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 is 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
# Table of Contents

- International and Exchange Student Centre ............................................ 2
- Dates and Events ............................................................................................... 3
- Academics............................................................................................................ 4
- Accessibility.......................................................................................................... 5
- Code of Student Conduct ................................................................................ 5
- Cultural Transitions ............................................................................................. 5
- Environmental Sustainability ........................................................................... 6
- Equity....................................................................................................................... 6
- Family....................................................................................................................... 7
- Food......................................................................................................................... 7
- Get Involved: Leadership, Experience and Career ....................................... 9
- Health Care.......................................................................................................... 10
- Housing.................................................................................................................. 11
- Immigration........................................................................................................... 11
- Indigenous Peoples.......................................................................................... 12
- Internationalization........................................................................................... 12
- Legal....................................................................................................................... 12
- LGBTQ2+ Services............................................................................................. 13
- London.................................................................................................................. 14
- Making Friends................................................................................................... 14
- Money and Taxes............................................................................................... 15
- Photo Identification............................................................................................ 16
- Religious and Faith Support........................................................................... 16
- Safe Campus........................................................................................................ 16
- Security.................................................................................................................. 17
- Self-Care and Wellness..................................................................................... 17
- Sexual Violence and Harassment ................................................................... 19
- Sports and Recreation...................................................................................... 20
- Telephone, Internet, Television....................................................................... 20
- Transportation.................................................................................................... 20
- Working............................................................................................................... 20
- Index....................................................................................................................... 21
- Map....................................................................................................................... Back Cover
International and Exchange Student Centre

About 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 and social connections. Our programs and services are highlighted throughout this handbook. For detailed information visit us at iesc.uwo.ca

The IESC is located on the second floor of the International and Graduate Affairs Building. We have a comfortable lounge area for meeting other students and enjoying planned activities throughout the year. You can also access resources and have your questions answered.

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.

Office Hours

Monday-Friday | 9:00 a.m. - 4:00 p.m.

Immigration Drop-In Hours

Drop-in help times are offered by the IESC to provide general immigration information and referrals. Visit iesc.uwo.ca for the schedule.

International Student Centre – Social Science

iesc.uwo.ca/social_science

Room 1040, Social Science Centre

This centre is open to all international students in the Faculty of Social Science in all programs, graduate and undergraduate. It offers immigration advising, individual assistance with personal, financial or other questions, peer support programs and connection to many other programs and services on campus.

Drop-in during the week or make an appointment anytime to meet with the International Student Advisor.

General Inquiries

519-661-2111 ext. 89309

Online Assistance is available at iesc@uwo.ca

The International Student Network keeps you informed about the IESC events and activities happening throughout the year, through regular emails. New students are automatically subscribed. If you are not receiving these updates, please contact iesc@uwo.ca.

Join us on Facebook and Twitter to receive event reminders, important updates and fun information about living in Canada.

facebook.com/uwo.international
@IESCatWestern

iesc.uwo.ca
## Important Dates

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>August 28,</td>
<td>Social Insurance Number (SIN) Clinic</td>
</tr>
<tr>
<td>September 6, 11</td>
<td></td>
</tr>
<tr>
<td>September 2</td>
<td>International Student Orientation</td>
</tr>
<tr>
<td>September 2-13</td>
<td>English Conversation Program Registration</td>
</tr>
<tr>
<td>September 3</td>
<td>Meet Your Peer Guide Event</td>
</tr>
<tr>
<td>September 5</td>
<td>Welcome Global Café (O-Week Edition)</td>
</tr>
<tr>
<td>September 6</td>
<td>Tea &amp; Information for Spouses (every Friday)</td>
</tr>
<tr>
<td>September 8</td>
<td>Gathering at Gibbons Park</td>
</tr>
<tr>
<td>September 12</td>
<td>Global Café (every Thursday until Dec. 5)</td>
</tr>
<tr>
<td>September 19</td>
<td>What you Need to Know to Get a Job</td>
</tr>
<tr>
<td>September 19</td>
<td>Global Café (Roommate Mixer Edition)</td>
</tr>
<tr>
<td>September 21</td>
<td>Niagara Falls Day Trip</td>
</tr>
<tr>
<td>September 25</td>
<td>Work Regulations</td>
</tr>
<tr>
<td>October 1</td>
<td>Canada, Eh?! Friendships and Relationships</td>
</tr>
<tr>
<td>October 3</td>
<td>Football Game</td>
</tr>
<tr>
<td>October 9</td>
<td>Canada, Eh?! Shopping and Preparing for Winter</td>
</tr>
<tr>
<td>October 12</td>
<td>Thanksgiving Dinner</td>
</tr>
<tr>
<td>October 16</td>
<td>Resumes, Cover Letters &amp; Interview Strategies</td>
</tr>
<tr>
<td>October 24</td>
<td>Study Permit Extensions and Amendments</td>
</tr>
<tr>
<td>October 25</td>
<td>Canada, Eh?! Healthy Eating While in Canada</td>
</tr>
<tr>
<td>November 11-15</td>
<td>International Week</td>
</tr>
<tr>
<td>November 14</td>
<td>Western Goes Global Cultural Showcase</td>
</tr>
<tr>
<td>November 27</td>
<td>Post-Graduation Work Permit Session</td>
</tr>
<tr>
<td>December 19</td>
<td>Holiday Networking Tea</td>
</tr>
</tbody>
</table>

