INTERNATIONAL STUDENT HANDBOOK
International and Exchange Student Centre
Western International
A message from the past:

This message was written by the international student volunteers who researched, compiled and developed the first draft of this handbook in 1987-1988.

Hello,

So, this is it. You have finally arrived in London, Ontario, Canada where you will be attending one of the finest universities in North America.

You may be at Western by random choice, sheer luck, or because you wanted to experience what Western has to offer. The experiences you will have, especially during the first two weeks, will be similar to what we have experienced. For example: adjusting to a different lifestyle, experiencing some culture shock, and feeling excited at times and lost at other times.

This is where we hope this handbook will come in handy for you. It contains information on questions commonly asked by international students. Undoubtedly, not every concern that you have will be covered here. If you have a problem, a good rule of thumb to start at the International and Exchange Student Centre. If the staff can't help you, they will make sure to find someone who can.

We wish you every success in your studies and hope you will enjoy your years at Western because we sure enjoyed ours!

Ting Wah Chien, Siew Hooi Lim, Salauddin S.S
Researchers/Resource Developers

International Student Handbook
2017-2018

Published by

The International and Exchange Student Centre
Western International, Western University
International and Graduate Affairs Building, 2nd Floor
London, Ontario, Canada, N6A 3K7

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519-661-2111 ext. 85908 (for appointments)
iesc@uwo.ca | www.iesc.uwo.ca

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Made with recyclable paper. The information in this handbook is reviewed and updated yearly. We welcome your input and suggestions.
Welcome to Western!

Since 1878 Western University has welcomed the best and brightest students from around the world. We are pleased to welcome you to the Western family.

Western is a dynamic, multicultural community, filled with staff and faculty dedicated to helping you succeed in your academic career. Western International is here to support you throughout your time at Western. Our International and Exchange Student Centre provides a variety of exceptional academic, social and personal support services. I encourage you to take advantage of these services and to participate in as many activities as you can while you are here. You’ll find a welcoming, inclusive community of students and volunteers who care about your wellbeing and want to help you be the best you can be.

Western is a vibrant campus, filled with extracurricular and leadership experiences that can enhance your academics and make your time here one of the most memorable times of your life. Sports, recreation, special interest clubs, music, arts, culture, and volunteer opportunities are all at your fingertips on our beautiful campus and I hope you will explore these opportunities to the fullest.

To help you transition to your new life at Western, we have prepared this overview of support services and programs, and the many different aspects of being an international student at Western and in London. I hope you will find it useful.

Please visit us often at the International and Exchange Student Centre and the Western International Office! We are waiting and willing to help you have the best possible experience at our extraordinary university.

Sincerely,

Dr. Jim Weese
Acting Vice-Provost and Associate Vice President (International)
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## Contact Us

The International and Exchange Student Centre (IESC) promotes internationalization at Western by offering programs and services to support students in their university journey. Living and studying in a new country can be a life changing experience. It is our hope that during your time at Western, you will build meaningful community connections and prevent your social isolation. Our programs and services are highlighted throughout this handbook. For detailed information visit us at [www.iesc.uwo.ca](http://www.iesc.uwo.ca).

The IESC has a comfortable lounge area for meeting other students and enjoying planned activities throughout the year. You can also get resources, information and have your questions answered.

We are located on the second floor of the International and Graduate Affairs Building.

### Office Hours

- **September-April:**
  - Monday-Friday
  - 9:00 a.m. - 4:00 p.m.
- **May-August:**
  - Monday-Friday
  - 10:00 a.m. - 3:00 p.m.

### General Inquiries

- 519-661-2111 ext. 89309
- 519-661-2111 ext. 85908 (appointments)

Online Assistance is available at [iesc@uwo.ca](mailto:iesc@uwo.ca)

The International Student Network keeps you informed about the IESC events and activities happening throughout the year, through weekly emails. New students are automatically subscribed. If you are not receiving these weekly emails, please contact [iesc@uwo.ca](mailto:iesc@uwo.ca).

Join us on [Facebook](http://www.facebook.com/uwo.international) and [Twitter](http://twitter.com/IESCatWestern) to receive event reminders, important updates and fun information about living in Canada.

International Connections
[www.iescblog.wordpress.com](http://www.iescblog.wordpress.com) is the IESC’s official blog written by students for students.

See Western’s 2017-2018 Student Guide for a comprehensive directory of all services at Western. It is available at the IESC and Student Central.
International Student Orientation Day
Monday, September 4, 2017

Important Dates

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<tr>
<th>September 5 &amp; 15</th>
<th>Meet Your Peer Guide Events</th>
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<tr>
<td>September 7 &amp; 8</td>
<td>Social Insurance Number (SIN) Clinic</td>
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<td>September 6 - 19</td>
<td>English Conversation Program Registration</td>
</tr>
<tr>
<td>September 7</td>
<td>Global Café - Thursdays until November 9</td>
</tr>
<tr>
<td>September 8</td>
<td>Tea and Information Session for Spouses every Friday</td>
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<tr>
<td>September 10</td>
<td>Gathering at Gibbons Park</td>
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<tr>
<td>September 14</td>
<td>Welcome Café</td>
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<tr>
<td>September 25</td>
<td>Reading Strategies for International Students and What you Need to Know to Get a Job Workshop</td>
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<tr>
<td>October 3</td>
<td>TALK: Talking About Life in Canada Tuesdays until December 5</td>
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<td>October 8</td>
<td>Thanksgiving Dinner</td>
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<td>October 24</td>
<td>International Work Regulations</td>
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<td>November 1</td>
<td>U.S. Visa Information Session</td>
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<td>November 3</td>
<td>Healthy Eating While in Canada</td>
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<td>November 8</td>
<td>Working in Canada</td>
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<td>November 13</td>
<td>Immigration Seminar</td>
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<td>November 13-17</td>
<td>International Week</td>
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<td>November 15</td>
<td>The President’s Breakfast</td>
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<tr>
<td>November 16</td>
<td>Western Goes Global Cultural Showcase</td>
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<tr>
<td>December 7</td>
<td>Post-Graduation Work Permit Session</td>
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<tr>
<td>December 21</td>
<td>Holiday Networking Tea</td>
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Visit the IESC Events Calendar [www.iesc.uwo.ca/events](http://www.iesc.uwo.ca/events) for more.

Western Holiday Schedule 2017-2018
(Offices on campus will be closed)

<table>
<thead>
<tr>
<th>September 4</th>
<th>Labour Day</th>
<th>January 1</th>
<th>New Year’s Day</th>
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<tr>
<td>October 9</td>
<td>Thanksgiving Day</td>
<td>February 19</td>
<td>Family Day</td>
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<tr>
<td>December 25</td>
<td>Christmas Day</td>
<td>March 30</td>
<td>Good Friday</td>
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<tr>
<td>December 26</td>
<td>Boxing Day</td>
<td>May 21</td>
<td>Victoria Day</td>
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<tr>
<td>December 27</td>
<td>Designated Day</td>
<td>July 1</td>
<td>Canada Day</td>
</tr>
<tr>
<td>December 28</td>
<td>Designated Day</td>
<td>July 2</td>
<td>Canada Day (observed)</td>
</tr>
<tr>
<td>December 29</td>
<td>President’s Day</td>
<td>August 6</td>
<td>Civic Holiday</td>
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Daylight Savings Time

There are two days during the year when the clocks are adjusted to conserve daylight. We either lose or gain an hour on these days.

November 5, 2017 and March 11, 2018

There’s a saying that people use to remember what to do when the clocks change. In the “Spring” season and the “Fall”/Autumn season we either “spring” forward or “fall” back.

Start Strong Series

This academic series of workshops provides tips and resources for new and returning international students to aid in academic success.

<table>
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<tr>
<th>September 11th</th>
<th>September 18th</th>
<th>September 20th</th>
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<tbody>
<tr>
<td>Strategies for Academic Success</td>
<td>Research &amp; Western Libraries</td>
<td>Effective Writing in Canada</td>
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Fall Break/Reading Week

Undergraduate students will get a break from classes during Fall Study Break October 9-13 and Reading Week February 19-23.

Academic Dates and Deadlines

Visit [www.events.westernu.ca/events/academic-dates](http://www.events.westernu.ca/events/academic-dates) and your faculty website. Install the WesternU app on Android or iPhone for updates, exam schedules and much more!
Practical

City of London

There are a variety of places to see and things to do in the city of London, Ontario. To find general information about what London has to offer, including special events throughout the year, visit: www.london.ca, www.yourlondoncalling.ca, immigration.london.ca or www.londontourism.ca.

Forest City

London has over a hundred parks including Gibbon’s Park and Ross Park, which are close to campus. Victoria Park hosts many festivals and events throughout the year. Springbank Park, along the Thames River, is the home of Storybook Gardens, a fantasyland children’s playground. Fanshawe Conservation Area, a year-round park located by a lake, offers hiking/biking trails, fishing, camping, ice skating and skiing. Visit the City of London website for a full list of parks, in and out-door swimming pools, splash pads and recreation centres.

