



**Internationalization Office
Memorial University of Newfoundland**

Office Hours and Contact Information

Second Floor, Global Learning Centre
Burton's Pond, MUN Campus
St. John's, NL A1B 3S7
Canada

9 a.m. to 5 p.m., Mondays through Fridays
(Closed between 1 p.m. to 2 p.m.)
E-mail: international@mun.ca
Website: www.mun.ca/international
Telephone: + 1 (709) 864-8895

***The information provided in this handbook is accurate as of August 2022.
However, the content is subject to change.***

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Land Acknowledgement

A land acknowledgement is offered to recognise Indigenous peoples' enduring connection to their traditional territories; to recognise the history of the land that is currently shared by many peoples, and to recognise stewardship as a shared commitment of all those who reside therein. The practice of territorial acknowledgement is itself a replication of an Aboriginal practice, predating European contact.

We acknowledge that the lands on which Memorial University's campuses are situated are in the traditional territories of diverse Indigenous groups, and we acknowledge with respect the histories and cultures of the Beothuk, Mi'kmaq, Innu and Inuit of this province

About the Internationalization Office (IO)

Memorial University is committed to internationalization, international co-operation, student mobility and cultural sensitivity. We welcome international visitors and strive to collaborate with educational institutions, businesses, governments, foundations, benefactors and alumni around the world in order to enrich research and teaching, and to ensure we offer outstanding programmes for faculty and students.

For Memorial students looking to go on an exchange, look no further. You may choose semester-long exchanges, summer schools, or even field schools in more than 130 destinations throughout the globe. There are dozens of scholarship opportunities to assist students in making their international adventure a reality.

For international students, Memorial is an ideal exchange destination. As of 2022, there were over 3,600 international students at Memorial, comprising 19.4 percent of the student population. Memorial boasts an extremely high level of student satisfaction, and more than nine out of 10 students would recommend the University to a friend. We have hundreds of programmes to choose from, and our small classroom sizes provide students the opportunity to learn in an enriching and welcoming environment. Memorial also welcomes visiting scholars, researchers, and international delegations.

IO Programs:

The Internationalization Office provides a variety of programmes to support international students' transition to Memorial University and Newfoundland. These programmes are communicated to students via the international student listserv. If you are not receiving these e-mails, please e-mail international@mun.ca to request that your e-mail address be added.

Social Activities

We have a social room next to our office which is for both Canadian and international students' use. Relax with our staff at weekly **Coffee Club** (every Friday 3 - 5 p.m.; summer hours 3 - 4:30 p.m.) and **Discussion Group** (every Wednesday 4 - 5 p.m.; summer hours 3:30 - 4:30 p.m.). Come in and meet new people, play games or just hang out. On occasion, our office as well as other groups on campus organise off-campus excursions.

Family Program

If you are here with your family, you may participate in the Family Program, which includes social activities and support for spouses. We offer regular family programmes with our **English Café and Playgroup** and **After School Club**. Information about additional family events and services will be sent to you via the international student listserv. You can also visit [our website](#)

Arrivals Program

The Arrivals program is for new international students and provides you with information on preparing for your arrival - including an airport greeter programme. For information on this program, speak to the IO Arrivals Advisor (arrivals@mun.ca) or visit [our website](#).

MUN Mentors

The IO runs a peer mentorship program, which matches you with a student mentor to help you navigate your first semester at Memorial. Please note that there are application deadlines associated with this program.

WUSC Local Committee

With the support of the Internationalization Office, a group of talented and dedicated students at Memorial University have united to open a chapter of the World University Service of Canada (WUSC) at the St. John's campus. In partnership with WUSC headquarters in Ottawa, this local committee is dedicated to raising awareness about the global refugee crisis and fundraising to bring the student refugee programme at MUN. Please connect with us if you are interested in learning more about the WUSC-MUN chapter by emailing at aabu@mun.ca

IO Services: What We Offer

Immigration Advising

As an international student, there are a number of documents you need to study in Canada. You are responsible for maintaining your immigration status and complying with immigration regulations while you're here. There are number of ways we are able to assist you in navigating immigration.

1. [You may book an appointment with an immigration advisor for one-on-one conversation](#)
2. [You may attend an information session](#)
3. You may email us at immigrationadvising@mun.ca

Health Insurance Administration and Advising

The IO administers a foreign health insurance plan, which you are automatically enrolled in upon registration. The IO can help you apply for other forms of health insurance, such as the provincial Medical Care Plan (MCP), and help you understand the Canadian healthcare system.

Employment Advising

The Internationalization Office has an International Student Career Advisor, who can provide you with career advice as a student or a new graduate. The Career Advisor concentrates on external engagement, and coordinates professional development and career advising events to help connect international students to the labour market. The Career Advisor also offers one-on-one consultations to students (Resume and cover letter, interview skills, job searching, career exploration, LinkedIn profile, etc.). For information, visit [our website](#).

Tax Assistance

The IO has created a comprehensive [step by step guide](#) for filing taxes as a new or returning student. For more information about filing taxes, please email international@mun.ca

Academic, Personal or Financial Advising

If you are experiencing any academic, financial, or personal challenges, the IO Outreach Advisor can help. Drop by to see the advisor or e-mail jhennes@mun.ca to book an appointment.

Learning Abroad

The IO has staff members to assist you in searching for international exchange placements and learning abroad opportunities, offered through our more than 150 partner institutions around the globe. Book an appointment through the Navigate App with one of our two International Programs Coordinators, or E-mail international@mun.ca for more information and to learn about the possibilities to go abroad as part of your degree.

Sponsored Student Programs

The IO provides supports to sponsored students. Sponsored students are international students whose studies are funded either partially or fully by their home governments or national government agencies. They will complete the entirety of their studies at Memorial University. Support generally includes funding for tuition, fees, and living expenses.

The Sponsored Student Advisor provides one-to-one advising and supports students in meeting their requirements of sponsorship, and acts as a point of contact for both the students and the sponsoring agency. Further information may be found on [our website](#).