Dates subject to change. Visit iesc.uwo.ca/events regularly for updates and more events!

## Western Holiday Schedule 2019-2020
(Offices on campus will be closed)

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 2</td>
<td>Labour Day</td>
</tr>
<tr>
<td>October 14</td>
<td>Thanksgiving Day</td>
</tr>
<tr>
<td>December 24</td>
<td>Designated Day</td>
</tr>
<tr>
<td>December 25</td>
<td>Christmas Day</td>
</tr>
<tr>
<td>December 26</td>
<td>Boxing Day</td>
</tr>
<tr>
<td>December 27</td>
<td>Designated Day</td>
</tr>
<tr>
<td>December 28</td>
<td>Designated Day</td>
</tr>
<tr>
<td>December 31</td>
<td>President's Day</td>
</tr>
<tr>
<td>January 1</td>
<td>New Year’s Day</td>
</tr>
<tr>
<td>January 14</td>
<td>Family Day</td>
</tr>
<tr>
<td>April 10</td>
<td>Good Friday</td>
</tr>
<tr>
<td>May 18</td>
<td>Victoria Day</td>
</tr>
<tr>
<td>July 1</td>
<td>Canada Day</td>
</tr>
<tr>
<td>August 3</td>
<td>Civic Holiday</td>
</tr>
</tbody>
</table>

## Undergraduate Student Orientation

- Orientation Week or ‘O-Week’
  - September 1-8, 2019

## Graduate Student Orientation

- SGPS Fall Orientation
  - September 5, 2019
- SOGS Orientation Week
  - September 9 - 13, 2019
- IGSIC Orientation Event
  - September 10, 2019

## Daylight Savings:
- November 3, 2019 & March 8, 2020

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. 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>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 16</td>
<td>Effective Writing in Canada</td>
</tr>
<tr>
<td>September 17</td>
<td>Strategies for Academic Success</td>
</tr>
<tr>
<td>September 18</td>
<td>Research &amp; Western Libraries</td>
</tr>
<tr>
<td>September 23</td>
<td>Reading Strategies for International Students</td>
</tr>
</tbody>
</table>

## Fall Break/Reading Week

Undergraduate students will get a break from classes during Fall Study Break November 4-10 and Reading Week February 15-23.

## Academic Dates and Deadlines

Visit events.westernu.ca/events/academic-dates and your faculty website. Go to mobile.uwo.ca and install the WesternU app for updates, exam schedules, campus maps and much more!
**Academic Information**

You may find yourself wondering about academic expectations and the academic culture at Western. 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 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 provide assistance.

**Start Strong**
This is a four-part series designed to help students achieve academic success at Western. Topics include: Effective Writing in Canada, Research and Libraries at Western, Strategies for Academic Success, and Reading Strategies for International Students. Sessions are held in September.

**Learning Development & Success**
4th floor, Western Student Services
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
The 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/administration/supervision.html
To better understand your rights and responsibilities as a graduate student at Western, please refer to Graduate Supervision Handbook. 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 grad.uwo.ca 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).

**Centre for Teaching & Learning**
Room 122, 1st floor, Weldon Library
The Centre for Teaching and Learning supports faculty members, graduate students and staff who are teaching at Western. They offer training for international graduate students and new teaching assistants, such as “Communicating in the Canadian Classroom,” and “Language of Research Presentations” workshops. teaching.uwo.ca

**Academic Counselling**
Academic counsellors in each Faculty 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 hiring a tutor, get free assistance at the 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 in the fall and winter terms.

**Leadership and Mentorship Program**
lamp.uwo.ca
Through the 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 lib.uwo.ca. For help writing citations, visit the 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)


Accessibility
accessibility.uwo.ca

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.

Student Accessibility Services (SAS)
4th floor, Western Student Services

Student Accessibility Services plays a central role in Western’s efforts to ensure its academic programs are accessible for all students. SAS arranges academic accommodation for classes, exams, internships and other course or program activities. SAS 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.

