling Services**

2600 Carleton Technology and Training Centre
Tel: 613-520-6674
Email: hcs@carleton.ca
Website: [carleton.ca/health](http://carleton.ca/health)
**Life in Canada: Cultural differences**

As an international student, you may notice some subtle differences between Canadian customs and those of your country. Below is a list of some common traits that you may notice during your daily activities. If, for any reason, you feel uncomfortable, you can speak to the International Student Counsellor or share your concerns with other students with whom you are comfortable.

**Friendship:** Most people you will come in contact with will be friendly; however international students often remark that while Canadians are "polite", they can appear to be distant or cold. A good way to start a conversation with a Canadian can be to talk about the weather since it is seen as an important aspect of Canadian society. This probably sounds strange, but the longer you’re here, the more sense it will make.

**Dating:** Dating is developing a romantic relationship with someone. Dating is common among students; however, no one can force you to date or go out with him/her against your will. Also, going on a date does not mean consenting to have sex; it just means that you are interested in spending time with the person. Dating between consensual adults of the same sex is also a right that is respected and protected in Canada. Friendships between people of the opposite sex are common and does not mean they are dating, it is important to respect this boundary where it exists. Rather than assume that you are in a relationship or that one has consented to an act, always ask questions for clarifications. Be aware that no means no. If someone is not interested in having a sexual relationship with you, pursuing it could have serious legal consequences such as sexual harassment or assault charges.

**Greetings:** It is customary to shake hands when being introduced. Most Canadians do not often kiss or hug when greeting friends. People usually stand at least an arms length away from a person with whom they are talking.

**Time:** Many Canadians place a high priority on being punctual (on time). If you say you will be somewhere at a certain time, the expectation is that you will. More importantly, when an assignment is due on a certain date, you must hand it in; handing in late papers is rarely permitted. Late papers often have a percentage of the marks removed from the final grade. Discuss with your professor or T.A. in case of an extraordinary circumstance.

**Communication (verbal and non-verbal):** Depending on the situation, communication is often very informal. If you are unsure for example, about how to address someone senior, it is best to use Professor, Mr., Mrs., or Ms. First names are the common form of address but feel free to address a person by whatever name he/she tells you. It is always better to resolve disputes than to hold them in. Canadians usually speak their minds and talk about problems in the open. Making amends is an important part of developing long-lasting relationships. It is acceptable and welcomed to ask for clarification or to slow down the pace of speech if there is something you do not fully understand. It is important to remember that Canadians come from all over the world and are comfortable with people of diverse cultural backgrounds.

---

It can be overwhelming to come from another country and try to settle in a different environment, but come with an open mind and don’t be afraid of asking questions.

The ISSO orientation provided me with the opportunity to meet other international students and appreciate the diversity present at Carleton.

---

Haider
third-year electrical engineering

---
Canada and Ottawa

Canada is often described as a land of diversity, both in its landscape and in its population. With mountainous regions, flat plains, large bodies of water and arctic tundra, a trip across Canada is like a trip around the world. Canada is the second-largest country in the world, covering six time zones. Yet Canada has a population of 33 million, a relatively small number compared to many other countries. Canada has 10 provinces and three territories: British Columbia, Alberta, Saskatchewan, Manitoba, Ontario, Quebec, New Brunswick, Prince Edward Island, Nova Scotia, Newfoundland and Labrador, Yukon, Northwest Territories, and Nunavut.

The City of Ottawa and the National Capital Region (NCR)

Ottawa is Canada's capital and is the home of the federal government and many embassies and high commissions from around the world. The Senate, the House of Commons, and the Library of Parliament are housed in the Parliament Buildings, located downtown on Parliament Hill. The NCR consists of a large area at the junction of the Ottawa, Rideau, and Gatineau rivers, along the Ontario and Quebec provincial border. The population of the region is about one million.

Ottawa has many sites to celebrate heritage, culture, and art, making it a popular tourist destination. Visiting these sites can be both an educational and an aesthetic experience. You can find out more about Ottawa tourism at: ottawatourism.ca.