International and Exchange Students Advising Team

Juanita Hennessey (Outreach) Pronouns: she/her	(709) 864-6165	Global Learning Centre Global	jhennes@mun.ca
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		Learning Centre, room CA-2005	
Natasha Clark (Immigration, Health Insurance) Pronouns: she/her	(709) 864-7278	Global Learning Centre Global Learning Centre, room CA-2010	nclark@mun.ca
Arif Abu (Immigration and Special Projects) Pronouns: he/him/they/them	(709)-864-8013	Global Learning Centre Global Learning Centre, room CA-2011	aabu@mun.ca
Bahar Haghghat (Arrivals) Pronouns: she/her	(709)- 864-4484	Global Learning Centre Global Learning Centre, room CA-2012	Bh5232@mun.ca
Suhail Hassan (Career)	(709)-864-2152	UC 4 th Floor	shassan@mun.ca
Danai Belanger (Immigration) Pronouns: she/her		Off-campus	Danai.belanger@mun.ca
Kathryn Lear (Exchange Coordinator) Pronouns: she/her/hers	(709)-864-2170	Global Learning Centre Global Learning Centre, room CA-2008	kathryn.lear@mun.ca
Georginne Worley (Family and Sponsored Students) Pronouns: she/her	(709) 864-3234	Global Learning Centre Global Learning Centre, room CA-2007	t73gaw@mun.ca
Susan Carrigan-Ralph (Secretary) Pronouns: she/her	(709)-864-8895	Global Learning Centre, Front Desk	scralph@mun.ca
Chris Hibbs (Manager, International Partnerships) Pronouns: he/him	(709) 864-8671	Global Learning Centre Global Learning Centre, room CA-2006	chibbs@mun.ca
Lynn Walsh (Manager) Pronouns: she/her	(709) 864-4473	Global Learning Centre, room CA-2013	lwalsh@mun.ca
Sonja Knutson (Director) Pronouns: she/her	(709) 864-2330	Global Learning Centre, room CA-2001A	sknutson@mun.ca

For the full list, please visit our [website](#).

About Your First Month

Information Sessions

All new international students are required to attend an IO Information Session which usually takes place within the first 2 weeks of the semester.

Information Sessions are held during Orientation. If you arrive early or arrive late, you may attend an alternate session. For a complete schedule, visit [our website](#). If you are a sponsored student in addition to the above check in you must e-mail international@mun.ca stating that you are sponsored and provide your name, student number, programme of study and sponsoring agency. A definition of a sponsored student may be found [here](#).

Register for your courses

You may register for your courses and manage your student account using the Memorial Self-Service, which you may access from www.mun.ca. If you are having difficulty registering, you may visit the following offices:

- **Undergraduate student:** The Academic Advising Office can provide you with advice on which courses to take to meet your degree requirements. You can contact them by booking an appointment using navigate or emailing advice@mun.ca
- **Graduate student:** make sure you follow the steps outlined [here](#). If you have any questions, contact the School of Graduate Studies at sgs@mun.ca

If you are an exchange student, please contact your mobility coordinator - they will assist you with course registrations for your relevant semester.

Register for MCP (if inside Canada) and/or Opt-out from the foreign health insurance

MCP, or the Medical Care Plan, is free medical care insurance provided by the Government of Newfoundland and Labrador. Not all international students will be eligible for this medical care coverage. If you are eligible, you should apply after you arrive. Please find the details in the link [here](#).

You can find the details about the opt-out process in the link [here](#).

Paying your fees

Your fees are generally due at the beginning of each semester. You may pay your fees through online banking if you add Memorial University as a payee and use your student number as your account number. Methods of payment are outlined [here](#)

If you are a graduate student and you are receiving funding, you may arrange for payroll deduction with the School of Graduate Studies. Please contact sgs@mun.ca for the details

Obtain a provincial identity card or driver's licence (optional)

If you choose to drive as a mode of transportation, you will require a driver's licence from the Province of Newfoundland and Labrador. You may also wish to obtain a non-driver's identity card as an alternative to carrying your passport around.

Please approach the Motor Registration Division for more information on these forms of identification.

Obtain a Social Insurance Number (if applicable)

A SIN is issued by the Government of Canada and is used to track and receive income. Many international students are eligible to a SIN. To apply for a SIN, you can apply online [here](#). Details about how to apply for SIN can be found in the Immigration and Health Insurance section of this guide.

Learn about important semester and holiday dates

For information about deadlines to pay fees, midterm breaks and other important semester dates, visit the Registrar's Office [website](#).

About Memorial University

As Newfoundland and Labrador's only university, Memorial has a special obligation to the people of this Province. Established as a living memorial to the Newfoundlanders who lost their lives on active service during the First World War and subsequent conflicts, Memorial University draws inspiration from these sacrifices of the past as we help to build a better future for our Province, our country and our world.

At Memorial University more than 19,000 students from over 115 countries come together to discover. From the classics to advanced technology, Memorial offers certificate, diploma, undergraduate, graduate and postgraduate programs across six-campus and online. A global network of more than 100,000 accomplished alumni throughout the world strengthens Memorial University's capacity and reputation for leadership in research, teaching and public engagement.

Important University Policies

All registered students at Memorial University must abide by the university regulations as outlined in the University Calendar, www.mun.ca/regoff/calendar. The University Calendar covers both academic and non-academic regulations. The details of these regulations are too elaborate to include here; however, as a new student, it is important to be aware of the university's policy on plagiarism.

Plagiarism means presenting another person's work as your own and is considered an academic offence at Memorial. Information on plagiarism may be found on the Writing Centre's website, www.mun.ca/writingcentre, and is often addressed in course syllabi handed out at the start of the semester.

In addition to plagiarism, the Student Code of Conduct is also of note. The details of this policy may be found [here](#). Outside of these regulations and codes, Memorial has established policies and procedures that govern a multitude of disciplines and practices. For information about university policies, visit www.mun.ca/policy.

Useful Abbreviations on Campus

- **CEP:** Campus Enforcement and Patrol
- **CITL:** Centre for Innovation in Teaching and Learning
- **GSU:** Graduate Student Union (graduate students)
- **IIC:** Bruneau Centre for Innovation and Research
- **IO:** Internationalization Office
- **ISC:** International Student Resource Centre (a student-run group/resource on campus)
- **MUNSU:** Memorial University of Newfoundland Students' Union (undergraduate)
- **QEII:** Queen Elizabeth II Library
- **SGS:** School of Graduate Studies
- **TAUMUN:** Teaching Assistant's Union of Memorial University of Newfoundland
- **UC:** University Centre
- **ITS:** Information Technology Services

Important Academic and Semester Dates

It is important to familiarise yourself with the university diary. The university diary provides you the information about various important dates, including the last day to add and/or drop a course in a semester. If you have questions about your scheduled break and/or procedure for taking a leave of absence, please contact the Internationalization Office for clarification.

The university diary may be found [here](#).

University Directory

The online university directory will help you find the contact information of MUN employees and all university departments. The link may be found [here](#). Familiarise yourself with the below A-Z listing of university services by taking a campus tour.