Cultural Transitions

Transitioning to university, 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 this stage you begin to accept your new surroundings and start to feel more comfortable. You start 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 home
- evaluate your expectations and be flexible
- pay attention to what your body is telling you
- keep an open mind
- find out what is available to you at Western
- talk to people, join a club or an IESC program (see Making Friends on page 14)
- keep your sense of humour and try to enjoy yourself

Code of Student Conduct

Familiarize yourself with the Code of Student Conduct at studentexperience.uwo.ca/student_experience/studentconduct.html

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:
- 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.
Environmental Sustainability

EnviroWestern
westernusc.ca/envirowestern

EnviroWestern 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 initiatives that students can get involved in, including:

- touring Western’s Green Infrastructure (innovative and efficient buildings)
- joining a sustainability club
- partaking in sustainability projects (e.g., water bottle refill stations, recycling and composting on campus, and carpooling and biking)
- participating in competitions such as Western’s Ideas for Sustainability and the Environment.

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

Allyship Network USC
Allyship Network USC strives to create a safe and inclusive campus by providing free educational workshops on various diversity issues.

Ethnocultural Support Service
facebook.com/EthnoUSC

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.

Peer Support Centre
Room 256, University Community Centre

The 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.
Family

The IESC provides the following 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, sign-up 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:

- career.uwo.ca
- London Economic Development Corporation: ledc.com
- settlement.org
- WIL Employment Connections: wil.ca
- Working in London: immigration.london.ca/working

Programs

English Conversation Program (ECP)

iesc.uwo.ca/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 Facilitator. Registration takes place in September, January and May.

Global Café

iesc.uwo.ca/programs/global_cafe.html

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. Sessions are held on Thursday afternoons 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 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 10 also)

Food

Cooking

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

Cooking tips:

- Make 2-3 dinner portions so you can eat leftovers 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 shopping as often.

Food Support

Food Support Service (FSS)

foodsupport@westernu.ca
westernu.ca/your-services/food-support-services

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

PSAC Local 610 Food Support

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?

IESC hosts “Healthy Eating While in Canada” sessions in Fall and Winter terms as part of the “Canada, Eh?! Transitioning to Canada Series.” At each session, students prepare a meal with a nutritionist and student leaders and learn more about shopping and preparing healthy meals. Visit iesc.uwo.ca for details.

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 healthy eating while living in residence. You can also submit nutrition-related questions to through the online system called “Ask Anne.”

Registered Dietitian

facebook.com/WesternDietitianServices

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

Listed below are some 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 Downtown Deli
  - 113 Dundas Street..............519-679-1970
- Broughdale Pub
  - 1131 Richmond Street..........519-660-8778
- Crossing's Hyde Park
  - 1269 Hyde Park Road...........519-472-3020
- The Morrissey House
  - 361 Dundas Street..............519-204-9220
- Prince Albert's Diner
  - 565 Richmond Street...........519-432-2835
- Richie's Family Restaurant
  - 1673 Richmond Street..........519-660-6050
- The Works – Gourmet Burger Bistro
  - 145 King Street................519-601-5464

**Caribbean/West Indian**
- Irie Bites Café
  - 91 Wellington Street..........519-858-4743
- Reggae's Caribbean Restaurant
  - 1050 Kipps Lane..............226-927-3604
- Triniman Kitchen
  - 700 Richmond Street..........519-601-2361

**Chinese**
- Kambie
  - 375 Horton Street East.......519-434-8787
- Congee Chan
  - 735 Wonderland Road..........519-641-5686

**South Asian**
- Curry’s
  - 118 Wellington Road..........519-645-3226
- Jewel of India
  - 390 Richmond Street.........519-434-9268
- Raja Fine Indian Cuisine
  - 428 Clarence Street.........519-601-7252
- Aroma of India
  - 350 Dundas Street...........519-601-5353
- Massey’s Fine Indian Cuisine
  - 174 King Street..............519-672-2989

**European**
- A Taste of Britain
  - 2115 Aldersbrook Road........519-488-1590
- Budapest
  - 348 Dundas Street............519-439-3431
- Hot Oven
  - Covent Garden Market........519-679-1620
- Marienbad Restaurant
  - 122 Carling Street..........519-679-9940

**Greek**
- Four Seasons
  - 1455 Fanshawe Park Road West..519-471-7570
- Mykonos Restaurant
  - 572 Adelaide Street..........519-434-6736
- Mythic Grill
  - 179 Albert Street............519-433-0230

