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
Researchers/Resource Developers

Indigenous Land Acknowledgement

Western University is situated on the traditional territories of the Anishinaabe, Haudenosaunee, Lenape 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).
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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 www.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 www.iesc.uwo.ca for the schedule.

General Inquiries

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

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 weekly emails. New students are automatically subscribed. If you are not receiving these weekly emails, please contact iesc@uwo.ca.

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

www.facebook.com/uwo.international
@IESCatWestern

International Connections

www.iescblog.wordpress.com is the IESC’s official blog written by students for students.

A list of Western’s other social media channels is available at www.uwo.ca/social_media.html

See Western’s 2018-2019 Student Guide for a comprehensive directory of all services at Western. It is available at the IESC and Student Central.
Important Dates

International Student Orientation
Monday, September 3, 2018
Friday, January 5, 2019
Friday, May 5, 2019

Learn more about academics in Canada, dealing with culture shock, navigating the Canadian health care system, and getting settled at Western and in London.

Undergraduate Student Orientation
Orientation Week or ‘O-Week’
September 2-8, 2018

Graduate Student Orientation
SGPS Fall Orientation
September 6, 2018
SOGS Orientation Week
September 10 - 14, 2018
IGSIC Orientation Event
September 11, 2018

Graduate Student Orientation

Daylight Savings: November 4, 2018 & March 10, 2019

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.

September 18
Strategies for Academic Success
September 17
Research & Western Libraries
September 20
Effective Writing in Canada

Fall Break/Reading Week
Undergraduate students will get a break from classes during Fall Study Break October 8-12 and Reading Week February 18-22.

Academic Dates and Deadlines
Visit www.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 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

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/faculty_staff/viceprovost/supervision.html](http://grad.uwo.ca/faculty_staff/viceprovost/supervision.html)

To better understand your rights and responsibilities as a graduate student at Western, please refer to the Graduate Supervision Handbook. This document defines Western’s expectations for supervisions 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](http://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).

**School of Graduate and Postdoctoral Studies (SGPS)**

1st floor, Wellesly Library

The Centre for Teaching & Learning provides guidelines on a variety of topics, including how to appropriately resolve conflicts with your supervisor.

**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**

[www.lamp.uwo.ca](http://www.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 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)
Source: Cheating, Plagiarism and Unauthorized Collaboration: What Students Need To Know: Office of the Ombudsperson. Western University, July 2009

Accessibility
www.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 www.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
www.westernu.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.

Equity

Equity & Human Rights Services
Rooms 2319, Somerville House

Equity and Human Rights Services (E&HRS) 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.westernu.ca/ally-western

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

Ethnocultural Support Service
www.westernu.ca/peersupport

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 workshops and events are open to the families of international students (spouses/partners and children). Visit the IESC’s online calendar for full details and to sign up for the workshops. Family Network evenings are open to the families of international students.

Individual Assistance

Visa control appointments are available with a volunteer student advisor. For individual consultations, an interpreter is required for family members who are not fluent in English. To book an appointment, call or visit the IESC.

Job Search Help

Services are 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:
- www.immigration.london.ca/working
- www.success.uwo.ca/careers
- www.settlement.org
- www.wil.ca

Programs

English Conversation Program (ECP) & Summer Conversation Groups (SCG)

The goal of the ECP/SCG programs is to help international students increase their knowledge of English. The program provides eight sessions for international students who have 12 or more months of working experience. The sessions are held on Thursday afternoons from 3:00 p.m. to 5:00 p.m. Refreshments are provided.

Global Cafe

Global Cafe is a weekly drop-in gathering where you can meet with International Student Center advisors and meet other families in a casual setting. Global Cafe 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 talk to other spouses or partners and often other people who are looking to improve their English skills. The sessions cover topics from basic knowledge, culture, and skills as well as basic 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

The Electronic Provision of Health Insurance Plan (EPI) allows a working spouse or partner to obtain medical insurance while in Canada. This insurance is an option for employees or employers, but not for employees or employers who do not meet the eligibility requirements for the EPI. The health insurance coverage is available to the family who is eligible to work in Canada.