Ottawa is the host to many festivals and events held year-round. Winterlude is a major celebration of our Canadian winter in February. Ottawa is transformed into a winter wonderland, with snow and ice sculptures, outdoor activities and the longest skating rink in the world on the frozen Rideau Canal. The Canadian Tulip Festival celebrates the arrival of spring in the month of May. Summer in Ottawa brings various music festivals and outdoor events. July 1, Canada Day, is an enormous celebration of our country, with thousands flocking to Parliament Hill to see and hear well-known Canadian performers, street artists, and a magnificent fireworks display.

Ottawa is just a five-hour drive east of Toronto and a two-hour drive west of Montreal, two of Canada’s largest cities.

Ottawa weather

For many of you, this will be your first experience in a northern climate. It’s no surprise to us that one of the first things new international students want to know about is winter. However, the beauty of this climate is that we have four distinct seasons, winter being only one of them. Because of our four-season cycle, you must be prepared with the proper clothing required for all types of weather.

- **Fall (September-November):** Fall, also known as autumn, arrives in September and October, at the beginning of the academic year. It is one of the most beautiful times of the year to be in Canada. As the seasons change, the leaves on the trees become vibrant and colourful. A popular activity in the autumn is to go out and see the “colours,” especially in places like Gatineau Park where the landscape is filled with the oranges, reds, and yellows of the changing leaves. It is not too cool and not too hot; the days can be very warm and the evenings are generally cool.

- **Winter (November-March):** The winter begins in late November and lasts until the end of March. The first snowfall starts at the end of November and winter temperatures are between -10°C and -6°C, but it can drop as low as -34°C or rise to 6°C. It can be very cold, with lots of snow and ice. Do not let the sun deceive you—the sunniest days are often the coldest! The Canadian winter will probably be the biggest shock for most of you, but do not let the cold keep you locked inside. An important winter survival tip is to always check the weather forecast before going outside. Remember to calculate the wind chill!

- **Spring (April-May):** Most people look forward to the spring, when the snow starts to melt and the first flowers appear. Spring starts in April with moderate temperatures and heavy rainfall. The temperature is still cool so it is best to keep an umbrella and a light jacket with you. Spring is generally a very short season and before you know it, the warmth of summer arrives and the flowers bloom!

- **Summer:** (May-September): The summer starts around late May or early June and is a stark contrast to the winter in Ottawa. It can be very hot in Ottawa with temperatures ranging from 16°C to 38°C. Occasionally you will need a sweatshirt or cardigan to pull over your T-shirt, especially in the evenings. It can also be very humid during an Ottawa summer.
HOT TIPS

Students should either bring with them, or be prepared to buy, warm clothing for the winter months. This includes warm winter boots, a winter jacket, hat, scarf, gloves and sweaters. You should budget at least $200-$300 to purchase winter clothing. The ISSO would be happy to provide advice on where to shop, including discount and used clothing stores.

Learn the importance of layering clothing. During the winter months it will be cold outside, but inside it will be warm, and it is therefore important to be able to take heavier clothing pieces off.

Getting around in Ottawa

The Universal Transit Pass (U-Pass) and public transportation

The U-Pass is a transit pass offered through Carleton University at a discounted rate valid on OC Transpo (bus and train), Ottawa’s public transit service. The pass is valid from September through April and is a mandatory cost for all full-time students. The cost will be added to student fee assessments. The pass is valid on all OC Transpo vehicles providing regular, express, rural express or Para Transpo services. Only Para Transpo service to rural zones requires a supplemental fare. For more information on the U-Pass visit: carleton.ca/upass.

Exchange students are also eligible to purchase a U-Pass. Information will be provided to you by the ISSO outlining how you can purchase the U-Pass in advance of your arrival to Ottawa. In the event you do not wish to purchase the U-Pass, you may still receive a discount on monthly student bus passes. You can obtain a photo ID card from OC Transpo Sales and Information Centres (the closest location is at the Rideau Centre, downtown Ottawa). Monthly passes can be purchased at the campus bookstore and the University Centre store as well as many off-campus convenience stores. If you plan on taking the bus occasionally, you can also buy single-use bus tickets instead of a pass or pay in cash.

You can call 613-560-1000 and enter the bus stop number to find out when the next bus is due to arrive or visit octranspo.com to plan your trip or for more information.

In addition to public transportation there are many ways that you can get around in the City of Ottawa, including:

- **Walking:** Many people walk to their destination in Ottawa, especially students who live close to campus. Ottawa is a safe city, however it is important to be cautious and avoid walking alone at night (consider using Carleton’s Foot Patrol) and walking in well-lit/high-traffic areas.