As the weather turns cold, learn how to skate at one of London’s many ice skating rinks (you can rent skates at some rinks), go tobogganing down snow covered hills with your friends or attend one of London’s outdoor festivals, like the annual “Lighting of the Lights” which is held in Victoria Park each November.

Four Seasons

Fall/Autumn

This is a season that is full of beauty as the leaves change colour and fall off the trees. The season officially starts in September. Fall weather can best be described as cool and rainy, but can also have some warm days. You will need a sweater, light coat or lined jacket. A raincoat, rain boots and an umbrella are also good to have.

Winter

The winter season officially begins in December but snowfall could start as early as October or November and last until April. January and February are the coldest months where the temperature can range between -2°C and -10°C with an average temperature of -6°C. Blowing winds can lower the temperatures considerably (-23°C); this is called “windchill”. Survival tips for winter:

- wear a hat and scarf
- layer your clothing
- avoid tight clothing and boots
- use mittens instead of gloves
- stay hydrated (drink a lot of water)
- moisturize your face, lips and hands
- eat regularly, as hunger can cause you to feel colder

Spring

This season usually begins in March and can be an unpredictable season of changing temperatures with a mixture of rain and sunshine. Similar to the fall season, a sweater, light coat or lined jacket will be needed. A raincoat, rain boots and an umbrella are also good to have.

Summer

This season begins in June and is warm and sunny with temperatures ranging from 20°C to 35°C. Lightweight clothing, shorts, t-shirts and sandals are appropriate for this season. The UV index is highest during this season. It is highly recommended that you wear a hat and apply sunscreen daily to prevent sunburn.

Food

Cooking

It’s never too late to start cooking healthy meals. Recipes can be found online (www.allrecipes.com) with detailed instructions on how to prepare food.

Cooking tips:

Make 2-3 dinner portions so that you can eat the leftovers for lunch or dinner the next day. When shopping, be sure to stock up on foods that:

- don’t expire quickly such as eggs, cheese, yogurt, peanut butter, dried beans, seeds, nuts, pasta and rice
- can be frozen, such as meat, bagged milk and bread
- are frozen such as fruit and vegetables

This way you always have something to cook and you won’t have to go grocery shopping as often. Pay close attention to Canada’s Food Guide (www.canada.ca) to help balance your food intake and nutrition.

Upset Stomach

Any new foods can cause problems, especially those high in fat or dairy (cow’s milk). Many Canadian “fast foods” are high in fat and can produce digestive upset.

Food Support

Food Support Service (FSS)

The University Student’s Council (USC)’s FSS provides an anonymous food support service (an on-campus food bank) to assist students who may be experiencing challenges with cost of living expenses. Students can place a request for a food hamper online. Hampers will be placed in the lockers across from Student Health Services, then an email will be sent to the student with the locker combination.

PSAC Local 610 Food Support

www.psac610.ca

Graduate student teaching assistants (T.A.’s) can apply through the Public Service Alliance of Canada’s Local 610 Union to access this service if they are experiencing long or short term financial need. The program provides grocery store gift cards.

Healthy Eating Questions?

Attend the IESC’s Canada, Eh?! Transitioning to Canada Series - “Healthy Eating While in Canada” sessions, held once in the Fall and Winter terms. Visit the IESC’s online calendar for details. At each session, students prepare a meal with a nutritionist and student leaders and learn more about shopping and preparing healthy meals.

Nutritional Information Services

nutrition.uwo.ca/

Hospitality Services at Western provides nutrition services to all students. Visit their website for information on ways to maintain a healthy lifestyle, including how to eat healthy while living in residence. You can also submit nutrition-related questions to the nutrition manager through the online system called “Ask Anne”.

Registered Dietitian

www.facebook.com/WesternDietitianServices

Through USC, the dietitians offer free individual counselling, group presentations, grocery store tours, recipe analysis, sample menus, recipes and cooking classes.

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## Restaurants

Listed below are some of the restaurants that are unique to London.

### African
- **Enat**
  - 379 Horton Street East.................519-432-8113
  - Addis Ababa
  - 465 Dundas Street.......................519-433-4222

### Canadian
- **Billy’s Deli Restaurant**
  - 113 Dundas Street......................519-679-1970

### Greek
- **Four Seasons**
  - 519-433-4222

### Italian
- **Bertoldi’s Trattoria**
  - 650 Richmond Street...................519-438-4343

### Japanese
- **168 Sushi**
  - 660 Oxford Street West...............519-657-0303

### Korean
- **Kimchi House**
  - 500 Oxford Street West..............519-601-6733

### Latin American
- **Che Resto Bar**
  - 411 Hamilton Road.....................519-204-8061

### Middle Eastern
- **True Taco**
  - 225 Dundas Street......................519-601-7999

### Middle Eastern
- **Paramount Fine Foods**
  - 1410 Oxford Street West..............519-667-0000

### Portuguese
- **Imperio Dos Frangos**
  - 741 Hamilton Road.....................519-433-4222

### Thai
- **Bangkok Pad Thai**
  - 735 Richmond Street...................519-433-6634

### Where to Buy Food

### Groceries on Campus
- **Grocery Checkout**
  - Lower level, UCC

### Grocery Stores in London
- Most grocery stores have an International food section with Kosher, Halal and a variety of ethnic foods.

### Food Basics
  - 1299 Oxford Street East
  - 1225 Wonderland Road North

### Fresh Co.
  - 1080 Adelaide Street North
  - 530 Oxford Street West

### Metro
  - 1030 Adelaide Street North
  - 301 Oxford Street West

### Loblaws
  - 1740 Richmond Street North

### No Frills
  - 599 Fanshawe Park Road West

### Sobeys
  - 1205 Oxford Street East
  - 1205 Oxford Street West

### Valu-Mart
  - 234 Oxford Street East

### Ethnic Food Stores
- **Asian**
  - Food Island................................519-488-1590
  - United Supermarket.................1062 Adelaide Street North
  - SuperKing Supermarket............785 Wonderland Road South

- **Caribbean/West Indian**
  - Food Island................................519-488-1590
  - United Supermarket.................1062 Adelaide Street North
  - SuperKing Supermarket............785 Wonderland Road South
Did you know? The Chiropractic Clinic, Campus Vision (Optometrist), On-Campus Pharmacy and UCC Dental are located in the basement of UCC. In addition, the Fowler Kennedy Sport Medicine Clinic is located in the 3M Centre (on-campus).

Online Resources and Telephone Support

Middlesex London Health Unit 519-663-5317
The health unit’s website has a wide range of health and wellness-related information for you and your family, such as: information about frost-bite, prenatal support, parenting programs, diseases, domestic violence, food safety and immunizations. They also have helpful videos on various topics. Visit www.healthunit.com or phone to speak to a public health nurse.

Telehealth Ontario Phone Line 1-866-797-0000
This free and confidential telephone service connects you over the phone with a Registered Nurse for health advice and consultations 24 hours a day, 7 days a week. The nurse will ask you to describe your symptoms and recommend whether you should care for yourself at home, go to a walk-in clinic or a hospital emergency room.

Health Insurance

Ontario Health Insurance Plan (OHIP)
Offered by the province, this plan covers the cost of services such as: physicians’ services, diagnosis and treatment of illnesses, surgery, X-rays, hospital services and emergency dental care in a hospital. (OHIP does not cover eye examinations unless you are under 16 or over 65 years old). Services that are not covered by the plan include: charges for dental care not approved by the plan, eyeglasses and prescription medication (for those over age 25). OHIP is available to Canadian citizens and permanent residents (landed immigrants). Open Work Permit holders (including spouses of international students) may be eligible for OHIP coverage provided they are employed full-time with an employer in Ontario for a minimum of six months. For more details about eligibility, visit the IESC website.

University Health Insurance Plan (UHIP)
www.iesc.uwo.ca/uhip
UHIP offers many of the same benefits as OHIP. UHIP fees are included in the tuition bill for graduate and undergraduate students. Exchange students are also automatically enrolled in UHIP and must pay the fee to Western. The cost of UHIP is $612 for full year undergraduate students and $204 per term for graduate students and exchange students.

Any of your dependents (i.e., spouses/partner and/or children) who accompany you to Canada will also require UHIP coverage while they are here. Dependents are NOT automatically registered. To register your family, please visit Human Resources. There is a $500 LATE FEE if you do not register your dependents within 30 days of arriving in Canada.

When Does My UHIP Coverage Begin and End?
An international student is covered by UHIP on the day of their arrival in Canada, but not earlier than the 10th day of the month before their university term begins. Students will receive an email to their Western email account once their UHIP card is available for printing online. International students may extend their UHIP coverage for a maximum of 60 days after the last period of academic study for travel or graduation purposes only. Apply for this at the end of term and pay at Human Resources. The monthly cost of UHIP is $51 for students and $51 for dependents.