**Italian**
- Bertoldi’s Trattoria
  - 650 Richmond Street..........519-438-4343
- Fellini Koolin’s
  - 155 Albert Street............519-642-2300
- La Casa Ristorante
  - 117 King Street..............519-434-2272

**Japanese**
- Heart Sushi
  - 530 Oxford Street West.......519-601-6868
- 168 Sushi
  - 660 Oxford Street West.....519-657-0303
- Nov 8 Sushi Galore
  - 1422 Fanshawe Park Road West..519-471-1108
- Tanakaya
  - 130 King Street..............519-850-8838

**Korean**
- Kimchi House
  - 500 Oxford Street West.......519-601-6733
- Ozen
  - 607 Richmond Street.........519-642-2558

**Latin American**
- Casa Cubana
  - 411 Hamilton Road..........519-204-8061
- Che Resto Bar
  - 225 Dundas Street..........519-601-7999
- Under the Volcano
  - 30 Wharncliffe Road..........519-435-1197

**Middle Eastern**
- Barakat Restaurant
  - 149 Western Road.............519-850-8080
- Nate’s Shawarma
  - Covert Garden Market..........519-667-0041
- Paramount Fine Foods
  - 769 Southdale Road East.....519-668-1800
- Tehran Karoon
  - 500 Oxford Street West......519-472-9292
- Shawarma Pita Palace
  - 104-1103 Adelaide Street North.519-667-0000

**Portuguese**
- Império Dos Frangos
  - 741 Hamilton Road...........519-453-7952
- King of the Pigs
  - 301 Oxford Street West.......519-204-8978
- Rei Dos Leitos
  - 706 Hamilton Road..........519-452-1310

**Thai**
- Bangkok Pad Thai
  - 735 Richmond Street........519-433-6634
- Thaifoon Restaurant
  - 120 Dundas Street...........519-850-1222
- Thai Express
  - 1680 Richmond Street North..519-645-0754

**Vietnamese**
- Ben Thanh
  - 655 Fanshawe Park Road West..519-433-6346
- Quynh Nhi
  - 55 Wharncliffe Road North...519-850-8878
- Tamarine by Quynh Nhi
  - 118 Dundas Street..........519-601-8276
- Thuan Kieu
  - 1275 Highbury Avenue North..519-455-7704
- Vietnam Taste
  - 666 Wonderland Road North....519-471-0068
- Vietnam Restaurant
  - 1074 Dundas Street..........519-457-0762

**Vegan & Vegetarian**
- Copper Branch
  - 660 Richmond Street.........519-204-7111
- Plant Matter Kitchen
  - 162 Wortley Road..........519-660-3663
- Zen Gardens
  - 344 Dundas Street..........519-433-6688
- Freshii
  - 1680 Richmond Street.......519-252-1161
- Globally Local
  - 252 Dundas Street..........226-781-2410

**DID YOU KNOW?**

Upset stomach: 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. Consult the Canada Food Guide at food-guide.canada.ca to help balance your diet.
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
Fresh Co: 1080 Adelaide Street North
Metro: 1030 Adelaide Street North
Sobey’s: 301 Oxford Street West
Loblaws: 1740 Richmond Street North
No Frills: 599 Fanshawe Park Road West
Superstore: 825 Oxford Street East

Sobeys: 1595 Adelaide Street North
SuperKing: 1205 Oxford Street West
Valu-Mart: 234 Oxford Street East

Ethnic Food Stores

Asian
Food Island: 530 Oxford Street West
United: 1062 Adelaide Street North
SuperKing: 785 Wonderland Road South

Caribbean/ West Indian
Festival Food-Mart: 456 Southdale Road East

East Indian
Indo-Asian: 689 Oxford Street West

European
Euro Best: 1295 Highbury Avenue
European Delight: 735 Wonderland Road North
A Taste of Britain: 2115 aldersbrook Road

Halal
Jazeera Store: 574 Adelaide Street North
Aladin’s Foods: 611 Wonderland Road North

Latin American
Latino Market: 470 Dundas Street

Farmers’ Markets

Farmers’ markets typically sell locally grown fruits and vegetables. Some markets will also sell cooked food, pastries, meat, honey, arts/crafts and other specialty items.

Covent Garden Market: 190 King Street - Open daily
Gibraltar Weekend Market: 1712 Dundas Street - Open Saturday and Sunday from 9:00 a.m. to 5:00 p.m.

Western Farmers’ Market: On Campus - Tuesdays from 9:00 a.m. to 2:00 p.m. (June to October)
Masonville Farmers’ and Artsian’s Market: In the Masonville Place parking lot - Fridays from 8:00 a.m. to 2:00 p.m. (May to October)
Western Fair Farmers’ and Artisans’ Market: 900 King Street - Saturdays from 8:00 a.m. to 3:00 p.m. Select vendors are available on Thursdays.