Tours will be organised during orientation, but we encourage you to visit each of the offices listed below by organizing your own walking tour. If the weather proves inclement, you may still access many of these buildings through the MUNnel system.

About Living in St. John's

Housing: On and Off Campus Living

In this section you will read about your housing options: Self-Isolation Housing, living on-campus, living off-campus and temporary accommodations.

Living on-campus

On-campus housing is the responsibility of Student Residences. You may visit their office (Room 313, Hatcher House), ring them on 864-7590 or e-mail them at housing@mun.ca, or visit their website at www.mun.ca/residences.

Living off-campus

If you wish to live off campus, it is your responsibility to contact rental properties and make the necessary arrangements. The IO can assist you in this regard.

The IO can direct you to websites where you may look for housing, answer questions related to your search, as well as answer questions related to living off-campus, living with roommates and issues with landlords. We suggest scheduling an appointment with an off-campus housing advisor (arrivals@mun.ca), who is a graduate student who works closely with the arrivals advisor.

Tips on searching for Off-Campus Housing

1. Where to look?

You may peruse the following websites to search for an accommodation:

- [Kijiji](#)
 - Category "Real Estate," subsection "Rentals"
- [NL Classifieds](#)
 - Category "Real Estate," subsection "Rentals"
- [Facebook Marketplace](#)
 - Category "Property Rentals"
 - Look for active groups (lots of members, lots of post activity). For example:
 - [MUN Off-Campus Housing Sale](#)
 - [Affordable Pet Friendly Rentals in St. John's and Surrounding areas](#)
 - [Apartments and Houses for Rent in St. John's and Surrounding Area](#)
 - [St. John's buy & Sell](#)
 - [Homes for Queers Newfoundland](#)
 - [Newfoundland Rentals](#)

- Internationalization Office Internal Listings (Community Submissions)
<https://www.mun.ca/international/students/housing/options/>
2. Decide what accommodation suits you best
 - If you are looking for a place to rent, make sure to [educate yourself about becoming a renter](#). On this page, you will find information, tips, suggestions and resources to help perspective tenants in their search for an off-campus space.
 - Consider whether heat, light, cable, telephone, internet access and furniture are included in your rent, or if you must pay additional costs for utilities (refrigerator and stove are usually included).
 - P.O.U. means pay own utilities.
 3. Ring/call landlords to request a viewing
 - View at least three places so you may compare.
 4. Make an agreement
 - A lease or fixed-term agreement covers a fixed amount of time – 6, 8, or 12 months. You are responsible for payment for the entire term of the lease. You may [sublet](#) the room to someone else with the landlord's permission.
 - A [rental agreement](#) is sometimes a month-to-month agreement, so if you want to leave you should give a notice of one full rental period.
 - However, the landlord must give you three months' notice to terminate the agreement.
 - If you share a kitchen and bathroom with the homeowner, it is a boarding arrangement and not a standard rental agreement. Disputes will be handled through Small Claims Court.
 - Put all agreements in writing. Learn more about Renting in [renting 101](#).
 - Ask your landlord for their telephone number and full mailing address including the postal code. Keep in mind that the landlord is required to give you this information.
 - [When paying your landlord](#), always request a receipt. Retain these receipts as for your personal records.
 - You are expected to pay the first month rent and a [security deposit](#), which is equal to or less than three-quarters of your first month's rent.
 - Security deposit is **your** money that the landlord will keep until you move out. This is to cover the cost of any damages you or your guest(s) might inflict on the property. When you move out, you and your landlord will decide together how the deposit will be disbursed.
 - Move in
 - Take pictures or a video to keep a record of the accommodation's condition
 - Take care of your place.
 - You are responsible to clean up regularly.

- Garbage is collected once per week. Thus, you need to store garbage inside or outside in sealed garbage can(s). You should bring out the garbage only on the morning of collection day and place it near the sidewalk. To find out when the garbage collection day is in your area, check the following [website](#) or ask your landlord.
- Recycling is picked up once every two weeks. Garbage and recyclable materials must be kept separate. For information on the [St. John's recycling programme](#).
- Seriously consider getting **Tenant Insurance**. Tenant insurance can protect your personal property in the case of theft, fire and other such losses. Memorial University Alumni receive exclusive rates from [Johnson Insurance](#).
- You are responsible for damages caused by you or your guest(s).
 - Report repairs to your landlord. If repairs are not completed in a reasonable time, you may make a formal request for repairs by contacting the Residential Tenancies Division.
 - Here is a list of useful links for tenants – From useful roommates tips to rental practices across Canada to information about utilities and services: <https://www.mun.ca/international/students/housing/checklist/additional-resources/>
- Below is a simple list of emergency numbers:
 - Emergency: 911
 - Campus Enforcement and Patrol (on-campus): 864-4100 (emergency); 864-8561 (non-emergency)
 - Police (non-emergency): 729-0950
 - Fire Department: 722-1234
- Need assistance with your housing issues? Contact Public Legal Information Association of NL Email: info@publiclegalinfo.com
- If you have a question about the formal terms of your agreement, or if you do not understand part of your contract, you may ring the Residential Tenancies Division on 729-2610. You may find a copy of [the Residential Tenancy Act here](#). The link for tenancy resources can be found here: <https://www.mun.ca/international/students/housing/checklist/resources/>

Virtual Viewings

There are 2 types of virtual tours: Prerecorded tours and live tours.

Prerecorded tours are tours that are previously recorded by the Landlord. They are not interactive. You watch the tour, then send the Landlord your questions about the property.

Live tours are tours that happen in real time. You can interact with the Landlord as they show you around the property. For instance, you can ask them to show you a certain area that was missed or you can ask them to turn on the faucet so you can observe the water pressure. These tours are more thorough and allow you to ask as many questions as possible.

Make sure you ask lots of questions! There are no stupid questions. This may be your potential new apartment, so you want to make sure that all of your questions are answered to your satisfaction.

Some [questions you can ask](#) during or after a virtual tour:

- When was the kitchen and bathroom last renovated?
- How often are the carpets cleaned? (When were they last cleaned?)
- Have you had any pest problems?
- How old is the boiler and when was it last serviced?
- How often is garbage disposed? When is recycling collected in this neighborhood?
- When did the property last have a professional deep clean?
- How old is the furniture? When were they last cleaned?
- How willing are you to replace faulty appliances and furnishings/
- Is this a quiet neighborhood?
- How many people currently live in the property?
- Is smoking allowed on the property?