- **Cycling:** Ottawa offers many bicycle trails and paths. Don’t forget to wear a bike helmet and obey cycling rules.

- **Ice skating:** In the winter you can skate on the Rideau Canal. It is a fun way to get downtown!

- **Taxi:** In Canada, taxi drivers are required to use their meters at all times. A typical fare to downtown Ottawa from Carleton University is $15-$20 and a typical fare to the Ottawa airport from Carleton University is $20-$25.
Visas and working

If you are currently studying in Canada, or are preparing to come to Canada, you will need to obtain information on study permits, temporary resident visas and work permits. Information on the application process is available at the ISSO as well as by visiting: carleton.ca/isko/immigration-support. Application forms are available from Citizenship and Immigration Canada (CIC) at: cic.gc.ca.

Study permits
If you are coming to Canada as an international student you should already have a study permit by the time you come to Carleton University. Exchange students coming to Carleton for less than six months do not require a study permit unless they wish to work on campus or plan to extend their studies beyond six months.

If you are already in Canada and you don’t have your study permit, you are still required to apply from outside of Canada. Students in Ottawa generally send their applications to a Canadian Consulate in the United States. If this is the case, check with the ISSO on procedures for applying.

Extending your study permit
Many students will be required to extend their study permit during the course of their studies. This is done in Canada by mailing your application and documents to the Case Processing Centre and cannot be done outside of the country. You should allow four to six weeks for your study permit to be processed. If you let your study permit expire, there will be a fine to reinstate it and you could lose your status in Canada. Students in this situation have 90 days to restore their status after expiry.

Temporary Resident Visas (TRV)
Depending on your citizenship, you may require a Temporary Resident Visa (TRV) in addition to a study permit. TRVs are visas for entering Canada, so you may also need one if you want to re-enter Canada after a visit home.

- Single-entry visas are valid only for your initial entry into Canada. Any return trips made after, require a new entry visa.

- Multiple-entry visas are generally valid for the duration of your study permit. When you are in Canada, TRVs must be obtained through the Canadian Consulate in the United States.

You do not require a Temporary Resident Visa to re-enter Canada if you have been in the United States only, but you must have a valid study permit.

Getting around outside of Ottawa
There are many ways for you to travel outside of Ottawa in order to visit other cities:

- Rental cars: There are several places where you can rent a car—look under “Automobile Rentals” at: yellowpages.ca. Make sure you ask about rental fees (extra costs for extra kilometers, insurance, and taxes). To rent a car you must possess a valid driver’s licence. If you have been living in Ontario for less than three months, you may be able to use your licence from your home country. If you plan on driving in Canada, you should get an Ontario driver’s licence. Visit: www.mto.gov.on.ca/english/dandv/driver/drvlicen.shtml for details.

- Bus: Greyhound Bus Lines (greyhound.ca) offers transportation within Ontario and across Canada. Ask about their student discount.

- Train: Via Rail (viarail.ca) offers transportation within Ontario and across Canada. Tickets during holiday periods often sell out early. Ask about their student discount.

- Air: When considering air travel, contact a local travel agent, such as Travel Cuts located in Carleton’s University Centre.

HOT TIPS
You can get a taste of Canadian political life by sitting in on a Parliamentary Question Period or by taking a tour of Parliament. Find out more at www.parl.gc.ca or join us on one of the tours organized by the ISSO.

Get to know Ottawa and other students by participating in the many events and excursions organized by the ISSO.

The Carleton University campus is fully connected with an underground tunnel system.

Get an International Student Identity Card (ISIC) from the CUSA office in 401 University Centre or Travel Cuts in 302 University Centre and save money when you book flights, trains, and purchase bus tickets.

If you are currently studying in Canada, or are preparing to come to Canada, you will need to obtain information on study permits, temporary resident visas and work permits. Information on the application process is available at the ISSO as well as by visiting: carleton.ca/isko/immigration-support. Application forms are available from Citizenship and Immigration Canada (CIC) at: cic.gc.ca.
It is strongly recommended that students who need to renew their TRV and are considering travelling outside of Canada during peak times, such as in December or at the end of the academic year, apply two months in advance.