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

goabroad.uwo.ca

International Learning connects students with a world of opportunities through exchange, study abroad, research, internships and course-based experiences. With more than 170 university and community partnerships in over 40 countries, students can benefit from many different types of international learning experiences, including:

- Exchange and Study Abroad
- Internships
- Research Opportunities
- Faculty-Led Experiences

Careers & Experience

career.uwo.ca
experience.uwo.ca

Western offers a wide range of experiential and service learning opportunities. Programs include: internships, community engaged learning, the Impact Experience (formerly Alternative Spring Break) and more. They also offer employment opportunities online through Western Connect (connect.uwo.ca) where students can view on-campus recruiting, summer, volunteer and off-campus job postings. Students can access the Employment Help and Resource 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 to 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 (IESC, International Learning, International Week, etc.)
- Volunteers In Progress Faculty Students Councils and Associations
- The Gazette (campus newspaper)
- CHRW – Radio Western
- Student Emergency Response Team (SERT)
- Western Foot Patrol (safety program)
- Intramurals at Western
- Leadership and Mentorship Program (LAMP)
- 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)
sogs.uwo.ca
SOGS is a student organization that serves graduate students at Western. The SOGS website provides useful information, including details about how to get involved on SOGS committees. For example, the International Graduate Student Issues Committee (IGSIC) 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 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
The Co-Curricular Record (CCR) complements your academic transcript by helping you to record your out-of-classroom learning experiences. Having a CCR is a great addition to your resume for job interviews or graduate school applications. The deadline to add activities to your record is in April.

Global and Intercultural Engagement Honour
international.uwo.ca/globalhonour
Western's Global and Intercultural Engagement Honor will recognize and reward students’ experience and engagement in international activities both curricular and extracurricular. Once achieved, the Honor appears on the student’s transcript upon graduation.

University Students' Council (USC)
Room 340, University Community Centre
The USC is the largest and most comprehensive 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. Visit clubs week in September or go to westernusc.ca/clubs for ways to get involved. With over 200 clubs, various support services, programs, operations, advocacy and more, the USC has something for everyone.

Health Care
health.uwo.ca
In London, there are various hospitals, walk-in clinics, family doctors and women’s health/pregnancy support. On-campus we have Student Health Services (medical and counselling) and Psychological Services through the Student Development Centre. Emergency dental treatment is available to the public at the Dentistry Clinic at Western University. The dental treatment is not free but the clinic fees are less expensive than the amount charged at private dental clinics. Visit the IESC website for a list of health care providers in London.

DID YOU KNOW?
On-campus health services include a Chiropractic Clinic, Optometrist, Pharmacy and Dental Services (located in the University Community Centre). In addition, the Fowler Kennedy Sport Medicine Clinic is located in the 3M Centre.

University Health Insurance Plan (UHIP)
iesc.uwo.ca/uhip
UHIP offers many of the same benefits for international students 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 $536 for full year undergraduate students and $212 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 $53 for students and $53 for dependents.

Additional Health Care Coverage and Dental Insurance

Undergraduate Students, Ivey MBA Students, & Western English Language students
USC Student Health, Dental and Travel Insurance 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 1 to August 31 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 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 SOGS office.

PSAC Local 610 psac610.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 SOGS health plans including medical tests, the remaining percentage not covered by the SOGS health plan, prescription sunglasses, over-the-counter medication for colds/flus for children, etc. For a full list, visit their website.

Housing
Western offers on-campus residences, off-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 landlord or roommates, connect with the friendly staff at the Housing Mediation Service offcampus.uwo.ca/mediation. 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, Refugee 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 IRCC makes a decision on your application. But, you aren’t allowed to study until your status has been restored" canada.ca/en/immigration-refugees-citizenship/services/study-canada/extend-study-permit

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. Failing to do so may lead to your removal from Canada.” canada.ca/en/immigration-refugees-citizenship/services/study-canada/extend-study-permit/how-to-apply

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.

International at Western
Western attracts individuals with a broad worldview seeking to study, influence and lead in the international community. Western graduates are prepared to live, work and contribute to international economies, cultures and societies. Our researchers have collaborations on every continent and students and are engaged faculty far and wide. Visit international.uwo.ca for details.