If you are not satisfied with the tour and the answers provided to you by the Landlord, you have every right to express that you are not interested. Do not feel pressure to say yes, if you have any reservations.

If you feel comfortable making a deposit before seeing the apartment, then you can go ahead and do so (Only if you feel comfortable). If you do not feel comfortable making a deposit before seeing the property in person, ask the Landlord, if you can meet in person (after self-isolation) to view the property. In the meantime, you can stay in a hotel or Air BnB.

Moving Out

- Clean up your place before you move out (this includes the refrigerator, stove, carpets, etc.). The apartment should be as clean as it was when you moved in.
- Take pictures or a video of your place before returning the keys to your landlord.

Temporary Housing

International students who have not yet arranged permanent housing in St. John's must book temporary housing. This includes students whose applications for on-campus housing have been waitlisted. It is your responsibility to book. If you are looking for temporary accommodation, [AirBnB](#) is probably your most suitable option. In addition, there are several hotels located throughout the city that can accommodate you. The following list of accommodations can be found around the St. John's area: <https://www.newfoundlandlabrador.com/plan-and-book/accommodations?PlaceID=G14194118>.

Banking

There are five major banks in Canada. Most of these banks have branches near campus. Please refer to the following table and map for location and contact details.

Bank name	Telephone	Website	Locations
Scotiabank	576-1199	www.scotiabank.com	Churchill Square
Royal Bank of Canada	576-4545	www.rbcroyalbank.com	65 Elizabeth Avenue
CIBC	576-8777	www.cibc.com	Churchill Square
TD Canada Trust	758-1850	www.tdcanadatrust.com	80 Elizabeth Avenue
Bank of Montreal	758-2110	www.bmo.com	384 Elizabeth Avenue
HSBC Canada	737-0007	www.hsbc.ca/student	205 Water Street

To open a bank account after you arrive, you will need:

- your passport
- your student ID card

You might need to make an appointment to open a bank account, so ring before you go.

The bank will give you an Interac-enabled ABM (automated banking machine) card, which you may use with bank machines and stores (to pay for purchases). Machines usually have English and French, with some also having support for Mandarin Chinese.

Shopping

There are several shopping areas in St. John's.

1. **Avalon Mall:** an indoor shopping mall. Includes Homesense, a dollar store and many other stores. Google postcode A1B 3P8.
2. **Kelsey Drive:** large box stores located off Kenmount Road. Includes a Wal-Mart, Canadian Tire and Sobeys (grocery store). Google postcode A1A 0C7.
3. **Churchill Square:** very close to campus. Has a drug store with an integrated post office and a few clothing stores. Google postcode A1C 5J2.
4. **Stavanger Drive:** large box stores. Has a Wal-Mart, Best Buy, and Dominion (grocery store). Google postcode A1A 5N6.
5. **Village Mall Shopping Centre:** an indoor shopping mall. Has a Bed, Bath and Beyond, discount department store Rossy, and a dollar store. Google postcode A1E 2C2.

6. **Shoppes at Galway:** large box stores located near Mount Pearl, in the far west end of St. John's. Includes Costco. Google postcode A1H 0N4.

All of these areas (with the exception of the Shoppes at Galway) are accessible by bus. Visit metrobus.com or ring 722-9400 to find out which bus to take. If you wish to take a taxicab, you may ring a taxicab company and enquire as to an approximate fare.

Here are some tips on shopping in Canada:

Returning items

- Some stores will allow you to return items while others will not.
- Make sure you ask before you buy and when you make a return, bring the original receipt with you.

Sales Tax

- Everywhere you go, you will have to pay sales tax on what you purchase.
- The provincial sales tax is 15 percent, which means that you must pay that percentage of the purchase price on the item you are buying. There are some exceptions.

Store Hours

- Most businesses are open from 10 a.m. - 5 p.m., but hours can vary. Most grocery stores, shopping malls and clothing stores are open until 9 or 9:30 p.m. Most stores will close on statutory holidays, such as: New Year's Day, Canada Day, Labour Day, and Christmas Day.

Food and Groceries

Food commonly found in grocery stores in Canada may differ from the types of food you are used to. You may bring items with you from home, and there are some specialty food stores where you will be able to find ethnic foods.

- ✓ Oriental Snow Market (3rd floor, University Centre), 709-753-7222
- ✓ Magic Wok Chinese Grocery (238 Duckworth St), 709-739-1716
- ✓ Taste East, (62A Allandale Road), 709- 579-7366
- ✓ Andaluzia Market, (31 Peet St Suite 104), 709-221-2223
- ✓ Sedrafood Market, (2 Lemarchant Rd.), 709-763-5700
- ✓ Toya International Market (107 Longs Hill), 709-579-0999
- ✓ Afro Kitchen NL (245 Freshwater Rd), 709-631-0747
- ✓ Food for Thought, Downtown (84 Gower Street), 709-738-3801
- ✓ [Farmers Market](#) (245 Freshwater Road), Saturdays 9am-4pm

In addition to these stores, large supermarkets such as Dominion and Sobeys (especially Dominion) will have health food or specialty food sections. Here is a list of Sobeys and Dominion locations:

Sobeys:

- 8 Merrymeeting Rd, 726-2242 (nearest to campus)
- 45 Kelsey Drive, 576-0420
- 45 Ropewalk Lane, 739-8663 (open 24 hours)
- 10 Elizabeth Ave, 753-3402

Dominion:

- 260 Blackmarsh Rd, 579-0133
- 20 Lake Avenue, 576-1160
- 55 Stavanger Drive, 576-3576

MUNSU (the undergraduate student union) offers a FREE shuttle service to and from the Kelsey Drive Sobeys every Tuesday evening. The shuttle leaves from and returns to the Global Learning Centre every 30 minutes. For more information about this service please [visit their website](#).

Telephone/Mobile Telephone/Internet Service

Services such as landline telephone, cable, internet and mobile telephones are sometimes bundled, which means that by combining these services through one provider, you may pay less money.

Landline telephone/Internet service

There are two providers of landline telephone service and internet: Bell Aliant and Rogers. You may purchase these services either by visiting their website, ringing them or visiting a store location.

Provider	Telephone	Website	Store Locations
Bell Aliant	1-800-563-8700	https://aliant.bell.ca/	Avalon Mall, Village Shopping Centre
Rogers	1-888-764-3771	www.rogers.com	Avalon Mall, Topsail Road (near the Village Shopping Centre)

Internet on Campus

Memorial has free wireless internet for faculty, students and staff. To use this service, you need to get set up. There are two locations where you may set up wireless access on campus:

1. If you live on campus, visit Room 313, Hatcher House.
2. If you live off campus, visit the Commons, Queen Elizabeth II Library.