Visit the IESC Website for Helpful Information About:
- Immigration information
- Inviting your family to Canada
- Spouses volunteering in Canada
- Work Permit for your Spouse or Partner
- Work Permit for your Common-Law Partner
- Visitor Visa
- Labour Market Information
- Parenting groups and resources
- Health insurance

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:
- 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.

Food Support

Food Support Service (FSS)

The University Students’ Council (USC’s) FSS provides a free food service to support students who may be experiencing financial challenges. Students can request a food hamper online. Hampers are delivered to the student’s home or to the Student Health Services, then an email is sent to the student.

PSAC Local 610 Food Support

www.psc610.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” workshops in Fall and Winter terms as part of the “Canada, Eh? Transitioning to Canada Series.” At each session, participants learn about healthy foods and preparing recipes for healthy meals. For more information about the programs, visit www.iesc.uwo.ca.

Nutritional Information Services

www.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 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.
### 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**
- Babs’ Downtown Deli
  - 113 Dundas Street: 519-679-1970
- Broughdale Pub
  - 131 Richmond Street: 519-660-8778
- Crossing’s Hyde Park
  - 1269 Hyde Park Road: 519-472-3020
- Mccinnis Landing
  - 666 Wonderland Road: 519-472-8349
- The Morrissey House
  - 361 Dundas Street: 519-204-9220
- Prince Albert’s Diner
  - 565 Richmond Street: 519-432-2223
- Riche’s Family Restaurant
  - 1673 Richmond Street: 519-660-0650
- The Works – Gourmet Burger Bistro
  - 145 King Street: 519-601-5464

**Caribbean/West Indian**
- Irie Bites Café
  - 91 Wellington Street: 519-858-4743
- Island Style
  - 416 Hamilton Road: 519-432-4822
- On the Go Caribbean Cove
  - 205 Wellington Street: 519-601-2683
- Reggae’s Caribbean Restaurant
  - 1050 Kipps Lane: 226-927-3604
- TriniMan Kitchen
  - 700 Richmond Street: 519-601-2361

**Chinese**
- Jade Palace
  - 689 Oxford Street West: 519-472-3120
- 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: 519-672-2999

**European**
- A Taste of Britain
  - 2175 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
  - 155 Albert Street: 519-642-2300
- La Casa Ristorante
  - 117 King Street: 519-434-2272

**Japanese**
- 168 Sushi
  - 660 Oxford Street West: 519-657-0303
- Nov 8 Sushi Galore
  - 1422 Fanshawe Park Road West: 519-471-1108
- Sushi Bar
  - 735 Wonderland Road North: 519-473-8146

**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
- True Taco
  - 784 Dundas Street: 519-433-0909
- Under the Volcano
  - 30 Wharncliffe Road: 519-435-1197

**Middle Eastern**
- Batara Restaurant
  - 1149 Western Road: 519-850-8080
- Nate’s Shawarma
  - 2030 Dundas Street: 519-667-0041
- Paramount Fine Foods
  - 799 Southdale Road East: 519-668-18
- Tehran Karon
  - 500 Oxford Street West: 519-472-9292
- Shawarma Pita Palace
  - 104-1103 Adelaide Street North: 519-668-18

**Vietnamese**
- Ben Thanh
  - 659 Fanshawe Park Road West: 519-433-6346
- Guynh Nghi
  - 55 Wharncliffe Road North: 519-850-8878
- Vietnamese Restaurant
  - 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**
- 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

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**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 www.canada.gc.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
                      1225 Wonderland Road North
Fresh Co....................1080 Adelaide Street North
Metro..................1030 Adelaide Street North
                     301 Oxford Street West
Loblaws.................1740 Richmond Street North
No Frills...............599 Fanshawe Park Road West
Superstore.............825 Oxford Street East
                     1205 Oxford Street West
Sobeys.................1595 Adelaide Street North
                     661 Wonderland Road North
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........375 Wonderland Road North
A Taste of Britain........2115 Aldersbrook Road
Halal
Jazeera Store..........574 Adelaide Street North
Aladdin’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
130 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 Artisan’s Market
In the Masonville Place parkinglot - 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