**Working on and off campus**

International students may work off campus upon meeting the eligibility criteria. You must have been studying for at least six months in a full-time degree program and be in good academic standing. Find out more by visiting the ISSO or the CIC website at: cic.gc.ca/english/information/applications/work-students.asp

You do not need a work permit to work on campus, but you must be registered as a full-time student and have a valid study permit.

Exchange students are not eligible for an off-campus work permit, however they can work on campus if they are registered full time and hold a study permit.

**Co-op programs**

For some academic programs, co-op work experience is part of the curriculum. International co-op students must apply for a work permit (no fee) and a Social Insurance Number.

**Post Graduate Work Experience Program (PGWEP)**

As an international student, you are eligible to work in Canada for up to three years after you have completed your degree. There are certain conditions that apply. Check with the ISSO to learn more about this opportunity.

**Social Insurance Number**

All students must apply for Social Insurance Number (SIN) if you want work on or off campus. For more information call 1-800-206-7218 or visit the ISSO.

**Income tax**

If you have earned income in Canada in the previous tax year; you received a scholarship or grant in the previous tax year; you want to claim a refund; you want to apply for the GST (and other tax credits) then you must complete an income tax return form by April 30 of each year. The ISSO will offer workshops in February and March about the income tax process and you can visit the Canada Revenue Agency, International Tax Service Office website at: cra-arc.gc.ca/tx/nmrsdnts/menu-eng.html or contact them at 1-800-267-5177 if you have questions about whether you are required to file a tax return or about the process.

**Travel to the United States**

Most international students require a visa to enter the United States. To find out if you require a visa, visit the U.S. Embassy website at: canada.usembassy.gov. To apply for this visa, you must provide proof of your status as a student in Canada (Certificate of Enrolment and Transcript) and your valid study permit along with a valid passport. You will be required to pay a processing fee for your visa. It is increasingly more difficult to get a U.S. Visitor Visa and you are strongly encouraged to apply for it in your country. Be sure to allow a minimum of 30 days if you are required to attend an interview.

**Spouses and children**

Spouses who wish to study or work while in Canada can apply for their first study or work permit through the Case Processing Centre in Canada. Your spouse may work on or off campus in Canada but will need a valid work permit. A job validation is not required, meaning your spouse can look for a job rather than needing proof of a job offer. The period of the work permit will not extend beyond your study permit.

Children attending kindergarten to Grade 12 are advised to hold a study permit before coming to Canada. There is a study permit exemption for children who are already in Canada. This means if you are in Canada when your child’s study permit expires you can renew their immigration status as a temporary resident, which is less expensive than a study permit. If you have children, you can find out more about schooling in Ottawa by visiting: www.ocdsb.edu.on.ca.

**HOT TIPS**

In Canada, the job search process may be different than what you are used to. You must learn how to crack the so-called “hidden” job market. Sometimes finding a job can be as easy as getting to know the professors in your discipline—they are often looking for research assistants or know people who are. All international students interested in working off campus must contact the ISSO to ensure they obtain the proper documentation.

Visit the centre for career workshops, resume and cover letter sessions, and job search tools at: carleton.ca/cdce.
Leaving your home for the first time, let alone moving to another country, is an experience in itself. It is not just a case of finding a place and moving in. There are many things to consider.

**Living on campus**

Living on campus provides students with the opportunity to become part of a vibrant community with many opportunities and conveniences. At Carleton, all residences are conveniently located in a central area of the university. Residence consists of two types of living styles: traditional double rooms and suite-style residences. A variety of meals plans are available to students. Living in residence has many advantages, but living in a community also involves certain responsibilities and expectations.

The residence community shares communal spaces and it is therefore important for residents to respect the spaces they share while also respecting one another. In order to ensure that this happens, the Department of Housing has a system of guidelines and rules that students living in residence must abide by. Residents must familiarize themselves with what is expected from them to avoid disciplinary action, which could include the resident being asked to leave residence. Laws and conventions vary from country to country and it is therefore important that you become informed on what the differences are between your home country and Canada.

Here are some tips that will help you while living in residence.