To access the internet from any computer on campus, you will need a computer account, which you may obtain from the Commons, Queen Elizabeth II Library. The Commons also houses many computers available for student use.

Mobile Telephone

There are several mobile telephone providers in Canada; you should compare their plans to find out which one is best for you. Here are a few providers' information:

Rogers	Lucky	Koodo	Bell
Virgin Mobile	Fido	Telus	Eastlink

Transportation in St. John's

Metrobus

The city transportation system is called the Metrobus. It costs \$2.50 per ride, but you may purchase a monthly or semester pass. You may pay exact cash fare (change cannot be given) or use a bus pass, called an m-card.

M-cards may be purchased for a \$5 fee at:

- Copy Centre, 3rd floor University Centre
- Customer Service, Avalon Mall
- Marine Institute, Cashier's Office
- College of the North Atlantic, Cashier's Office
- St. John's City Hall, Cashier's Office, 10 New Gower Street
- Metrobus Transit Centre, 25 Messenger Drive
- Shoppers Drug Mart (Topsail Road and Torbay Road locations only)

For an adult fare, the costs are:

\$2.50 per ride
\$22.50 for a 10-ride pass
\$78 for a monthly or 30-day pass
\$275 for a semester pass

The main bus stop on campus is located at the University Centre (Routes, 1, 10, 13, 14, 15, 16, 17, 23, 5). The other bus stop is on Elizabeth Ave (Routes 2, 5). You may view the schedules at the bus stops, online, or pick up a copy at the Queen Elizabeth II Library or the Attic (Room 3008, University Centre).

From University Centre to Avalon Mall
Routes: 5, 10, 15, 16, and 23

From University Centre to Village Shopping Centre
Routes: 1 and 13

From University Centre to Downtown

From Elizabeth Ave. to Avalon Mall

Routes: 10 and 15

Route: 2

For information on bus routes and schedules, ring 722-9400 or visit www.metrobus.com.

Taxicabs

Taking a taxicab is an easy way to get around the city. The initial rate is \$3.75 and goes up as you travel. You will need to ring and inform them of your location for them to come and pick you up. It is not usual to be able to go out on the street and wave one down, although this can sometimes be done in the downtown area.

For a list of companies and telephone numbers, look in the Yellow Pages Directory under "Taxis". We have listed a few here for your convenience:

City Wide Taxi	722-7777
Jiffy	722-2222
Bugden's	722-4400
Newfound Cabs	744-4444
Red Yellow Cabs	726-6666

Cars

If you have a car or would like to acquire one, you are required to hold a valid driver's licence. The Motor Registration Division is responsible for issuing licences and registering vehicles. For more information on licensing and registration, ring them on 729-6955, visit [their website](#) or their office at 149 Smallwood Drive, Mount Pearl.

To get there:

- Take a taxicab (fare is about \$35 from campus)
- Take the Metrobus: Take Route 1 from University Centre to the Village Shopping Centre. Ask the driver for a transfer. From the Village Shopping Centre you should take route 21 or 22. Ask the bus driver to let you know when you reach Motor Registration.

If you own a car, you are required to register it with the Motor Registration Division. You must also purchase auto insurance. You may do this by contacting an insurance company of your choice. It is advisable to contact a few companies to inquire about rates and service to help you in deciding which plan works for you.

To locate an insurance company, look up Insurance in the Yellow Pages of the telephone directory, or search the [Yellow Pages online](#).

Provincial identity card

A provincial identity card is not mandatory, but is useful when you are asked to show government-issued photo ID. Your passport would also satisfy this requirement, but you may not wish to carry it everywhere you go.

To obtain a provincial identity card, you must visit the Motor Registration Division, and bring the following with you:

- Your passport and Study Permit
- Your Campus Card and/or MCP card and/or SIN card

The Motor Registration Division is located at 149 Smallwood Drive, Mount Pearl. To get there:

- Take a taxi (fare is about \$35 from campus)
- Take the bus: Take Route 1 from University Centre to the Village Shopping Centre. Ask the driver for a transfer. From the Village Shopping Centre you should take route 21 or 22. Ask the bus driver to let you know when you reach Motor Registration.

If you have any questions on how to obtain a Newfoundland and Labrador identity card, you may ring 729-6955 or visit [the Motor Registration Division website](#).

Visiting a Doctor - Where to Go

- The Student Wellness and Counselling Center (SWCC) is in the University Centre. It is recommended that you ring in advance to book an appointment. The telephone number is 864-8500. Walk-ins are accepted Monday, Wednesday and Friday beginning at 1 p.m. Visit their website for most up to date information: www.mun.ca/health/
- Open public clinic - search for "Clinic" in Yellow Pages of phonebook, or online, www.yellowpages.ca
- In case of emergency - for example, a serious injury or severe illness - you may go to the emergency room in the Health Sciences Centre. <https://www.easternhealth.ca/facilities/health-sciences-centre/>
- For a list of doctors accepting new patients, ring the Department of Health and Community Services at 729-4984.

Immigration and Health Insurance

As an international student, you are likely in possession of a Study Permit. Some international students will not have a Study Permit if they are only coming to study in a programme that is less than six months. Other students may be coming to do a research placement and hold a Work Permit.

Regardless of the document you hold, it is important that you keep your documents up to date and understand the conditions of your stay. For example, did you know that:

- Study Permit holders must maintain their enrolment and actively pursue their studies.
- To be able to work using a Study Permit, you must be a full-time student.
- There are differences between on and off campus work, including the number of hours you may work.
- Your Study Permit will expire either on date printed on the document or 90 days from when you complete your studies.
- Not being continuously full-time may impact your eligibility for a Post-Graduation Work Permit.

The Internationalization Office can help answer any questions you have about your immigration status as an international student; that is to say, Temporary Residence. We cannot advise on Permanent Residence applications, refugee applications, citizenship issues, passport applications, or applications for non-Canadian visas.

If you have any questions about your temporary resident status in Canada, you may ask a Regulated International Student Immigration Advisor (RISIA) or Regulated Canadian Immigration Consultant (RCIC) with the Internationalization Office. You may connect with an advisor by e-mail. During regular academic semesters, immigration workshops are held, and one-on-one appointments are available. For contact information, workshop schedule, and information on how to book an appointment, see www.mun.ca/international/programming/immigrationadvising/.

Only a lawyer, RISIA or RCIC can give Canadian immigration advice.