Additional Health Care Coverage and Dental Insurance

Undergraduate Students & MBA Students Registered at Ivey
USC Student Health, Dental and Travel Insurance www.studentbenefits.ca
This insurance plan covers a wide range of medical expenses (up to 80% of prescription drug costs and ambulance fees, accidental and preventative dental, bi-annual eye exams, massage therapy and other health practitioner fees, medical equipment, vaccines, etc.). Students can add their family (spouse and/or dependents) to the plan. The plan is effective from September 1st to August 31st each year. Students with proof of equivalent health coverage can opt-out of the plan in September.

Graduate Students
Society of Graduate Students (SOGS) Student Health, Vision, Dental and Travel Plan www.studentcare.ca
SOGS offers a student health plan that covers up...
to 80% of prescription costs and vaccinations, some basic dental costs, eye exams and glasses/contact lenses, travel insurance, as well as other services not included in your UHIP coverage. All full-time graduate students registered with the School of Graduate and Postdoctoral Studies (SGPS), with the exception of Ivey students, are covered by this plan. The cost is included in your activity fee. Part-time students, postdoctoral fellows and their dependents may opt into the program by submitting an application to the SGPS office.

PSAC Local 610
www.pscar610.ca

Members of the PSAC Local 610 at Western are covered by the union’s Extended Health Plan (EHP). Members receive health and dental benefits that are not offered through UHIP and the SGPS health plans including medical tests, prescription sunglasses, over-the-counter medication for colds/flu for children, etc. For a full list, visit their website.

Housing
Western offers on-campus residences, on-campus apartments and townhouses for students with families. If you prefer to live off-campus, housing is readily available in London. Visit the IESC website for information about apartments, leasing information, buying furniture, paying your utilities and your legal rights as a tenant. If you encounter any difficulties with your landlords or roommates, connect with the friendly staff at the Housing Mediation Service housing.mediation.service@uwo.ca. HMS staff can let you know about your rights in any situation involving your off-campus housing.

Immigration
The IESC offers drop-in help, workshops and immigration appointments.

Know When Your Study Permit Expires!
All international students must have a valid Study Permit while studying at Western (unless your program of study has a duration of 6 months or less). If your studies require you to remain in Canada beyond the expiry date of your Study Permit, you must obtain an extension before it expires. Typically, students apply for study permit extensions 2-3 months in advance, in order to have time to obtain the study permit extension and to submit an application for a new Temporary Resident Visa (if needed), since processing times can take anywhere from 20 to 75 or more days.

If Your Study Permit Expires
If your study permit expires before Immigration, Refugees and Citizenship Canada (IRCC) receives your application for an extension, you will be “out of status”, which means you will lose your legal status in Canada. In some cases, you may apply to restore your status as a student. To apply, you must: submit your application within 90 days of losing your status, keep meeting the requirements for your stay, have met all the conditions listed on your permit, and pay your fees… On your application, you must clearly and completely explain how you lost your status. There is no guarantee that we will accept your application. If your family members have also lost their status, each must apply (and pay) to get it restored. You may stay in Canada while we make a decision on your application. But, you aren’t allowed to study until your status has been restored” www.cic.gc.ca/english/study/study-extend.asp.

If you are “out of status” because your study permit has expired and you have not applied for an extension, see an International Student Advisor immediately.

Requirement to Actively Pursue Studies
“If you hold a study permit, you must remain enrolled and make reasonable and timely progress towards completing your program; and failing to do so could lead to your removal from Canada.” www.cic.gc.ca/english/study/study-changes.asp.

Taking a leave of absence or becoming a part-time student will affect your legal ability to work in Canada while studying and may make you ineligible for a postgraduate work permit (PGWP) when you complete your program of study in Canada. Please meet with an International Student Advisor, an Academic Counsellor or your supervisor and SGPS to discuss your options and immigration implications.

Will Your Passport Expire Soon?
If you need to obtain a new passport, it is recommended that you begin this process 6 months before your passport expires.

United States Visitor Visa
In November the IESC hosts a U.S. Visa Information Session. This session will include topics such as visiting, studying and working temporarily in the U.S. This session is presented by representatives from the U.S. Consulate General in Toronto. For exact dates and times, please see the IESC online calendar. If you have questions about applying for a United States Visitor Visa or about Studying or Working in the U.S., stop by the IESC or visit the IESC website for more information.

Legal
Under the Canadian Charter of Rights and Freedoms:
- everyone has the fundamental freedoms of religion, belief, opinion, expression and peaceful assembly
- everyone has the right to life, liberty and security of the person
- every individual is equal under the law and has the right to the equal protection and cannot be discriminated against based on race, national or ethnic origin, skin colour, religion, sex, sexual orientation, age or mental or physical disability.

To review the complete Canadian Charter of Rights and Freedoms, visit the Government of Canada’s Justice Laws website.

Canadian Law
International Students in Canada have full protection under Canadian Law. In turn they are also required to comply with the rules and regulations of Canadian Law. If you commit a crime on or off campus you are subject to legal prosecution. Consequences for breaking the law can be serious and can lead to loss of legal status in Canada.

Driving in Ontario
Hand-Held Devices While Driving
In Ontario, it is illegal to talk, text, type, dial, or email using cell phones and other hand-held devices while driving. Hands-free devices are permitted; however, they should be securely fastened or mounted in the vehicle so that they will not move while you drive.

Impaired Driving
Driving while your judgement is impaired by the use of drugs or alcohol is a crime under the Criminal Code of Canada. Individuals convicted of impaired driving can lose their driver’s licence, be fined or spend time in jail. For more information, visit the Ministry of Transportation’s website.

Illegal Drugs, Liquor Laws & Non-Smoking Legislation
Illegal Drugs
Possession of street drugs such as magic mushrooms, ketamine, methamphetamine, LSD, cocaine/crack, GHB, heroin, marijuana/cannabis and ecstasy is illegal in Canada. It is important to note that these drugs can have serious and lasting, mental and physical health risks.
**Liquor Laws**

The legal drinking age in Ontario is 19 and proof of your age is often required for admission into any establishment that serves alcoholic beverages. Examples of acceptable identification are a valid driver’s licence, a valid passport or an Ontario Photo Card. It is illegal to drink liquor in public places such as in a park or when walking down the street. Alcohol can only be consumed in an establishment or at an event that has a license to serve alcohol and in your home if you are of legal drinking age.

**Non-Smoking Legislation**

In Ontario, you must be 19 years of age or older to purchase cigarettes or other tobacco products. The Smoke-Free Ontario Act prohibits smoking in workplaces, enclosed public spaces, on and around children’s playgrounds and publicly owned sport fields and surfaces, on all bar and restaurant patios and in motor vehicles when children under 16 years of age are present. On-campus designated non-smoking areas are identified with blue lines painted on the ground and “clean air corridor” signs surrounding the area.

**Legal Questions**

Community Legal Services
Room 126, Law Building

Community Legal Services (CLS) is a legal clinic located at the Faculty of Law at Western which provides free legal assistance to members of the community and to Western students. CLS provides services in a variety of areas of law, including criminal, landlord and tenant, immigration and academic appeals. CLS also provides notarized copies of documents and will witness affidavits, statutory declarations and wills.

### Expenses

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<th>Actual Cost</th>
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<td>Textbooks, school supplies</td>
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<tr>
<td>Rent/residence fees</td>
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<td>Utilities (water, electricity, heating)</td>
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<td>Telephone, internet, television</td>
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<td>Groceries/food</td>
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<td>Laundry</td>
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<td>Toiletries, household supplies</td>
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<td>Personal items</td>
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<td>Esthetics, hair cuts</td>
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<td>Clothing</td>
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<td>Transportation (taxis or car rental)</td>
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<td>Entertainment (movies, video games, apps)</td>
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<td>Study Permit renewal fees</td>
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<td>Health insurance for family (if applicable)</td>
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<td>Child care fees (if applicable)</td>
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<td>Other (travel, gifts, treats)</td>
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<td><strong>Total</strong></td>
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**Banking**

There are many banks close to campus from which you can choose. Many of them have student discounts or reward programs.

- **Bank of Montreal**
  101 Fanshawe Park Road East
- **CIBC**
  228 Oxford Street East
- **HSBC**
  97 Fanshawe Park Road East
- **President’s Choice Financial**
  1740 Richmond Street
- **Royal Bank (RBC)**
  383 Richmond Street
- **Scotiabank**
  109 Fanshawe Park Road East
- **TD Canada Trust**
  1137 Richmond Street

**Money**

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  383 Richmond Street
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  109 Fanshawe Park Road East
- **TD Canada Trust**
  1137 Richmond Street

**Budget**

Many students experience stress related to money matters. Budgeting your money can help you manage your stress. Use the sample budget on this page to plan your finances this year. If you have further questions regarding your financial issues you can speak with an International Student Advisor at the IESC and/or visit iwellness.uwo.ca and http://www.offcampus.uwo.ca/budgeting.cfm

**Financial Assistance**

Western offers financial assistance to international students through scholarships, bursaries, work opportunities and emergency loans. Funding is limited and students must meet eligibility requirements. Visit the IESC website for details.