- In Ontario you must be 19 years of age or older to purchase and drink alcohol and to purchase or smoke tobacco.
- Drinking in public areas is not permitted in Ontario. This means that you cannot drink outdoors in places like parks. This applies to all outside areas of the university campus, and residence area as well. If you are of legal age, you can drink in your room, but you cannot have open alcohol in common areas like the hallways or outside the residence buildings.
- Smoking is not permitted inside any public building in Ottawa. This applies to any building on campus, including all the residence buildings and your residence room. In addition, smoking is not permitted within 10 meters of any campus building entrance/exit door, building air intake or exhaust or opened window.
- If it is illegal in Canada, it is also illegal in residence—this includes any narcotics or illegal substances.
- Residence has noise restrictions that promote reasonable peace and quiet throughout the residence complex, including exterior areas surrounding the buildings, at all times to ensure that students are able to concentrate on their studies.

Make sure to read and understand the Residence Contract at: carleton.ca/housing/current-residents/contract/.

Residence is a great way to make connections with other students, both from Canada and abroad.

You can also sign up for an E-mentor (carleton.ca/housing/prospective-residents/e-mentor-program/) to ask current students any questions you might have about living in residence.

For more information about on-campus living visit carleton.ca/housing or e-mail accommodations@carleton.ca.

**Living off campus**

The majority of students attending Carleton reside off campus. Living off campus offers students the ability to decide the location and the type of residence they want to live in. Some students prefer small apartments that are shared with just one roommate, while others opt for renting big houses that can accommodate a larger number of people. Many students also feel more comfortable renting a room from a family. There are many options, but ultimately, students living off campus must take into consideration the following when deciding where to live:

- Is the location walking distance from the university or is public transit needed?
- If public transit is needed, how far is the bus stop and how often do the buses pass? Will you need to take more than one bus to get to the university?
What amenities such as supermarket, pharmacy and banks are close by?

Is the area and the street safe? Visit the area at night and check if it is well lit.

The cost of rent will vary with the type of accommodation you choose. Make sure it is clear and in writing what your monthly payment will include (cable, internet, all utilities, etc). It will be also important for you to find out how you will be expected to pay your rent each month (post-dated cheques tends to be a popular choice).

When looking at a place, check various things inside to ensure that everything is in good shape and working well—check the doors and make sure that they lock, open and close windows, turn the appliances on, turn the lights on, etc. It will be also important for you to ask if you can cancel the lease or sublease should you decide to move before the end of your lease. The norm is to sign a lease for at least one year, but you can negotiate this with your landlord. Remember that any agreements you make with your landlord must be in writing and you should always have a copy of your lease.

You should also find out:

- If utilities are not included in the rent, what utilities you will have to pay.
- If the heat runs with electricity, or gas. Heating a home with electricity tends to be more expensive and therefore ask what the previous tenants were paying (electricity is called hydro).
- If you have access to a thermostat to regulate the temperature in your space.
- If parking is available.
- If you have access to laundry facilities.
- Who is responsible for outdoor maintenance like snow removal and cutting the grass.
- The garbage pickup schedule.
- If the landlord has any rules you must follow regarding decorating/painting, loud music, visitors, pets, etc.

There are a number of resources that list places available for rent, but remember that it is ultimately your responsibility to determine its suitability. The Department of Housing offers many resources to support students in their search for off campus housing. You can use these resources at: carleton.ca/housing/off-campus-housing. Other places that offer listings include the classified section in the local newspapers (Ottawa Citizen, The Ottawa Sun), or websites like: kijiji.ca

Some important terms include:

**Landlord**: the person who owns a property that is rented to someone else and is responsible for maintaining the property.

**Tenant**: the person who rents the property and is responsible for day-to-day maintenance.

**Lease Agreement**: a document that is signed by both the landlord and the tenant giving the tenant possession of the property for the specified amount of time. A lease should include the cost of rent, what is included in the cost, and any other details that both the landlord and tenant agree to.

**Landlord and Tenant Act** ([www.ltb.gov.on.ca](http://www.ltb.gov.on.ca)): provides official rules and regulations that govern landlord and tenant relationships. Visit [www.ltb.gov.on.ca](http://www.ltb.gov.on.ca) or you can pick up a copy at Ombuds Services, 511 University Centre, or call 613-520-6617.

**Ombuds Services**: An independent service on campus that investigates an individual's grievances or complaints (on and off campus), reports findings, and helps achieve equitable settlements.