Below are some important links to information about renewing your Study Permit, applying for an entry visa (TRV), an Electronic Travel Authorization (eTA), and applying for a Work Permit.

Extend your Study Permit

www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/extend-study-permit.html

Work while and after you study

www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/work.html

Work as a co-op student

www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/work/intern.html

Post-Graduation Work Permit

www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/work/after-graduation.html

Spousal/Common Law Partner Work Permit

www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/work/help-your-spouse-common-law-partner-work-canada.html

Applying for Entry Visa (TRV) from within Canada

www.canada.ca/en/immigration-refugees-citizenship/services/visit-canada/apply-new-temporary-resident-visa-within-canada.html

Applying for an Electronic Travel Authorization (eTA)

www.canada.ca/en/immigration-refugees-citizenship/services/visit-canada/eta/apply.html

Social Insurance Number:

A Social Insurance Number, or SIN for short, is a nine-digit number that you need to work in Canada. You must have valid immigration status in Canada to apply for a SIN. There is no fee to apply for a SIN.

Service Canada requires individuals to apply in person. However, during the office closure as a result of the pandemic, you can apply for your SIN online.

For application instructions and required documentation visit the [Service Canada website](#).

St. John's Service Canada Centre

100 Hebron Way

Mondays-Fridays, 8:30 am to 4:00 pm

If your documentation is complete, you'll be given a Social Insurance Number at the time of application and will be provided with a Confirmation of SIN letter to provide to your hiring department for payroll purposes.

All international students will have a SIN beginning with a "9". These have an expiry date attached. Normally, this date corresponds to your documentation from Immigration, Refugees and Citizenship Canada (IRCC) authorizing you to work in Canada.

You will need to update your SIN record if you receive new employment authorisation documents from IRCC, to ensure that the expiry date on your SIN always corresponds with the expiry date on your document from IRCC. For information on updating your SIN visit [here](#).

Health Insurance

As a registered international student, you are automatically enrolled in the university's Foreign Health Insurance Plan. The fee for Foreign Health Insurance is included in your student account along with your tuition and other university fees. The current cost of the Foreign Health Insurance is \$261.59 per person per semester. Post-docs, visiting scholars, dependents, and non-registered students (for example, on a scheduled break) are not automatically covered under Foreign Health Insurance.

If you are a visiting scholar, post-doc, have a spouse or children accompanying you in Canada, or are not registered but need the insurance, you may opt yourself and/or your dependents into the Foreign Health Insurance Plan by visiting www.guard.me/mun.

You are eligible to cancel your Foreign Health Insurance if:

- You are sponsored by an approved group which provides insurance, such as WUSC, CIDA, CBIE
- You are a refugee claimant and covered under the federal government
- You are studying by distance education outside of Canada
- You are here for a short period of time and have proof of coverage from Guard.me.

To cancel, you must complete an Opt-Out form and show proof of alternative coverage before the deadline (usually the end of the first two weeks of classes). To opt out, go to www.guard.me/mun.

You are eligible to cancel your foreign health insurance and transfer your insurance to a student union plan if one of these statements applies to you:

- I am a full-time graduate student with MCP valid for a minimum of 6 months from the date of issue*
- I am a full-time ESL or undergraduate student with MCP valid for a minimum of 6 months from the date of issue*

Student union health insurance plans have different coverage than the foreign health plan and are usually less expensive. For information about student health insurance plans, [visit our website](#), or speak to IO staff. Things to consider when deciding whether or not to transfer insurance plans include: what benefits are gained and lost from transferring, if you will spend time outside of the Province, and if you have family joining you later.

To transfer your insurance, you must complete an Opt-Out form and present your MCP card before the deadline (the end of the first two weeks of classes). Graduate students are only eligible to transfer their insurance in their first semester of study or in the Fall, medical students are only eligible to transfer their insurance in the Fall semester, and MI students are not eligible to do this in the Spring. To opt out, visit www.guard.me/mun.

Foreign Health Insurance Coverage Period

The coverage begins the first day of the first month of the semester and ends the last day of the last month of a semester. If you are continuously registered or opt in, there is no gap in your coverage, but a new policy ID is issued to you every semester.

If it is your first semester of study and you arrive earlier than the coverage start date, it is advised that you travel with your own insurance coverage. It is very important that you have insurance in case of emergency, or you get sick, or else you will have to pay expensive medical bills. NOTE: as part of the arrivals process for students during the pandemic, new international students who arrive early to NL will be set up automatically on early arrival insurance.

Your Foreign Health Insurance Policy

It is very important that you read and understand your health insurance policy, know where to see a doctor and how to claim money back from the insurance company. The complete policy is available online at www.guard.me by logging in using your policy number. Your policy number, details of the policy, and information on how to submit a claim, is e-mailed to your @mun.ca e-mail account by Guard Me at the end of the first month of every semester you are enrolled in the coverage.

Below is a quick reference guide to your policy

What's covered?

- One optional complete physical exam per year.
- One eye exam per every two years.
- Emergency medical treatment: seeing the doctor when you are sick, essential tests and operations (when recommended by a doctor).
- Emergency dental treatment: seeing the dentist when you are suffering from pain (certain restrictions apply).
- Travelling on vacation; if you have been in Canada for more than one-half of the length of time of your insurance coverage in a year, then you are fully covered when on vacation anywhere in the world (except if you return home or travel to the United States – stateside coverage is limited to 30 days).
- Prescribed medications: you will receive 100 percent of your money back when you buy prescribed medicine covered under the insurance plan (limited to a 30-day supply).

Some common items NOT covered:

- Medicines and prolonged care for chronic conditions (that is, an illness or condition you had prior to coming to Memorial or one that developed while studying here). *
- Pregnancy, delivery and pre-natal care, where conception occurred more than 30 days prior to coverage start date.
- Over-the-counter medication (those that you may purchase without a prescription) – e.g. headache medicine, cough syrup, etc.
- Glasses or contact lenses.
- Routine care for your teeth. For example, cleaning and check-ups.
- Tests and surgeries that are not essential or not recommended by a doctor.
- Any elective procedure.

**if the service you receive is medically necessary, you may be eligible to submit a claim for these services under the non-emergent rider.*

Claiming Prescriptions

After you have paid for your medicine or for your visit to the doctor, you may need to complete a claim form to be reimbursed, if the provider did not bill Guard Me directly. A claim may be made online at www.guard.me.

MCP (Medical Care Plan)

MCP is a medical care plan provided by the Government of Newfoundland and Labrador. It covers the costs of visiting a doctor or hospital. As an international student studying in Newfoundland and Labrador, you may be eligible for this coverage. If you are eligible for this coverage, you must apply for it.