**Reporting Income Tax**

Any money you earn while residing in Canada, including income earned from employment, scholarships, bursaries, assistantships (TA or RA), research grants or fellowships, is subject to Canadian Income Tax. The deadline to complete and submit your Income Tax forms is midnight April 30 of each year. Please note that the tax year runs from January 1 - December 31. In February you may begin receiving several tax documents and receipts by mail or online (e.g., T4, T4A, T2020A, T5, donation receipts, etc.). Make sure to keep all of these as you will need them to file your Income Tax Return. Visit the IESC website to determine if you are required to file your income tax return and for more information about the process.

**Free Income Tax Clinics**

Every year in March, the USC offers a FREE Income Tax Clinic for undergraduate students. There are also a number of FREE Income Tax Clinics throughout the city, through the Canada Revenue Agency (CRA’s) Community Volunteer Income Tax Program (CVITP). The CVITP is a collaboration between CRA and community organizations. The organizations host tax preparation clinics and arrange for volunteers to prepare income tax and benefit returns for eligible individuals who have a modest income and a simple tax situation. For a
Sales Tax
In Ontario, tax will be added to the total price of your purchase at the checkout. Normally 13% HST will be added, but some items will only have 5% (GST) or 8% (PST). Most children’s items (shoes and clothing) and non-packaged groceries will be tax exempt.

Security
Campus Community Police Service
Room 1257, Stevenson-Lawson Building
Dialing 911 in an emergency situation from a campus phone will connect your with Campus Police. When phoning 911 you will be asked if you need ambulance, fire, or police assistance. Campus Community Police Service is involved in activities that include patrols, response, crime prevention, emergency management, fire safety and lost and found items. Information is provided about safety on campus, personal safety and property safety. Visit their website to learn more about the following topics.

Personal Safety
- Work Safe Program
- Being Aware
- Dating Safety
- Drive Safe
- Indecent Phone Calls
- Sexual Assault
- Rape Aggression Defense (RAD) Training
- Facebook Safety

Property Security
- Computer Security
- Theft Prevention
- Bike Security
- Wallets & Credit Cards lost and found

Code Blue Emergency Phones on Campus
The Code Blue Emergency Phones are in 21 locations on campus for campus safety. They are available for anyone to use. To use the phone, press the “emergency” button and it will connect you with Campus Police (available 24 hours a day, 7 days a week). Reasons you would use the emergency phones:
- if a crime is in progress or witnessed
- if emergency assistance is needed

- if you are being harassed or feel threatened
- if you are ill or require medical attention
- if you require assistance or directions

London Police Service 911 (Emergency)
If you dial 911 while you are off-campus or from your cell phone you will be connected with the London Police Service. Contact 911 if you need an ambulance, police or fire truck. 911 can be contacted if you feel threatened, see something suspicious or if you witness criminal activity taking place.

Safety tips
- do not leave personal property unattended. Purses, backpacks, laptops, cell phones, tablets, etc. can be stolen quickly
- avoid showing that you are carrying a lot of cash. If you like to carry cash ensure it is not visible when you take out your wallet or change purse to pay for something
- always keep your doors and windows locked and keep your valuables out of view
- avoid telling people or leaving notes on your door stating that you are not home
- at the gym ensure you lock your belongings in a locker with a good quality lock
- when walking alone be alert and take notice of people walking in your general vicinity. Do not text message, read or wear headphones when walking because you will be distracted from your surroundings
- at night, avoid walking alone. Walk on well-lit streets where more people will be walking
- if you are ever in an unsafe situation you can get onto a city bus and the driver can contact the police through their radio dispatch
- at night you can request a “courtesy stop” from the bus driver and the bus driver will then do their best to stop closer to your destination if the route allows them to do so safely
- do not let strangers you have recently met drive you home; taxis and buses are considered a safe way to get home
- do not accept alcoholic or non-alcoholic beverages from strangers and never leave your drink unattended; if you plan to consume alcohol while you are out it is best to go with people who you know well and trust.

Student Emergency Response Team
Room 28, University Community Centre
SERT is a student-run, volunteer organization providing first-aid response to 9-1-1 calls on main campus, as well as, Brescia and Huron campuses, responding to any medical emergencies on campus. SERT often deals with minor, non-life-threatening situations that do not require an ambulance. They also offer First Aid and CPR courses to those interested.

Western Foot Patrol
519-661-3650
Western Foot Patrol volunteer teams provide safe escorts on the main and affiliate college campuses and some off-campus locations. A volunteer co-ed team will wait with you at bus stops, ensure you reach your car safely in campus parking lots and escort you to your residence or any building on campus. Western Foot Patrol also promotes safety awareness around campus.

Telephone, Internet and Television
There are three phone options in Canada: digital home phone, internet phone or mobile phone. You can choose what works best for your lifestyle, long-distance calling needs and budget. Most communications companies also have internet and television plans (cable, digital, or satellite) to add to your phone plan. For a full list, visit the IESC website. Internet television is a less expensive option as long as you have an unlimited internet plan.

Transportation
The IESC website has detailed information about local/campus transportation, getting an Ontario Driver’s Licence, ridesharing/carpooling, renting a car and long-distance travel (bus, train and airplane).

Bus Services
London Transit Commission (LTC)
New full-time students at Western can use their WesternONE card to gain entry on all public transit buses. The fee is included in their tuition.

Campus Shuttle Bus Service
There is a shuttle bus that runs between Brescia University College and King’s University College campuses via Western (major stops are in front of Alumni Hall, near the Kesge Building and at Huron University College). The bus is free and you do not need to show your bus pass. Buses are identified by a sign on the front of the bus. This bus service operates from Monday to Friday.

Free USC Late Night Exam Shuttle Service
During the December and April exam period the USC provides students with a late night Shuttle Service. If you plan to study late at Weldon or Taylor Libraries, you can use the Shuttle Buses to get home safely. The
buses depart from the Natural Science Building and from Oxford Drive (in front of the University Community Centre).

**Mustang Express**

The Mustang Express is a late night shuttle service created by the USC to provide students with safe transportation home from downtown after the LTC buses have stopped operating. This shuttle runs in the Fall and Winter terms and is free for all full-time and part-time undergraduate students.

**Taxi Companies and Uber**

- **Checker Limousine** ........................................ 519-659-0400
- **Green Taxi** ......................................................... 519-777-8888
- **U-NEED-A Cab** .................................................. 519-438-2121
- **Yellow London Taxi** ........................................... 519-657-1111
- **Your Taxi** ............................................................ 519-432-2222
- **Uber** ................................................................. install the Uber app for details

**Purple Bikes**

Purple Bikes is a non-profit cycling co-operative where anyone can access discounted DIY repairs, bike servicing, bicycle rentals, advice and training.

**Driving in Ontario**

If you already have a driver’s licence from another country, you may use it for up to 60 days to drive in Ontario. After this time, an Ontario driver’s licence is required. If you already have a full licence from another country, visit the drive test website for details about foreign licence exchanges. For information about renting a car, car insurance, car registration and driving laws, visit the IESC website.

**Western Identity and Photo ID**

You will need a photo identification card, such as an Ontario Driver’s Licence, in many situations in Canada. If you do not plan to obtain an Ontario Driver’s Licence you may want to consider applying for an Ontario Photo Card. Anyone living in Ontario age 16 or older is eligible to apply. Foreign passports and study permits are acceptable forms of identification in order to apply. The card costs $35. For more information visit the Service Ontario website.

**Your Western Identity**

Your student number is unique to you and should be kept private. Do not share it publicly. Your student card can be obtained by visiting Student Central on the first floor of the Western Student Services Building. Bring your student number and one piece of photo identification such as your passport. If you already uploaded a photo before coming to Canada, your Western ONECard should be available for pick-up when you arrive. If not, your photo will be taken and you can wait while your card is produced.

Western University uses the "@uwo.ca" email account for all correspondence with students. You can have your Western email forwarded to another email account if you prefer. Your Western user name and password is what you will use to log in to your email account, Owl, Student Centre and most other Western accounts. Do not share your password with anyone.

**Support Services**

- **Student Central, Main floor, WSS**
  - **www.registrar.uwo.ca**
  - Student Central offers a variety of services for current students and alumni. These services include: issuing transcripts, official Western letters and Western ONECards, processing tuition fee payments and many others.