Graduate Student Involvement

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 (IESC, International Learning, International Week, etc.)
- Volunteers In Progress - Student Development Centre
- 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
- Student Success Centre
- Pillar Nonprofit Network (off-campus)
- London’s Cross-Cultural Learner Centre (off-campus)

Student Success Centre (SSC)
Room 210, University Community Centre

The Student Success Centre offers leadership and a wide range of experiential and service learning opportunities. Programs include:

- Alternative Spring Break, LAMP 2.0, Orientation
- Community Engaged Learning and the Leadership Education Program. They also offer employment programs online through CareerCentral (www.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.
Once achieved, the Honor appears on the activities both curricular and extracurricular. The Western’s Global and Intercultural Engagement Honor will recognize and reward students’ experiences and engagement in international activities to your record is in April. To add activities to your record is in April.

**Global and Intercultural Engagement Honor**

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)**

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 www.westernmusc.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**

www.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.

**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)**

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. 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 19 or over 65 years old). Services not covered by the plan include: charges for dental care not approved by the plan, eyeglasses and prescription medication (for those over age 25). 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 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 $624 for full year undergraduate students and $208 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 $52 for students and $52 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**

[www.studentbenefits.ca](http://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 pre-existing dental, bi-annual eye exams, 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.psac610.ca](http://www.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, 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](mailto:housing.mediation.service@uwo.ca). 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 we make a decision on your application. But, you aren’t allowed to study until your status has been restored” [www.cic.gc.ca/en/study/study-extend.asp](http://www.cic.gc.ca/en/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. Failing to do so may lead to your removal from Canada.” [www.canada.ca/en/immigration-refugees-citizenship/services/application/application-forms-guides/guide-5552-applying-change-conditions-extend-your-stay-canada-student.html](http://www.canada.ca/en/immigration-refugees-citizenship/services/application/application-forms-guides/guide-5552-applying-change-conditions-extend-your-stay-canada-student.html)

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 www.international.uwo.ca for details.

DID YOU KNOW?
Global Reach: Western has more than 4,500 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 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.

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.

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

Indigenous Awareness Week
www.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
www.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).
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 www.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 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 establishments serving 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. At Western there are a limited number of on-campus designated smoking areas and by July 2019, the campus will be smoke-free.

LGBTQ2+ Services
LGBTQ2+ is a common term referring to individuals who identify as lesbian, gay, bisexual, transgender and questioning and/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.

Ally Western
www.westernmusc.ca/ally-western
Ally 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
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.

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
www.lsuc.on.ca / 1-800-268-8326
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.

LGBTITIQ2SA+ Support Program
4th floor, Western Student Services
Western provides counselling services to LGBTITIQ2SA+ (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 IECS 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.

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. www.iesc.uwo.ca/peer

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
www.immigration.london.ca
www.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 tobogganing at one of London’s many ice skating rinks (you can also hire some winter waves). You will need a sweater, light coat or lined jacket. A raincoat or rain boots and an umbrella are also good to have.

London Weather: Seasons

Fall/Autumn
Autumn is full of beauty as the leaves change color and fall off the trees. The season officially starts in September, but fall-like weather can happen earlier as cool air moves in and can also have some warm days. You will need a sweater, light coat or lined jacket. A raincoat or rain boots and an umbrella are also good to have.

Winter
The winter season officially begins in December but snow will start as early as October. November and last until April. January and February are the coldest months where the temperature can range between -20°C and -5°C with an average temperature of -6°C. Blowing winds can lower the temperatures considerably. This is called “windchill.”

Survival tips for winter:
• Wear a warm coat
• Layer your clothing
• Avoid tight clothing and boots
• Use the thickest gloves
• Stay hydrated (drink a lot of water)
• Moisturize your face, lips and hands
• Eating daily snacks can help you feel colder

Spring
Spring officially 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 or 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, skirts, 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 reliably to prevent sunburn.