To be eligible:

- You must have a valid Study Permit for 12 months or longer
- Be enrolled full-time in a programme of study at a post-secondary institution in Newfoundland and Labrador

To apply:

- Complete an application form and provide a copy of your Study Permit and an updated letter of enrolment to the MCP office. For an application form, see page 31.
- An updated letter of enrolment may be obtained from
 - Memorial Self-Service for undergraduate and graduate students.
 - Visiting the English as a Second Language Office (Room 3015, Spencer Hall), for ESL students
- You may apply in person by visiting the MCP at 45 Major's Path in St. John's (during office closure use the drop slot), or by mailing or faxing your application. For a map to the MCP office, see page 32.
- Application forms are also available [online](#)

What MCP Covers:

- Visits to a physician's office, hospital or beneficiary's residence (whether the problem is related to a chronic or emergency condition)
- Surgical, diagnostic and therapeutic procedures, including anesthesia and pre- and post-operative care
- Complete maternity care
- Radiology interpretive services
- Certain surgical/dental procedures which are medically necessary to be performed in hospital by a dentist or oral surgeon.

About Canada

Canada and her people

Immigration has been a key part in Canadian society's growth throughout our nation's history. Canada's population of around 31 million people reflects a cultural, ethnic and linguistic mix that is unique in the world. Canadian multiculturalism is based on the belief that all citizens are equal, and that diversity makes us stronger as a country.

Founding peoples

The founding peoples of Canada include:

- Indigenous peoples
- Franco-Canadians
- Anglo-Canadians

Indigenous peoples

Indigenous peoples have lived here before any European explorer, pioneer or settler arrived. There are three different groups of Indigenous peoples: First Nations, Inuit and Metis.

Franco-Canadians

Descendants of French settlers, this term includes Acadians, Quebecers, people in smaller French-speaking communities across Canada.

Anglo-Canadians

Most Anglo-Canadians are descendants of the English, Welsh, Scottish and Irish. This includes settlers, soldiers and migrants who came to Canada from the 17th to the 20th century. Generations of these pioneers brought British political customs and traditions to Canada.

Newcomers

Most Canadians were born in Canada and are descended from the original founding peoples. But over the past 200 years, many newcomers have helped to build and defend this country's way of life. Today, many ethnic and religious groups live and work in peace as proud Canadians.

Until the 1970s, most immigrants came from European countries. Since then, the majority have come from Asian countries. About 20 percent of Canadians today were born outside Canada.

The Indigenous Peoples of Canada

Also known as the Aboriginal Peoples or First Peoples of Canada, the Canadian Constitution recognises three groups of Indigenous Peoples: First Nations, Inuit and Métis. Each group is distinct from each other, with exceptional histories, languages, cultural practices, oral traditions and spiritual beliefs. According to the 2016 Canadian Census, there are more than 1.6 million people in Canada who identify as Indigenous.

Many history classes teach the settler-colonial perspective that Canada was 'discovered' by Europeans approximately 500 years ago. This disregards the fact that Indigenous Peoples have existed and thrived long before John Cabot sighted the coast of North America in 1497.

The First Peoples in Canada have contributed to Canadian society in many ways, yet they have faced a number of struggles imposed upon them by over 500 years of European colonisation and government policies. For more information on Indigenous history and conversations, students may refer to the Indigenous and Northern Affairs Canada [website](#).

Indigenous Peoples in Canada and all Canadians are now at a crossroads in history. Current times require educating the public and understanding the history and oral histories of Indigenous Peoples in Canada. As Canadians, we are also on a path to building healthy relationships with Indigenous peoples and communities, and we encourage newcomers to learn about the resilience, cultures and traditions of Canada's diverse Indigenous Peoples. One way to do this is to refer to the Truth and Reconciliation [website](#).

Canada's Newest Province: Newfoundland and Labrador

In 1949, Newfoundland and Labrador joined the Canadian Confederation. Newfoundland and Labrador is Canada's most easterly province, and is made up of two constituent parts:

- Newfoundland, an island in the Atlantic Ocean
- Labrador on mainland Canada

This place is home to the oldest European settlement and one of the oldest cities in North America, and yet has been a Province of Canada for barely 65 years. A vast land with a relatively small population, Newfoundland and Labrador has some of the friendliest people you'll ever meet.

Here, you may experience a solitary wilderness one day and immerse yourself in a vibrant culture the next. This is a land of rich history and natural wonders: stunning coastlines, breaching whales, icebergs, and some of the most incredible skylines you'll ever see in your life.

With a temperate climate, Newfoundland and Labrador is the perfect place to enjoy outdoor adventures like hiking and kayaking in the late spring, summer, and fall, as well as sports like snowboarding, skiing, and snowmobiling in the winter. From vibrant cities to quaint, historical outposts, mountain ranges, rivers, waterfalls, and winding coastlines – there are always fascinating places to see and countless things to do.

We are proud to be one of the safest and most welcoming places in the world to live and work. Our people work hard, but they also enjoy their families and communities. Throughout the year, communities all over the Province have special events to celebrate:

- food
- traditions
- music and arts

Common Newfoundland Phrases

Newfoundland has a deep connection to its Irish and English heritage, and nowhere is that more obvious than in the island's slang, which today still closely mirrors the Gaelic and West Country dialects spoken by early settlers. Add a dash of isolation, and you end up with phrases that sound like a foreign language to the rest of the country.

For those of us who've come from away, here's a quick guide to some common Newfoundland phrases.

“Whadda y’at?”

Translation: “What are you up to?”

“Where y’ longs to?”

Translation: Where are you from?

“Who knit ya?”

Translation: Who's your mother/parents?

“I’m gutfounded. Fire up a scoff.”

Translation: I'm hungry. Make me some food.

“Long may your big jib draw.”

Translation: May you have good fortune for a long time.

“Stay where you’re to ‘til I comes where you’re at.”

Translation: Stay where you are until I get there.

“It’s a mausey/mauzy day.”

Translation: It’s a cloudy, foggy day.

Canadian and Newfoundland & Labrador Holidays

- New Year’s Day - Jan. 1
- January Holiday - Jan. 2
- St. Patrick’s Day – March. 14th
- Good Friday – Friday, April 15th
- Victoria (Commonwealth) Day - Monday, May 23
- Discovery Day* - nearest Monday to June 24
- Memorial Day - July 1
- Regatta Day – first Wednesday in August (or as designated)
- Labour Day – first Monday in September
- Thanksgiving – Second Monday in October
- Remembrance Day - November 11
- Christmas Day - December 25
- Boxing Day – December

* Name under review. Also called June day.