HOT TIPS

Any agreements you make with your landlord must be in writing.

Areas close to campus include the Glebe and Ottawa South.

Other students are a great resource. Ask others (Canadian and international) about good neighborhoods and shared accommodation. Ask someone who is more experienced in renting apartments to come with you to help you ask the right questions and make the right decisions.

Phone calls are an easy way to keep in touch with family and friends back home. Calling home directly from a cell phone or landline is expensive. Alternatively, placing long distance calls with a phone card is inexpensive. Phone cards are easy to use and are sold in various locations on and off campus, including the store in the University Centre, first level.
Managing your finances

Budgeting, or breaking down your expenses and allocating funds, is a good way to determine how much money you have to work with. Visit the Awards and Financial Aid Office website for budget tips at: carleton.ca/awards. Start-up expenses when you first arrive are likely to be the highest; plan accordingly. You can also check currency exchange online at: oanda.com.

One of the first things you will need to do when you arrive is open a bank account. ScotiaBank has a branch on campus in Paterson Hall, and there are bank machines on campus. Other banks include the Bank of Montreal, CIBC, National Bank of Canada, and the Royal Bank. There are many different types of accounts, so make sure you ask what type of account is best suited for you.

A debit card or "bank card" is essential. Many people do all of their banking through bank machines and many stores have Interac machines for automatic transactions between your bank account and the store. Online banking is another popular way to do your banking. Online banking allows you to do much of your day-to-day banking anywhere there is a computer with internet access. This includes paying bills as well as money transfers.

Read all of the documentation the bank gives you very carefully. If you need extra time, ask if you can return the next day so that you have time to know what you are agreeing to.

Smart Shopping
There are many ways to check and reduce your expenses.

- Grocery stores are the best for shopping in bulk (or large quantities).
- Convenience stores and corner stores generally have higher prices for specific items because people will pay more if they are in a hurry.
- Plan ahead to ensure that you do not spend more on items that you do not need.
- Bargaining is not common but you can still find coupons and sales on items that usually have fixed prices by watching advertisement and flyers. Flyers can be found online on many store's websites or, if you live off campus, they may be delivered to your door.
- Compare prices.
- Many businesses and retailers offer student discounts upon presentation of your Carleton University campus card. Always check for signs or ask about student deals.
- Shop at stores that offer used clothing, furniture and textbooks. These types of stores are called thrift or second-hand stores.

HOT TIPS

Bank charges can really add up so make sure you know what your bank fees will be and what they include.

Tipping is paying an extra 10-15 per cent to the person who delivers a service to you, such as a taxi driver or a server in a restaurant, to show that you appreciate their services. The tip you give goes directly to the server and is in addition to their wages. There is a general understanding that they must provide you with excellent and friendly service. Withholding a tip indicates that you were not happy with their service. When there is a service charge on your bill, you do not need to add a tip.

Ask about student discounts!
Knowing your rights and responsibilities

Living in Canada means knowing, understanding and respecting Canadian laws which might be very different from your home country. Canada is a liberal-democratic society and the values of individualism and freedom of expression underlie our laws and social and cultural values.

Human Rights
Equality and fundamental freedoms are very important principles for Canadians, and individual rights are protected under the Canadian Charter of Rights and Freedoms. This document, which is a part of the Canadian Constitution, guarantees Canadians many fundamental rights and freedoms. Among them, freedom of expression is considered to be very important in our democratic society. Do not be surprised to see organized rallies and protests, citizen activism or freedom of the press. In addition to the federal laws that protect your rights, Carleton University has Human Rights Policies and Procedures, which are extended to all members of the Carleton community. Religious accommodation, a discrimination-free learning environment, and other fundamental rights are protected in this policy. It is important for you to know as a student what your rights are and, as well, your obligations.

The following is information you might find helpful when navigating Canadian laws and human rights.