Eating While in Canada, Get Connected:
Global Café is a weekly drop-in gathering that happens once per week for eight or nine weeks each term. Registration takes place in September, January and May.

Global Café is held weekly on Thursdays from 3:00 p.m. to 5:00 p.m. Coffee, tea and snacks are provided.

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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 wellness.uwo.ca and 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 www.iesc.uwo.ca/finaid for details.

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.

Sample Budget Worksheet

<table>
<thead>
<tr>
<th>Expenses</th>
<th>Estimated Cost</th>
<th>Actual Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuition and fees</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Textbooks, school supplies</td>
<td></td>
<td></td>
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<tr>
<td>Rent/residence fees</td>
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<td></td>
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<tr>
<td>Utilities (water, electricity, heating)</td>
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<tr>
<td>Telephone, internet, television</td>
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<td>Groceries/food</td>
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<td>Laundry</td>
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<tr>
<td>Toiletries, household supplies</td>
<td></td>
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<tr>
<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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<tr>
<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>Total</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 www.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.

Religious and Faith Support
Western Chaplains
www.uwo.ca/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.

Safe Campus
www.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.” 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 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: www.safecampus.uwo.ca/sexual_violence/docs.html

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.

www.uwo.ca/chaplains

www.safecampus.uwo.ca
Security

Alert WesternU
www.alert.westernu.ca

Alert WesternU is Western’s emergency mass notification system that will issue important safety messages in the event of a campus-wide emergency.

Campus Community Police Service
www.uwo.ca/police
Room 1257, Stevenson-Lawson Building
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 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
crime prevention

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.
• 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
• 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
• 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 (www.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 ransom/virtual kidnapping scams.

Student Emergency Response Team
Room 28, University Community Centre
SERT is a student-run, volunteer organization providing first-aid response to 9-11 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. www.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. www.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?
and personal issues. Information disclosed
work regulations, referrals to resources, etc.)
communications, career matters (Canadian
finances, cultural transitions, cross-cultural
culture in Canada, appeal procedures, etc.), for matters relating to academics (academic
information is available on an individual basis
International student advising, counselling and
www.iesc.uwo.ca/advising
Counselling
International Student Advising and
www.iesc.uwo.ca/advising

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 7.

International Student Advising and
Counselling
www.iesc.uwo.ca/advising

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
student’s academic records. For more on the
university’s privacy policy, visit: www.uwo.ca/
privacy

International Students and
Wellness Website
Visit www.iwellness.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
www.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
counselling services. Counsellors

for tips and
sets up

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: www.sexandu.ca
• London-Middlesex Health Unit:
www.healthunit.com/sexual-health
See below 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, including health and wellness concerns. Refreshments are provided.

Wellness Education Centre
Lower Level, University Community Centre
www.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" www.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 (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” www.safecampus.uwo.ca/sexual_violence
**Student 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 ONE Cards, 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. [https://wts.uwo.ca](https://wts.uwo.ca).

**Telephone, Internet and Television**
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.

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

**Sports and Recreation**
[www.uwo.ca/campusrec](http://www.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 to competitive levels.

**Mustang Athletics**
[www.westernmustangs.ca](http://www.westernmustangs.ca)
Western has 46 varsity and high-performance teams that compete against teams from other universities in sports including football, soccer, hockey, rugby, hockey, basketball, tennis, and the choice leading. Event tickets are available for purchase online.

**Recreation Sports & Sport Clubs**
Sport clubs are student-led and are eligible members to participate in and communicate about the sport of interest, and to be engaged in physically.

**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
- Uber: [install the Uber app](https://www.uber.com) for details

**Purple Bikes**
**Room 149, University Community Centre**
Purple Bikes is a non-profit cycling cooperative 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. After this time, an Ontario Driver’s Licence is required. Visit [www.drivetest.ca](http://www.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 [www.iesc.uwo.ca/visas](http://www.iesc.uwo.ca/visas).

**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. [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 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 [www.servicecanada.ca](http://www.servicecanada.ca).

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