**Western Technology Services (formerly Information Technology Services)**

- **Main Floor, SSB**
  - Western Technology Services (WTS) provides technology support services to the campus community. They support Western email, OWL, and campus wifi, produce web applications, as well as maintain the current WesternU smart phone app for Android and iPhone.

**Working**

As an international student, you should NOT expect that working in Canada while studying will be enough to cover tuition and living expenses. It is also important to consider the academic demands of your program before applying for jobs, particularly if it is your first year of university studies in Canada. To determine your eligibility to work in Canada, please visit the Working and Volunteering section of the IESC website.

**Job Searching**

For information or assistance with the Canadian job search process, talk to the staff at the International and Exchange Student Centre or the Student Success Centre. Visit the Student Success Centre for a number of programs and services, including online job listing services and more information about CareerCentral (listings for on-campus and off-campus jobs). Visit: [www.success.uwo.ca/careers/](http://www.success.uwo.ca/careers/)

**Social Insurance Number (SIN)**

A Social Insurance Number (SIN) is a nine-digit number that is required for every worker in Canada. If you plan to work, either as an on-campus or off-campus employee or a teaching or research assistant, you must have a valid Social Insurance Number in order to receive payment for work in Canada. To apply for a SIN, you need to go in person to a Service Canada Centre or attend one of the SIN Clinics offered in the IESC each term by Service Canada. Applying for a SIN is free of charge. Application forms are available at the London Service Canada Centre or online at the Service Canada website.

**Upper Year Undergraduate Students (Main Campus Only)**

**International Student Work Opportunities Program (ISWOP)** is an on-campus employment program for upper year undergraduate international students (registered at main campus). ISWOP is a program designed to provide financial assistance through paid part-time employment on the campus. For more information on the ISWOP, visit [www.iesc.uwo.ca/iswop](http://www.iesc.uwo.ca/iswop).

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**International Student Handbook // 2017-2018**

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Academic Information

You may find yourself wondering about academic expectations and the academic culture at Western. It is best to familiarize yourself with this information as soon as you have time. Knowing what to expect from your classes, the term and the year will help you to keep up with all of the requirements of your program. It can be challenging at times, but know that there are many supportive resources on campus to help you achieve your academic goals. Visit the IESC website for detailed information about: classroom etiquette, course definitions, degree structure, professors and teaching assistants and resources for undergraduate and graduate students.

Where To Go For Help

Undergraduate students > academic counsellors
Graduate students > supervisor or graduate chair
Exchange students > International Learning staff
Visiting students > supervisor or program coordinator

Academic Support

Libraries
The Western Libraries system has seven locations throughout campus that provide access to physical collections, individual and group study spaces, printing and copying facilities, online library resources and wireless access. Online you will find short videos and guides that answer questions about library research, citations, writing, accessing resources, library services and more. In addition, helpful staff members are available to provide assistance.

Start Strong
This is a three-part series designed to help students achieve academic success at Western. Topics include; Effective Writing in Canada, Research and Libraries at Western and Strategies for Academic Success. Sessions are held in September as part of the IESC’s orientation programming.

Learning Skills Services
4th floor, Western Student Services
SDC’s Learning Skills Services counsellors provide information and support to help Western students achieve academic success. They provide services to undergraduate and graduate students, students experiencing academic setbacks, as well as students wanting to maintain exceptional academic standing.

Office of the Ombudsperson
Room 3135, Western Student Services
The Office of the Ombudsperson assists students with academic and non-academic university-related concerns and problems, and in reviewing their rights to appeal or petition substantive matters (for example: grades, scholastic offenses, progression requirements, fees, fines, etc.).

Writing Support Centre
4th floor, Western Student Services
SDC’s Writing Support Centre’s goal is to help you develop your skills and realize your potential as a writer. They offer free comprehensive writing support to students, faculty, staff and all other members of the Western University community.

Academic Support for Graduate Students

Graduate Supervision Handbook
grad.uwo.ca/faculty_staff/viceprovost/supervision.html
To better understand your rights and responsibilities as a graduate student at Western, please refer to Graduate Supervision Handbook online. This document defines Western’s expectations for supervisors as well as for students. It also provides guidelines on a variety of topics, including how to appropriately resolve conflicts with your supervisor.

The School of Graduate and Postdoctoral Studies (SGPS)
1st floor, International and Graduate Affairs Building
If you have concerns that cannot be addressed by your program chair or coordinator, you can contact SGPS. Visit their website for more information about financial support, the Graduate Education Council, GradPath (an online portal for professional development opportunities) and The Wire (which includes a list of campus events, programs and important deadlines).

Teaching Support Centre
Room 122, 1st floor, D.B. Weldon Library
The Teaching Support Centre supports faculty members, graduate students and staff who are teaching and learning at Western University. They offer training for international graduate students and new teaching assistants, such as “Communicating in the Canadian Classroom,” and “Language of Research Presentations” workshops, and the International Graduate Teaching Assistant Conference (ITA Day).

Academic Support for Undergraduate Students

Academic Counselling
Academic counsellors are available in each faculty to help students with any academic questions or concerns they may have such as: course selection,
accommodation for missed assignments or exams, special permission, progression requirements, appeal procedures and interpretation of policies. Contact your faculty Dean's office to make an appointment.

Peer Assisted Learning (PAL) Centre 4th floor, Western Student Services
Before paying for a tutor, get free assistance in SDC's PAL Centre. You can discuss general or subject-specific learning concerns with a Learning Peer (senior student volunteer) in a supportive environment and develop learning strategies to achieve your academic goals. Help is available five days a week during the fall and winter terms.

Leadership and Mentorship Program www.lamp.uwo.ca
Through the Student Success Centre's Leadership and Mentorship Program (LAMP) students can request an upper year Peer Mentor from their Faculty or Program. LAMP Mentors provide academic and social support to offer a successful transition to university life.

Academic Integrity
Cheating, plagiarism and unauthorized collaboration are strictly prohibited. You are responsible for understanding the expectations of Canadian Universities and the University's Scholastic Offence Policy. Your culture may define cheating and plagiarism differently but both intentional and unintentional cheating or plagiarism will result in an academic penalty. Ignorance of the Policy is not a defense.

Examples of Cheating Include:
- giving someone answers during a test
- looking at someone else's test
- bringing a 'cheat sheet' to a test, even if you do not use it
- submitting an assignment that you have previously submitted for another class
- using data or references that you know to be false in a lab report, essay or other assignment

What is Plagiarism?
Plagiarism is using another person’s work without acknowledging that the work is not yours. Another person’s words must appear within quotation marks and you must cite sources even when you have paraphrased another person’s ideas into your own words.

What is Unauthorized Collaboration?
Unauthorized collaboration happens when students work with and/or receive help from someone (a friend, classmate, parent, etc.) without the specific permission of the instructor on assignments that will be submitted for a grade. Unauthorized collaboration applies to in-class and take-home tests, labs, essays, and assignments. Students may not collaborate without faculty permission.

Citations and Sources
All sources must be cited. Sources are:
- published works such as books, magazines, newspapers, websites, plays, movies, photos, paintings and textbooks
- unpublished works such as class lectures, class notes, class handouts, speeches, other students’ papers and materials from a research service

Ask your professor what citation format they prefer. For information on different citation styles, visit www.lib.uwo.ca. For help writing citations, visit the SDC’s Writing Support Centre.

Consequences of Cheating and Plagiarism
Cheating, plagiarizing and unauthorized collaborating can result in:
- receiving a zero on your assignment or test
- failing your course
- suspension or expulsion from Western (for repeat offenders)

This information was taken from: Cheating, Plagiarism and Unauthorized Collaboration: What Students Need To Know, Office of the Ombudsperson, Western University, July 2009.
Personal

Coming to university can introduce a lot of changes into the lives of students. In addition to pursuing an academic degree, students may be undergoing personal growth and development.

Cultural Transitions

Transitioning to a new country, culture, social, linguistic and academic environment can be very demanding. Adjusting to many changes at the same time can cause stress.

Stage One – “Honeymoon Phase”
When you first enter a new culture everything is new and exciting. You may feel happy and excited about your new surroundings.

Stage Two – “Culture Shock”
Culture shock is the emotional and/or physical discomfort experienced when settling into a new culture. While for some people the process may be brief and hardly noticeable, for others, it may be associated with disorientation, stress, confusion, a desire to remain withdrawn, loneliness, anger, frustration, fear, homesickness or depression. Some may experience physical problems (fatigue, illness, upset stomach, insomnia, headaches, etc.).

Stage Three: “Cultural Adaptation”
During the ‘cultural adaptation’ stage you begin to accept your new surroundings and start to feel more comfortable. You start adapting to the new cultural environment by participating in the local culture, learning the language, making friends and enjoying life.