- The Canadian Multiculturalism Act preserves and promotes different cultures in Canadian society.
- The Official Languages Act established English and French as the two official languages in Canada meaning that Canadians have access to Parliament in both languages and receive federal government services in both languages.
- Canadians feel strongly about the individual’s right to practice his/her religion, and this means that you are free to practice according to your beliefs. The term “religious” may also have a different connotation than what you are used to. Many people who consider themselves “religious” are not necessarily members of any religious organization but may view religion as more of an inner, spiritual experience.
- Everyone is equal in Canadian society and protected by the same laws. Sexism, racism and homophobia are terms that describe discrimination based on gender, race, ethnicity or sexual orientation (gay, lesbian, bisexual or transgender). If at any time during your stay in Canada or at Carleton you experience discrimination, there are many resources available to you on campus.
- For more information on Human Rights, to initiate a request or complaint through the Human Rights Conflict Resolution Complain Procedure and for accommodation advice related to religion, disability, family status and pregnancy visit Equity Service’s website at: carleton.ca/equity.

Alcohol and other drugs
There are laws that govern the purchase and consumption of alcohol in Canada. In Ontario, you must be 19-years old to be able to purchase alcohol (in Quebec you must be 18). You cannot drink in public places such as parks, malls, or in a car. Drinking and driving in Canada is illegal and has severe consequences. Responsible consumption and adherence to Canada’s laws are expected across campus.

The legal age to smoke in Ontario is 19. Ottawa is a “smoke-free” city, meaning it is illegal to smoke in all public areas like shopping malls, office buildings, restaurants, and university buildings. You can be fined if you smoke in these places. At Carleton, smoking is prohibited within 10 metres of any campus building entrance...see page 14.

The production, purchase and use of drugs is illegal in Canada. This includes marijuana (pot or weed), magic mushrooms, ecstasy (E), LSD, cocaine, crystal meth, and heroin. These drugs are illegal and possession of them can carry penalties that may include jail time and render you inadmissible to Canada. You have the right to refuse any drugs if they are offered to you. ‘Drugs’ as used here does not include prescriptions that you are given by a health specialist for illness.

Student Rights and Responsibilities
As a Carleton University student you have certain rights and responsibilities. In addition to the Academic Integrity Policy which governs the academic behavior of students (see page 6) the Student Rights and Responsibilities Policy governs the non-academic behavior of students. This policy is an important tool for all members of the Carleton University community as it outlines a framework to ensure a safe, respectful and diverse campus environment.

The following list includes, but is not limited to, examples of minor and major violations under the Student Rights and Responsibilities policy:

- disruptive conduct
- harassment
- verbal or physical abuse
- destruction of property
- misuse of university equipment or supplies
- misconduct relating to alcohol or drugs
The Student Rights and Responsibilities policy aims to address violations of misconduct with sanctions that are corrective, not punitive. The following list includes, but is not limited to, examples of sanctions that may be used independently or in combination, depending on the details of the violation: community service; educational sanctions (workshops, essays, completion of an education program/service, etc.); exclusion from university facilities; restitution for damages; and verbal or written apologies.

In the case of exchange students, keeping in mind that you are an ambassador for your own university, depending on the situation, Carleton reserves the right to contact your home institution to advise them of any misconduct issues that have been confirmed. In some cases, where it is warranted, the university may also issue fines that must be paid in order for academic documentation to be issued to your home institution.

For more information and to read the full policy visit carleton.ca/studentaffairs/student-rights-and-responsibilities/

**On-campus services**
- Equity Services: carleton.ca/equity
- Ombuds Services: carleton.ca/ombuds
- Student Affairs: carleton.ca/studentaffairs
- Carleton Legal Clinic: Tel: 613-520-8205

**After you arrive**
Remember that there are many services on campus to facilitate your transition to university and to Canada. Visit the ISSO if you have any questions or concerns.