Indigenous Peoples
‘Indigenous Peoples’ is a collective name for the original peoples of North America and their descendants. In Canada there are many Indigenous communities or “Nations” with distinct cultural practices, languages, histories and spiritual beliefs that have survived attempted colonization and cultural genocide over the past several hundred years. More than 1.67 million people in Canada identify themselves as an Indigenous person. Indigenous people live both on-reserve and off-reserve in rural and urban communities across Canada. Indigenous peoples engage in all levels of work, study and research at Western University, enriching campus life for the benefit of all.

DID YOU KNOW?
Global Reach: Western has more than 5,200 international students from 121 countries.
We also have a global network of more than 305,000 alumni in over 150 countries worldwide and more than 2,200 Western students go abroad on an International Learning experience each year.

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.

Indigenous 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.

Indigenous Studies
indigenousstudies.uwo.ca
To learn more about Indigenous languages, history or culture, consider taking at course in the Indigenous Studies Department.

Indigenous Awareness Week
indigenousweek.uwo.ca
Western celebrates local Indigenous culture and scholarship through an annual Indigenous Awareness Week. The week is a great opportunity to learn about Indigenous cultures and history. Events are open to everyone.

Indigenous Services
indigenous.uwo.ca
Western’s Indigenous Services supports a diverse and growing Indigenous student population who come local First Nations communities as well as many others from across Turtle Island (North America).

Global Reach:
Western has more than 5,200 international students from 121 countries.
We also have a global network of more than 305,000 alumni in over 150 countries worldwide and more than 2,200 Western students go abroad on an International Learning experience each year.
Impaired Driving
Driving while your judgement is impaired by 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 mto.gov.on.ca.

Illegal Drugs, Liquor Laws & Non-Smoking Legislation

Illegal Drugs
Possession of street drugs such as magic mushrooms, ketamine, methamphetamine, LSD, cocaine/crack, GHB, heroin, opioids and ecstasy is illegal in Canada. 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 required for admission into establishments serving alcoholic beverages. Examples of acceptable identification are a valid driver’s licence, a valid passport or 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 18 years 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.

Cannabis
Cannabis is legal in Canada. However, it cannot be smoked or consumed anywhere on Western’s campus. The amount of cannabis an individual can possess must be no greater than what is allowed by law and must be kept in a sealed, airtight container while on campus. Cannabis use is subject to rules and regulations set by the province of Ontario. See ontario.ca/cannabis for more information.

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 invitations to family members (service fees apply).

The Law Society of Upper Canada
lsuc.on.ca | 1-855-947-5255
The Law Society offers a referral service for a free 30-minute consultation with a lawyer in Ontario. You can contact the referral service by phone or online.

LGBTQ2+ Services

LGBTQ2+ is a common term referring to individuals who identify as lesbian, gay, bisexual, transgender and questioning or queer. In Canada, the ‘2’ stands for two-spirited, as a representation of Indigenous cultural identities related to sexuality and gender. Many variations of the term occur.

Allyship Network
Allyship Network Western strives to create a safe and inclusive campus by providing free educational workshops on diversity issues.

The Pride Library
Main Floor, D. B. Weldon Library
uwo.ca/pridelib
The Pride Library offers a diverse and expanding range of international literature, ideal for researching LGBTQ2+ issues. A special collection of international films are available for individual or group viewing.

PrideWestern
facebook.com/PrideWesternUSC
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.

LGBTQ2SA+ Support Program
4th floor, Western Student Services
Western provides counselling services to LGBTQ2SA+ (Lesbian, Gay, Bisexual, Transgender, Transsexual, Intersex, Queer, Questioning, 2-Spirited, Asexual) students. Counsellors can assist students with coming out issues, family matters, isolation, dealing with queer phobia on campus and other concerns.

Society of Graduate Students
Pride Commissioner
pride@sogs.ca
The Pride Commissioner advocates for LGBTQ2+ SOGS members and helps connect students to resources and support regarding Lesbian, Gay, Bisexual, Transgender, Transsexual, Queer, Questioning, Intersex, 2-Spirited, and Asexual issues.
Making Friends

Participation in student clubs and organizations of your interest can provide you with an opportunity to meet people with similar interests. See “Get Involved” on page 9 for ideas of how to connect with other students on campus. The IESC provides many opportunities for students to connect with each other through 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)

These services are 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 two hours long and happen once per week for eight 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 Café is held weekly on Thursdays from 3:00 p.m. to 5:00 p.m. Coffee, tea and snacks are provided.

International Peer Connection or “Peer Guide Program”

This program connects 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.

iesc.uwo.ca/peer

London Weather: Seasons

Fall/Autumn

Autumn 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 (-25°C). This is called “wind-chill.”

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

Spring 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

Summer 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.