The following are a few strategies to help cope with cultural adjustment:

• establish a routine and manage your time
• keep some contact with your home
• evaluate your expectations and try to be flexible
• pay attention to what your body is telling you
• keep an open mind
• get informed about what is available to you at Western
• talk to people, join a club or an IESC program to meet other students (see Making Friends on page 14)
• keep your sense of humour and try to enjoy yourself

Self-care and Wellness

Your physical and psychological health and well-being have a direct impact on your academic and personal success. Consider the ways you can maintain balance and good health in your new environment during your time here as a student. Wellness is about finding balance in your life and doing your best to ensure all aspects of your being are in good health. It is very important that you create an environment where you feel comfortable. Here are questions to consider:

What do I need to be happy and thrive here in Canada?

• to be in contact with other people in my situation?
• to be in touch with other people from my culture?
• to manage the relationships with my friends here and family abroad?
• to maintain contact with my religious faith?
• to make my apartment or room feel more like a home?
• to eat healthy meals, including food and drinks from my home culture?
• to take time for rest and sleep adequately each night?

Under what conditions do I achieve my best academic performance?

• what were common conditions in past situations when I did well?
• how can I recreate this environment?
• if I need support (moral, spiritual, social, etc.), where can I get it?
• if I get overwhelmed, is there someone I can talk to?

 Asking for Help

Asking for support when you are feeling overwhelmed by academic or cultural adjustment stress is very important. At Canadian educational institutions, you may notice that there are many support services available for students. It is common for students to seek help to support them in their journey to achieving academic and personal success.

Wellness Support, Information and Activities

Eating Well

See Food and Food Support on page 4.

International Student Advising and Counselling

International student advising, counselling and information is available on an individual basis for matters relating to academics (academic culture in Canada, appeal procedures, etc.), finances, cultural transitions, cross-cultural communications, career matters (Canadian work regulations, referrals to resources, etc.) and personal issues. Information disclosed by students during individual appointments will be kept private and confidential. It will not be shared with family, university staff, course instructors or others without student’s written permission and will not become part of students’ academic records. For more on the university’s privacy policy, visit: www.uwo.ca/privacy

International Students and Wellness Website

Visit the International Students and Wellness Website for more tips and suggestions on finding balance in your life. The isw칭 wellness.uwo.ca website provides information and advice regarding seven important and interacting dimensions of health and wellness: emotional, physical, academic and career, social and cultural, spiritual, financial and environmental wellness in the context of cross-cultural adjustment and intercultural experience. It includes information about how to manage cultural transitions and enhance wellness, support services available, as well as the nature of counselling in Canada. Each section of the website includes important links to on- and off-campus resources as well as additional online information.

Living Well @ Western

Living Well @ Western hosts weekly events throughout the year including yoga, Zumba and meditation, to encourage wellness for campus community members. For event details visit, www.events.westernu.ca

Psychological Services

4th floor, Western Student Services

SDC’s Psychological Services provides professional, confidential psychological services free of charge to all Western students. They offer counselling on an individual or group basis for a wide variety of personal issues.
Residence Counselling  
Room 3C10, Ontario Hall Residence
Students living in residences have access to confidential counselling services. Counsellors can help students work through difficult situations and develop problem solving and coping skills. Email needtotalk@uwo.ca to set up a time to meet with a counsellor.

Student Health Services  
Room 11, University Community Centre
The Student Health Services Clinic offers health care information and medical and counselling services to all Western students. Physicians, nurses and counsellors are available for all types of health problems, be they recent health concerns or ongoing health conditions. The clinic operates on an appointment or drop-in basis (for medical problems of an immediate nature). You will be required to show your Western ONEcard as well as your UHIP card (and fill out a UHIP claim form) during each visit.

Sexual Health
It is important to familiarize yourself with the different aspects of sexual health that are consistent with your personal beliefs and values. Sexual intimacy may have potential implications for your health and well-being. If you are, or decide to become sexually active, you can visit the websites below to learn about safer sex options available in Canada. Safer sex options can include: birth control methods, preventing or testing for sexually transmitted infections (STIs), safe sex products and understanding healthy relationships. Do not assume that your partner will share your values or concerns. If you would like to talk to someone about sexual health, you can contact Student Health Services on campus. Birth Control Information sessions are offered by Student Health Services for patients receiving or interested in receiving a prescription for birth control. Sessions are about 45 minutes long and include information on proper use and the types of birth control available. For more information visit:  
- The Society of Obstetricians and Gynaecologists of Canada: www.sexandu.ca  
- London-Middlesex Health Unit: www.healthunit.com/sexual-health
See page 18 for information about sexual violence, harassment and sexual consent.

TALK: Talking About Life in Canada  
www.iesc.uwo.ca/events
TALK is a weekly group (Tuesdays in the Fall and Winter) where international students can discuss and share experiences about living and studying in a new culture. Refreshments are provided.

Wellness Education Centre  
Lower Level, University Community Centre
A safe, comfortable environment for all Western students to get connected with the health and wellness resources available on- and off-campus. Wellness Peer Educators are available every weekday to help students become more proactive about every dimension of their well-being. The Wellness Coordinator, the Sexual Violence Prevention Education Coordinator and Western Dietitian Services all have offices in the Centre. The Centre contains a Wellness Space that staff and students can book to host health and wellness-related activities. The centre annually publishes the Mental Health and Wellness Resource Guide, a listing of on- and off-campus supports for all students at Western.

Western’s Health and Wellness Website  
www.health.uwo.ca  
The health.uwo.ca website provides resources and links to all health and wellness-related information and services at Western including student health services, healthy living, mental health, health insurance, living well, nutrition, exercise and more.

Making Friends
Participation in student clubs and organizations of your interest can provide you with an opportunity to meet people with similar interests. See the Get Involved section on this page for ideas of how to connect with other students on campus. The IESC provides many opportunities for students to connect with each other through our various programs, services, trips and social events. Here are a few:

Canada Eh?! Transitioning to Canada Series
Canada Eh?! is a series of information sessions designed to support international students in their transition to Canada. Whether you have just arrived or have been here for a few years, these sessions offer you an opportunity to learn more about Canadian culture and to meet and build connections with other international and Canadian Students. Examples of past sessions include: Friendships and Relationships - Canadian Style, Healthy Eating While in Canada, Get Connected: Getting Involved Off-Campus and Learning to Love Winter.

English Conversation Program (ECP)
ECP is available to help improve spoken English skills and to increase confidence in using conversational English. You might also make some new friends and expand your social network. Conversation circles are 2 hours long and happen once per week for 8 weeks each term. Registration takes place in September, January and May.

Global Café
Global Café is a weekly drop-in gathering where international and Canadian students can connect and meet friends in a casual and relaxed setting. Global Cafe sessions are held weekly on Thursday afternoons from 3:00 p.m. to 5:00 p.m. Coffee, tea and snacks are provided.

International Peer Connection or “Peer Guide Program”
IPC is a program that seeks to connect new international students with current undergraduate or graduate Western students (Peer Guides). The program offers friendly support, assistance with cultural and transitional issues, involvement in Western and London community activities and a link to Western services and resources.

Porch Light Program
The Porch Light Program provides support to first year female (graduate and undergraduate degree) international students, connecting them with the London community and providing them with a “home” experience while they are far away from home.

Get Involved: Leadership, Experience and Career Preparation

Getting involved in your community promotes a sense of connection and wellbeing. Involvement could include large or small volunteer commitments, taking on a leadership role or participating in alternative learning opportunities.

International Learning  
2nd floor, International and Graduate Affairs Building
International Learning connects students with a world of opportunities. Whether students want to study in more than 39 countries, develop deeper academically by undertaking international research, intern in Africa with Western Heads East or complete research or other internships abroad, International Learning office can help. Our staff team promotes and administers the following programs in an effort to increase international learning for students:

- International Exchange Program
- Study Abroad Program
• Summer Programs
• Science Without Boarders

Student Success Centre
Room 210, University Community Centre
In addition to the Co-Curricular Record programs listed below, SCC offers leadership and a wide range of experiential and service learning opportunities. Programs include: Alternative Spring Break, LAMP 2.0, Orientation Serves, Community Engaged Learning and the Leadership Education Program. They also offer employment programs online through CareerCentral (https://westerncareercentral.ca/home.htm) where students can view on-campus recruiting, summer, volunteer and off-campus job postings. Students can access the Employment Help and Resource Drop-In Centre, make an appointment with a Career Counsellor or attend one of their workshops or career fairs.