### Checklist

<table>
<thead>
<tr>
<th>To do</th>
<th>Details</th>
<th>Location and Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attend international/exchange student Orientation</td>
<td>The ISSO provides a comprehensive orientation program to help international students transition to life as Carleton students. Orientation will equip students with resources pertaining to their academics, immigration and health insurance (UHIP).</td>
<td><strong>International Student Services Office</strong> 128 University Centre 613-520-6600 carleton.ca/isso</td>
</tr>
<tr>
<td>Participate in other orientation programs</td>
<td>Not to be missed! Social and academic events will help get you off to a great start at Carleton. Activities are offered in September and January.</td>
<td>carleton.ca/orIENTATION</td>
</tr>
<tr>
<td>Review the Academic Integrity Policy</td>
<td>Familiarize yourself with your rights and responsibilities as a student at Carleton</td>
<td><strong>Office of Student Affairs</strong> 430 Tory Building 613-520-2573 carleton.ca/studentaffairs/academic-integrity</td>
</tr>
<tr>
<td>Pick up your proof of UHIP (University Health Insurance Plan) coverage card.</td>
<td>Students who have dependents accompanying them must complete their enrolment in person at the ISSO.</td>
<td><strong>International Student Services Office</strong> 128 University Centre 613-520-6600 carleton.ca/isso</td>
</tr>
<tr>
<td>Pick up your Campus Card and U-Pass.</td>
<td>As a Carleton student, you are required to get a Campus Card. Use it to check out library books, buy food and books, and do much more on campus. The U-Pass is now a mandatory program for all full-time students. Some exceptions apply.</td>
<td><strong>Campus Card Office</strong> 407 University Centre 613-520-3547 carleton.ca/campuscard carleton.ca/upass</td>
</tr>
<tr>
<td>Set up a Canadian bank account.</td>
<td>There are various banking institutions in the city, pick one that is convenient for you to visit. Set up a student ScotiaBank account if you want to avoid service charges. There is a branch conveniently located on campus, and all ATM machines on campus are ScotiaBank.</td>
<td><strong>Bank of Nova Scotia</strong> First floor, Paterson Hall 613-564-5363</td>
</tr>
<tr>
<td>Get a MyCarleton account.</td>
<td>All Carleton students will need a MyCarleton email address. Professors and administrators use this system to announce important information throughout the year. Make sure to check your Carleton connect email account regularly and read all emails sent from the ISSO.</td>
<td>portal.carleton.ca</td>
</tr>
<tr>
<td>Purchase any required textbooks.</td>
<td>New and used books are available in the Carleton University Bookstore located on campus as well as Haven Books.</td>
<td><strong>Carleton University Bookstore</strong> First floor University Centre Haven Books 43 Seneca Street (at Sunnyside Avenue)</td>
</tr>
<tr>
<td>Update your Ottawa address and telephone number.</td>
<td></td>
<td>central.carleton.ca</td>
</tr>
</tbody>
</table>
Use this chart as a referral guide to the many student services on campus. Common questions and categories are to the left and right that point to the relevant service in the centre.

- program specifics
  - course selection
  - thesis or essay stream
  - course substitutions and equivalencies
  - access to courses that are full
  
- admission process
  - transfer degrees
  
- financial supporting documentation
  - Work Study program
  
- tuition status
  
- crisis support
  - Working After Hours program
  - Personal Alarm Pendant program
  
- career advice
  - career exploration
  - job search skills
  
- equity request
  - personal / health
  - stress coping
  - psychological issues
  - resource centre
  
- support for residence students
  
- cultural transition
  - adaptation and interaction
  - intercultural education programs
  
- study space
  - Learning Commons
  
- physical disabilities
  - learning disabilities
  
- graduation requirements
  - academic performance
  - impact of dropping or adding courses
  - RESPs

Tory Building
- changes (major, program)
- impact of dropping or adding courses
- course load
- academic advising

- ongoing student activities
- alcohol awareness
- academic integrity appeals

- Co-Curricular Report
  - transition support
  - mentoring programs

- course questions
  - learning expectations
  - thesis or essay stream
  - prerequisites and preclusions

- Your Instructor

- prerequisites and preclusions
  - internships and placements
  - opportunities for graduate studies
  - ESL requirements

- credit transfers
  
- budgeting advice
  - scholarships
  - bursaries

- fee payment
  
- emergency situations
  (call 4444)

- Safe Walk program
- Foot Patrol (CUSA)

- co-op opportunities
- career preparation
- part-time work opportunities

- sexual assault coordinator
  
- medical issues
- relationship problems
- crisis support

- personal / health (residence counsellor)
  
- international student advising (immigration)
- exchanges
- UHIP

- research support

- advising on supporting documentation
- accommodations for students with disabilities

- degree audit
- deferred final exams and assignments
- petitions and appeals
- registration support

- study skills
  - Writing Tutorial Service
tutor referral program
  - Learning Support Services
  - Peer Assisted Study Session (PASS)

- Student Rights and Responsibilities Policy
- peer volunteering
- crisis support

- leadership development
- community service learning

- internships and placements
- opportunities for graduate studies