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:

london.ca
yourlondoncalling.ca
immigration.london.ca
londontourism.ca

Forest City

London has more than 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 outdoor 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 tobogganin down snow covered hills with your friends or attend one of London’s outdoor festivals, such as the annual “Lighting of the Lights” which is held in Victoria Park each November.

Survival tips for winter:
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- Layer your clothing
- Avoid tight clothing and boots
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Money & Taxes

Banking
There are many banks close to campus and many of them have student discounts or reward programs.
Bank of Montreal 101 Fanshawe Park Road East
CIBC.......................................228 Oxford Street East
.....................................97 Fanshawe Park Road East
HSBC....................................................285 King Street
Royal Bank (RBC)..................383 Richmond Street
Scotiabank............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 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 iesc.uwo.ca/finaid 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 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, T2202A, 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 list of clinics, search “CVITP” online.

Income Tax Information Sessions for International Students
The IESC offers several presentations in February and March. We will give an overview of the Canadian tax system, help you determine your residency status (for tax purposes) and review the process on how to file your taxes and provide referrals to Tax Clinics in the community. After the presentation there will be an opportunity for you to ask questions. These are general information sessions only, we will not be completing your income tax return.

Sales Tax
In Ontario, tax is added to the total price of your purchase at the checkout. Normally 13% HST is added but some items will only have 5% (GST) or 8% (PST). Most children’s items (shoes and clothing) and non-packaged groceries are tax exempt.

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<tr>
<th>Sample Budget Worksheet</th>
<th>Estimated Cost</th>
<th>Actual Cost</th>
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<td><strong>Expenses</strong></td>
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<td>Tuition and fees</td>
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<td>Textbooks, school supplies</td>
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<td>Rent/residence fees</td>
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<td>Groceries/food</td>
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<td>Personal items</td>
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<td>Esthetics, hair cuts</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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<tr>
<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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Photo Identification
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 serviceontario.ca

Your Western Identity
Your student number is unique to you and should be kept private. Do not share it publicly. Your Western ONECard 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 (online learning system), Student Center and most other Western accounts. Do not share your password with anyone.

Religious and Faith Support
Western Chaplains
chaplain.uwo.ca
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.

Safe Campus
safecampus.uwo.ca
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.” 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 to: demeaning and derogatory remarks; yelling; belittling another’s opinions; excluding a person from information the person requires to do their work; intimidation; using profanity; displaying offensive material in either hard copy or electronic form, etc.

Examples of violence include but are not limited to: verbal or written threats; domestic violence; physical assault such as pushing, hitting, kicking, punching, throwing items, beating, etc. There are a number of Canadian laws and university policies in place that provide guidelines for behaviour and protection. It’s helpful to be aware of these laws and policies as they outline what is acceptable and what is unacceptable behaviour in Canada and at Western. For people who find themselves in a situation in which they are being treated unfairly or are being harassed or physically hurt, it is critical to know that this behaviour is not tolerated in Canadian society and that there are resources and confidential support services in place to help you. Please review Western’s safe campus policies found here: safecampus.uwo.ca/sexual_violence/docs.html
Security

Alert WesternU
alert.westernu.ca
Alert WesternU is a mass notification system that issues important safety messages in the event of a campus-wide emergency. Everyone with a Western email receives notifications automatically. Login at the website above to receive text notifications.

Campus Community Police Service
uwoc.ca/police
Room 1257, Stevenson Hall
Dialing 911 in an emergency situation from a campus phone will connect you with Campus Police. When phoning 911 you will be asked if you need ambulance, fire, or police assistance. Campus Police are 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
• Crime prevention

Code Blue Emergency Phones
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 property unattended.
• 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 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
• when walking alone be alert and take notice of people walking in your general vicinity. Do not text, read or wear headphones when walking because you will be distracted from your surroundings
• avoid walking alone at night or walk on well-lit streets where there are more people
• 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
• at night you can request a “courtesy stop” from the bus driver, they 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, go with people who you know well and trust.

Scams
Download and read The Little Black Book of Scams (competitionbureau.gc.ca/blackbook), published by the Competition Bureau Canada. It provides information on how to understand if/when you are the target of deceptive practices, such as internet, phone or charity scams, pyramid schemes, etc. Also be aware that some international students in Canada have recently been the target of several different types of scams.

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 for any medical emergencies on main campus as well as Brescia and Huron campuses. 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. sert.uwo.ca

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. uwo.ca/footpatrol

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?
not be shared with family, university staff, course instructors or others without student’s written permission and will not become part of student’s academic records. For more on the university’s privacy policy, visit: uwo.ca/privacy

International Students and Wellness Website
Visit wellness.uwo.ca for tips and suggestions on finding balance in your life. The 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 events.westernu.ca

Psychological Services
4th floor, Western Student Services
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 wellbeing. 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 (STI’s), 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: sexandu.ca
- London-Middlesex Health Unit: healthunit.com/sexual-health

See page 20 for information about sexual violence, harassment and sexual consent.
TALK: Talking About Life in Canada
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, including health and wellness concerns. Refreshments are provided.