Volunteering
Volunteering is a wonderful opportunity to get involved, to be active and get to know people in your community. It is also a chance for you to enhance your skills, gain Canadian career-related experience and learn about different aspects of the Canadian culture. In some situations, volunteering in Canada requires a work permit. There are many volunteer opportunities available at Western and within the London community through the following organizations and many more:
• Western International (the IESC, International Learning, International Week, etc.)
• Volunteers In Progress - Student Development Centre
• Faculty Students’ Councils and Associations
• The Gazette
• CHRW – Radio Western
• Student Emergency Response Team (SERT)
• Western Foot Patrol
• Intramurals at Western
• Student Success Centre
• Pillar Nonprofit Network (off-campus)
• London’s Cross-Cultural Learner Centre (off-campus)

Graduate Student Involvement
PSAC Local 610
Room 1313, Somerville House
The PSAC Local 610 is a union for Graduate Teaching Assistants and Postdoctoral Associates at Western. The elected officers of the PSAC Local 610 are responsible for negotiating the terms of the Collective Agreement on behalf of its members. To become a member you can visit their office and sign up. Membership gives you the right to participate in elections and general meetings.

Society of Graduate Students (SOGS)
Room 260, University Community Centre
SOGS is a student organization that serves the needs of graduate students at Western. The SOGS website provides useful information, including details about how to get involved on SOGS committees. The International Graduate Student Issues Committee (IGSIC) is a SOGS committee which explores and addresses the concerns of incoming and returning international graduate students. International graduate students can voice their issues and concerns through the IGSIC by contacting the committee or joining as a participating committee member. IGSIC, in partnership with SGPS and the IESC, recently created an International Graduate Student Guide to Western University, which is hosted on the SOGS website.

Undergraduate Student Involvement
Co-Curricular Record Program
myexperience.uwo.ca
Through the Co-Curricular Record (CCR), you can record your out-of-classroom learning experiences. Having a CCR is a great way to compliment your resume for job interviews or grad school applications. The deadline to add activities to your record is in April.

Global and Intercultural Engagement Honor
www.international.uwo.ca/globalhonor
This program is for undergraduate students. To be awarded a GIEH, students are required to complete a diverse combination of curricular and extracurricular activities.

University Students’ Council (USC)
Room 340, University Community Centre
The USC is the largest and most comprehensive undergraduate student government in Canada. As a leading undergraduate organization on campus, their focus is to provide social programming, to lead political advocacy and to offer a vast array of services and operations important to undergraduate students at Western. Check out clubs week in September for ways to get involved. With over 200 clubs, various support services, programs, operations, advocacy and more, the USC has something for everyone.

Religious and Faith Support

Western Chaplains
Room 38B, University Community Centre
Western chaplains represent major religious denominations and are available to address the spiritual needs of those involved in the university. Programs include worship, counselling, films, marriage preparation, conversation, and more. If your faith group is not represented by one of the chaplains, you can request that they put you in contact with someone from your faith group.

Muslim Prayer Room
Room 38A, University Community Centre
Students are welcome to use the space for prayer 24 hours a day and 7 days per week while the UCC is open.

Sports and Recreation

Intramurals at Western
http://uwo.ca/campusrec/intramurals/index.html
Taking part in Intramurals is a great way to get involved in university life. For a small fee, you can also join one of Western’s intramural sports teams.

Mustang Athletics
Western has 46 varsity teams that compete against teams from other universities in sports that range from football, soccer, hockey, rugby, basketball, fencing, lacrosse and cheerleading. Event tickets are available for purchase online.

Recreation Sports & Martial Arts Sport Clubs
www.uwo.ca/campusrec/sport_clubs/list_of_recreation_sport_clubs/index.html
Sport clubs are student-led and enable members to participate in and learn more about their sport of interest and to be engaged in physical activity.

Thompson Recreation and Athletic Centre
Thompson Recreation and Athletic Centre is the home of Western Mustangs’ hockey, figure skating and track teams. Although mainly used for year-round ice activities, a 200 metre mondo track is also available for jogging, track and field meets, tennis, baseball and field hockey practices. Students can take advantage of their free public skating and jogging times between October and May.

Western Student Recreation Centre
Student memberships include access to a wide variety of aerobic and fitness classes, swim and aqua fitness, drop-in gym activities (such as basketball, badminton, volleyball and futsal), squash court use and the use of 19,000 square feet of weight-lifting and cardio space. The facilities include shower and locker rooms. For a small additional fee, you can join classes such as dance, aquatics, mind-body fitness courses or access personal wellness services such as personal training, massage therapy and more.
Accessibility

Western is committed to achieving barrier free accessibility for persons with disabilities studying, visiting and working at Western. As part of this commitment, there are a variety of services on campus devoted to promoting accessibility and to ensuring that individuals have equitable access to services and facilities.

Services for Students with Disabilities

www.sdc.uwo.ca/ssd

SDC’s Services for Students with Disabilities (SSD) plays a central role in Western’s efforts to ensure that its academic programs are accessible for all students at the graduate and undergraduate levels. SSD arranges academic accommodation for classes, exams, internships and other course or program activities. SSD also provides digital and braille textbooks, accessible campus transportation, learning strategy instruction for students with learning disabilities, access to computer labs that are equipped with assistive technology, referrals for assessments and other services.

Environmental Sustainability

EnviroWestern

www.westernusc.ca/envirowestern

EnviroWestern is a USC student service that seeks to promote environmentally sustainable initiatives and behaviours within Western campus. All students are encouraged to get involved in small or big ways through their various programs and events.

Sustainability at Western

sustainability.uwo.ca

A sustainable campus is one that promotes the smallest possible ecological footprint by promoting a healthy ecosystem and supporting the values of conservation. There are many sustainability events, projects and initiatives taking place that students can get involved in. These opportunities include: a) touring Western’s Green Infrastructure (innovative and efficient buildings); b) joining a sustainability club; c) participating in sustainability projects (e.g., water bottle refill stations, recycling and composting on campus, and carpooling and biking); and d) participating in competitions such as Western’s Ideas for Sustainability and the Environment.

Equity

Equity & Human Rights Services

Rooms 2319, Somerville House

Equity and Human Rights Services (EHRS) provides information on the university’s discrimination and harassment (e.g., racial and sexual harassment) policies, employment equity and diversity and other human rights related issues. In a confidential manner, they can assist students, faculty and staff by providing advice to those who feel they have been harassed or discriminated against, as well as receiving and mediating complaints.

Race Relations

All persons who are visitors to or residents of Canada are protected by both Federal and Provincial laws from discrimination and/or harassment on the basis of race, colour or ethnic ancestry. Unfortunately, racism does exist in Canada and it is important that each person be aware of their rights. Racism can be very subtle and often disguised as humour. Dealing with experiences of racism or microaggressions (intentional or unintentional derogatory remarks or behaviour) can cause psychological or physical stress. If you feel you have been discriminated against, you can discuss the situation with Equity & Human Rights Services. Alternatively, you might find it helpful to talk to an advisor, a peer mentor, friends or residence staff about your experience.

Equity Support Services

Ally Western

www.westernusc.ca/peersupport

USC’s Ally Western strives to create a safe and inclusive campus by providing free educational workshops on various diversity issues.

Ethnocultural Support Service

www.westernusc.ca/peersupport

USC’s Ethnocultural Support Service (ESS) supports students who experience issues related to culture or ethnicity that limit their educational experience at Western. ESS also organizes events to promote multiculturalism and knowledge of different cultures.

LGBTIQ2SA+ Support Program

4th floor, Western Student Services

SDC’s Psychological Services has several counsellors with expertise in the provision of services to LGBTIQ2SA+ (Lesbian, Gay, Bisexual, Transgender, Transsexual, Intersex, Queer, Questioning, 2-Spirited, Asexual) students. They have experience in assisting students with coming out issues, family matters, isolation, dealing with queer phobia on campus and many other concerns.

Peer Support Centre

www.westernusc.ca/peersupport

USC’s Peer Support Centre is a resource centre and safe space for all students. By fostering a spirit of openness and understanding through peer-based support, the goal of the centre is to provide students with an accessible, welcoming and accommodating service.

Peer Support Network

www.westernusc.ca/peersupport

USC’s Peer Support Network encompasses eight student-led support services that are available to all students on Western’s campus.
The goal of each support service is to provide the campus community with awareness of social issues, support for marginalized groups, advocacy initiatives to improve the lives of undergraduate students at Western and volunteer opportunities for interested students.

The Pride Library
Main Floor, D. B. Weldon Library
The Pride Library offers a diverse and expanding range of international literature, ideal for researching LGBTQ2A+ issues. A specialized collection of international films are available for individual or group viewing.

PrideWestern
www.westernmusc.ca/peersupport
USC’s PrideWestern is a service dedicated to the gender and sexually diverse community on campus. The organization promotes awareness and advocacy through a variety of programs, including the annual Pride Week, movie nights, socials and coffee houses.

SOGS’ Pride Commissioner
pride@sogs.ca
The Pride Commissioner advocates on behalf of the LGBTQ2A+ SOGS members and helps connect students to resources and support regarding Lesbian, Gay, Bisexual, Transgender, Transsexual, Queer, Questioning, Intersex, 2-Spirited, and Asexual issues.