Wellness Education Centre
Lower Level, University Community Centre
wec.uwo.ca
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
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.

Sexual Violence and Harassment
“Western’s Policy on Sexual Violence is the foundation of our commitment to providing and maintaining an environment in which sexual violence is not tolerated. Western also has procedures to respond to sexual violence to support members of our campus community, regardless of where an incident of sexual violence has occurred” safecampus.uwo.ca/sexual_violence

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 (svpec@uwo.ca). The Safe Campus website (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” safecampus.uwo.ca/sexual_violence
**Student Support Services**

**Support Services**

*Student Central, Western Student Services*

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.

**Technology Support**

*Western Technology Services*

**Main Floor, Support Services Building**

Western Technology Services (WTS) provides support to the campus community, including email, online learning and campus wifi. They also produce web applications and maintain the WesternU smart phone app. [wts.uwo.ca](http://wts.uwo.ca)

**Download the WesternU App**

The WesternU App provides on-the-go access to the latest news and updates, bus schedules, parking info, and access to Western's OWL elearning tool. [mobile.uwo.ca](http://mobile.uwo.ca)

**Telephone, Internet and TV**

There are several 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.

**Transportation**

The IESC website has detailed information about local transportation, Ontario Driver’s Licences, ridesharing, renting cars and long-distance travel.

**Sports and Recreation**

[uwo.ca/campusrec](http://uwo.ca/campusrec)

**Intramurals at Western**

Taking part in intramural sports is a great way to get involved in university life. Participate in a wide range of opportunities at recreational or competitive levels.

**Mustang Athletics**

[westernmustangs.ca](http://westernmustangs.ca)

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

**Recreation Sports & Sport Clubs**

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.

**Bus Services**

*London Transit Commission (LTC)*

New full-time students at Western can use their Western ONECard on all public transit buses. The fee is included in their tuition. [londontransit.ca](http://londontransit.ca)

**Campus Shuttle Bus Service**

A free shuttle bus runs between Brescia University College and King’s University College via Western from Monday to Friday (stops are in front of Alumni Hall, near the Kresge Building and Huron University College).

**Free USC Late Night Exam Shuttle Service**

During December and April exam periods the USC provides students with a late-night Shuttle Service, departing from the Natural Science Building and Oxford Drive (in front of UCC).

**Mustang Express**

The Mustang Express is a late-night shuttle service to provide students with safe transportation home from downtown after the LTC buses have stopped. Available in the Fall and Winter terms.

**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

**Driving in Ontario**

If you already have a driver’s licence from another country, you may use it for up to 60 days. After this time, an Ontario Driver’s Licence is required. Visit [drivetest.ca](http://drivetest.ca) for details about foreign licence exchanges. For information about car rental, insurance, registration and driving laws, visit the IESC website.

**Working**

As an international student, you should NOT expect that working in Canada while studying will be enough to cover tuition and expenses. You should also consider the academic demands of your program before applying to jobs, particularly in your first year of university studies in Canada. To determine your eligibility to work in Canada visit [iesc.uwo.ca/iswop](http://iesc.uwo.ca/iswop)

**Job Searching**

For information or assistance with the Canadian job search process, talk to staff at the IESC or the Student Success Centre. Visit the Student Success Centre for a number of programs and services, including online job listing services. [career.uwo.ca](http://career.uwo.ca)

**Social Insurance Number (SIN)**

A Social Insurance Number (SIN) is a nine-digit number that is required to work 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 SIN in order to receive payment. To apply, go in person to a Service Canada Centre or attend one of the SIN Clinics offered in the IESC each term. Applying for a SIN is free. Application forms are available at the London Service Canada Centre or online at [servicecanada.ca](http://servicecanada.ca)

**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-campus. For more information on ISWOP, visit [iesc.uwo.ca/iswop](http://iesc.uwo.ca/iswop)

**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 track is also available for jogging, track and field meets, tennis, baseball and field hockey practices. Students can take advantage of free public skating and jogging times between October and May.

**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 courts and the use of extensive weight-lifting and cardio space. The facilities include shower and locker rooms. You can also join classes such as dance, aquatics, mind-body fitness courses or access personal wellness services such as personal training, massage therapy and more.
For a broad selection of parking and other campus maps visit geography.uwo.ca/campusmaps/ Barrier-free parking is available in all lots.

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