Women’s Issues Network
www.westernmusc.ca/peersupport
USC’s Women’s Issues Network (WIN) is a service dedicated to recognizing, representing and rectifying gender inequalities affecting Western students. WIN is committed to providing a space free from racism, sexism and homophobia and provides an educational resource centre specializing in gender and women’s issues.

Office of the Ombudsperson
Room 3135, Western Student Services
The Office of the Ombudsperson assists students with academic and nonacademic problems and in reviewing their rights. The office can suggest various strategies for managing conflicts and challenges.

Internationalization at Western
Western strives to attract individuals with a broad worldview, seeking to study, influence and lead in the international community.

Graduates of Western are well prepared for critical global engagement and to live, work and actively contribute to international economies, cultures and societies. With research collaborations on every continent and students and faculty trained far and wide, Western is actively engaged internationally. Visit www.international.uwo.ca for details about the International Strategy 2014-2019.

Western International
Western International is a dedicated team responsible for international student services, international learning, international relations, international internships and development and international undergraduate recruitment. It is a central resource for the Western community seeking to both experience and promote international experiences on campus and abroad.

Western’s Global Reach
• 4,300 international students from 127 countries
• exchange opportunities at more than 135 institutions in 39 countries
• more than 1700 students participate in international learning experiences each year, through exchange, study abroad, internship and community opportunities
• more than 500 active international research collaborations
• 67% of Western research publications in the past 5 years have been with international collaborators
• 284,550 alumni worldwide, in over 150 countries

Land Acknowledgement
Western University is situated on the traditional territories of the Anishinaabeg, Haudenosaunee, Lunaapeewak and Attawandaron peoples, who have longstanding relationships to the land and region of southwestern Ontario and the City of London. The local First Nation communities of this area include Chippewas of the Thames First Nation, Oneida Nation of the Thames, and Munsee-Delaware Nation. In the region, there are eleven First Nation communities and a growing Indigenous urban population. Western values the significant historical and contemporary contributions of local and regional First Nations and all of the Original peoples of Turtle Island (North America).

Indigenous Strategic Plan
Western’s first Indigenous Strategic Plan was approved in 2016. The plan outlines the following directions for Western:
• strengthen and build relationships with Indigenous communities
• nurture an inclusive campus culture that values Indigenous peoples, perspectives and ways of knowing
• enhance Indigenous students’ experience at Western
• achieve excellence in Indigenous research and scholarship
• excel in Indigenous teaching and learning
• indigenize Western’s institutional practices and spaces
• become a university of choice for Indigenous students
• increase Indigenous representation in staff and faculty complements.

Visit www.indigenous.uwo.ca for more details.

First Nations Studies Library
Room 3103, Social Science Centre
The library is open to faculty, students and researchers. There is study space, internet access and a collection of 2,436 resources available.

Safe Campus
Ontario Health and Safety Act
Ontario Legislation on Workplace Harassment, Violence and Domestic Violence protects all students and employees at Western.

If you plan to work or study on or off-campus during your time in Ontario, make sure you are familiar with the Ontario Health and Safety Act (Bill 168). As an employee/student you have the right to work/study in an environment free from harassment, discrimination, bullying and domestic violence. The Ontario Human Rights Code defines harassment as “engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome”. www.uwo.ca/equity/discrimination/help/faq.html#Q3

The consequences of violating the Ontario Health and Safety Act (Bill 168) can be serious and can lead to legal prosecution and loss of legal status in Canada. Examples of harassment include but are not limited
Sexual violence is any violence, physical or psychological, carried out through sexual means or by targeting sexuality. This includes sexual abuse, sexual assault or rape. It also includes sexual harassment, stalking, indecent or sexualized exposure, degrading sexual imagery, voyeurism, cyber harassment, trafficking and sexual exploitation.

Sexual assault is a crime as defined by the Criminal Code of Canada. Sexual assault is a form of sexual harassment.

Sexual harassment is a form of harassment on the basis of sex, gender identity, gender expression or sexual orientation that has the effect of creating a poisoned environment (demeaning, intimidating, hostile). Usually present is a pattern of repeated behaviours such as offensive jokes, comments, displaying inappropriate materials or stereotyping.

Individuals Who Have Experienced Sexual Violence
If you have been the victim of sexual violence, there are resources available to you including support from the Sexual Violence Prevention Education Coordinator (Danielle Carr) who is located at the Wellness Education Centre, Room 76, University Community Centre (519-661-2111 ex 87085 svpec@uwo.ca). The Safe Campus website (www.safecampus.uwo.ca/sexual_violence/get_help.html) provides information on resources and support, including the following topics: going to a safe place, seeking health care, reporting and counselling options.

Sexual Consent
Everyone in Canada has the freedom to choose with whom they want to have romantic relationships and whether or not they want to have a sexual relationship with that person. It is important that both people in a relationship have a clear understanding of the other person’s expectations regarding physical interaction and sex. “Consent is the voluntary agreement to engage in the sexual activity in question. Consent:
• is never assumed or implied
• is not silence or the absence of “no”
• cannot be given if the victim is impaired by alcohol or drugs or is unconscious
• can never be obtained through threats or coercion
• can be revoked at any time
• cannot be obtained if the perpetrator abuses a position of trust, power or authority

Consenting to one kind or instance of sexual activity does not mean that consent is given to any other sexual activity or instance. No one consents to being sexually assaulted. http://safecampus.uwo.ca/sexual_violence/faqs.html#consent

Student Conduct
Please familiarize yourself with the Code of Student Conduct found at www.uwo.ca/univsec/pdf/board/code.pdf

The University encourages students to set for themselves the highest standards of behaviour on/off-campus, including behaviour that contributes to a safe, respectful and peaceful community.

The Purpose of the Code of Student Conduct is:
• to define the general standard of conduct expected of students registered at Western University
• to provide examples of behaviour that constitutes a breach of this standard of conduct
• to provide examples of sanctions that may be imposed
• to set out the disciplinary procedures that the University will follow

Sanctions for non-compliance range from a warning or reprimand to expulsion from the university. In addition to disciplinary action taken by the University against the student under this Code, a student may also be subject to criminal prosecution.
The IESC provides resources and support for international students and their families.

Events

A number of the IESC’s trips and events are open to the families of international students (spouses/partners and children). Visit the IESC’s online calendar for full details, signup for our weekly International Student Network emails and/or follow us on Facebook and Twitter.

Individual Assistance

Confidential appointments are available with an International Student Advisor for individual consultations on all issues related to living in Canada and adjusting to Canadian culture. To book an appointment, call or visit the IESC.

Job Search Help

Assistance is available to help spouses or common-law partners with issues regarding Canadian work regulations and the job search process. To book an appointment, call or visit the IESC. The following websites provide information about the Canadian job search process:

- Student Success Centre: www.success.uwo.ca/careers
- London Economic Development Corporation: www.ledc.com
- Settlement.org: www.settlement.org
- WIL Employment Connections: www.wil.ca
- Working in London: www.immigration.london.ca/working

Programs

English Conversation Program (ECP)
The goal of the ECP program is to help participants improve their conversational English. The program provides eight sessions per term with a trained English Conversation Leader. There is a $10 program registration fee (this fee is non-refundable). Registration takes place in September, January and May.

Global Café

Global Café is a weekly drop-in gathering where you can connect with International and Canadian students and meet friends in a casual and relaxed setting. Global Café sessions are held on Thursday afternoons from 3:00 p.m. to 5:00 p.m. Refreshments are provided.

Tea and Information Session for Spouses/Partners of International Students

These sessions provide the opportunity to meet and to get to know other spouses or partners (and our staff), practice your English skills, learn about Canadian culture, share knowledge, culture and skills as well as discuss topics related to international families and living in Canada. The IESC hosts this drop-in event on Fridays from 1:30 p.m. to 2:30 p.m. throughout the year. For full event details visit the IESC website.

Provincial Health Insurance

Open Work Permit holders (including spouses of international students) may be eligible for free Ontario Health Insurance Plan (OHIP) coverage, provided they are employed full-time with an employer in Ontario for a minimum of six months. Having OHIP coverage would eliminate the need for UHIP coverage. For more details about eligibility, visit the IESC website.

Work Permit for your Spouse or Partner

A spouse or common-law partner of a full-time international student holding a valid study permit may apply for a work permit if they wish to work in Canada during their stay. The work permit will be valid for the same duration as the study permit of the student spouse at Western. The work permit will be an “open” work permit, meaning there are no restrictions in terms of place of employment, location of employment, or type of employment (aside from standard restrictions that are issued on open work permits). Your spouse or common-law partner does not need a job offer in order to apply. For further information on family members working in Canada, please visit: www.cic.gc.ca/english/study/work-spouse.asp

Visit the IESC Website for Helpful Information About:

- immigration information
- inviting your family to Canada
- spouses volunteering in Canada
- spouses and children studying in Canada
- registering your children in school
- child care options
- parenting groups, resources and support
- recreation programs
- health insurance for dependents (see page 6 also)