About Cultural Adaptation

It is expected that in addition to the transition to university life, some international students will go through a process of acculturation stress (commonly known as culture shock). There may be many aspects to Canadian life, such as climate, relationships, food and the education system that are unfamiliar and difficult to understand. Some things you may experience acculturation stress about are:

- Weather
- Food
- Religious communities
- Classroom
- University regulations

Some signs that you may be experiencing acculturation stress are:

- Loss of appetite or overeating
- Inability to sleep or sleeping too much
- Tiredness and irritability
- Feeling alone and isolated
- Substance abuse
- Feeling powerless

Here are some ideas on how to deal with acculturation stress:

- Know that your reactions are normal and be patient; acculturation stress may not disappear within a few days, but it will pass.
- Get to know the people who work in student support areas and speak with them about your experiences. Some of these offices include the Internationalization Office, the Student Wellness and Counselling Centre and Student Experience Office.
- Try to attend activities organised for international students. The IO organises weekly events: Discussion Group every Wednesday from 4 - 5 p.m. (3:30 - 4:30 p.m. in the summer); Coffee Club every Friday from 3 - 4:30 p.m, as well as weekly programmes for student families.
- Stay in contact with family and friends back home, using online programmes like Skype, or social networking sites like Facebook.
- Keep your habits from home. If you attend places of worship, find out about multi-faith centres in St. John's. If you observe holidays in your home country, celebrate them here.
- If you had food from back home that you miss, try to make them at home or order from a restaurant. Check out the food and groceries section for some potential stores.
- For a map listing religious and multi-faith centres in St. John's.. The university's Chaplaincy may also be of help: <https://www.mun.ca/student/student-supports-and-services/supports/chaplaincy/>
- Participate in Memorial events; attend a Seahawks game, student club or society events.
- Become involved with Memorial sports programmes or establish a routine of daily exercise. As part of your fees, you pay a recreation fee to use the fitness facilities on campus.
- Learn as much about your new environment and Canadian culture as you can. Continue reading the following two sections of the Handbook that outline some basic information about climate, food, the classroom and social issues in Canadian culture.
- Volunteer. Contact the Student Volunteer Bureau on campus to find out how. Visit them on the 3rd floor of the University Centre, or e-mail svb@mun.ca.
- Get involved with student clubs and societies on campus to meet other students. A few groups are listed below. For a complete list of these groups, visit the MUNSU [website](#) as well as the GSU [website](#).
 - [Arab Student Association \(ASA MUN\)](#)
 - [Black Student Association \(BSA\)](#),
 - [Bangladesh Student Association \(BSA-MUN\)](#)
 - [Chinese Students' and Scholars' Association](#)
 - [Egyptian Student Association \(ESA\)](#)
 - German Society, german.society.mun@gmail.com

- Hong Kong Student Society, munhksa@gmail.com
 - [India Youth Association \(IYA\)](#)
 - [Korean Student Association \(KSA\)](#)
 - Libyan Student Club, lsc@mun.ca
 - Malaysian Students' Society, malaysianstudentsociety@gmail.com; reojg@hotmail.com
 - [MUN Japanese Culture Club](#)
 - [MUN Vietnamese Association](#)
 - [MUN Iranians](#)
 - Muslim Students Association, www.mun.ca/msa/
 - [Nigerian Student Association](#)
 - [Pakistani Student Association](#)
 - Zimbabwean Students' Society (ZIMSOC), zimsocl19@gmail.com
- Connect with a Resource Centre on campus for support. A few groups are listed below. For more a complete list of Resource Centres, visit the MUNSU website at <https://www.munsu35.ca/resource-centres>
 - International Student Resource Centre, isc@munsu.ca, 864-2002, UC-6002
 - MUN Sexual and Gender Advocacy (MUN-SAGA), saga@munsu.ca, 864-7619, UC-6022
 - Intersections: A Resource Centre for Marginalised Genders, munsuintersections@gmail.com, 864-4366, UC-1009.
 - Student Support Office: A Resource Center that provides supports to students in crisis situations, studentsupport@mun.ca, (709) 864-7594, UC-4018
 - For a more comprehensive guide on how to deal with acculturation stress, check out this article by the government of Canada: <https://travel.gc.ca/travelling/living-abroad/culture-shock>

Weather

St. John's has a temperate climate. Winter temperatures range from -10 degrees Celsius to 0 degrees Celsius. On average, the annual rainfall is 1,191 millimeters and annual snowfall is 322 centimeters. During the summer months, the temperature can go from cool to hot with an average of 20 - 23 degrees Celsius.

Even on the hottest day, it may be quite windy. It is important to dress appropriately for all seasons, but students should especially consider their clothing during the winter months, since winter weather may be unforgiving.

Winter Weather

Winter weather means high wind chills, heavy snowfalls, blizzards, freezing rain and extremely cold temperatures. This can make it extremely difficult to get around outside. Winter in Newfoundland and Labrador can last for almost eight months.

Snow can arrive in late October and usually sticks around until March or April. This can mean little sunshine which can impact mood. If you have concerns about this, or want to learn more, speak with an international student advisor at the IO or contact the Student Wellness and Counselling (Room 5000, University Centre).

Please note, some cell phones (particularly iPhones) often contain batteries that die in cold temperatures. It is important to be mindful of this if you are relying on your phone for directions. To avoid getting lost, familiarize yourself with the directions before you leave the house. Use your phone sparingly while outside. We also recommend carrying a power bank with you in case this happens to you.

It is important to dress appropriately in the winter and to take care when travelling, whether it be by car or on foot.

Dress

- Expose as little skin as possible in very cold weather
- Wear wool socks and waterproof boots to keep your feet warm.
- If you enjoy walking or running, consider getting lightweight winter boots. Alternatively, you could also get hiking boots or trail runners and pair them with thick wool socks.
- Keep your hands covered by wearing warm mittens or gloves
- Protect ears and forehead by wearing a warm winter hat
- Protect your neck by wearing a scarf or turtleneck sweater
- Layering your clothes will help to keep you warm, since wearing layers of loose-fitting clothing such as a fleece, will trap body heat.
- It is also a good idea to layer in other seasons as well, as the weather can change quite dramatically during the day.
- When choosing a winter jacket, make sure it is
 - Waterproof or water resistant
 - Large enough that you may wear a sweater underneath.
 - Has a high collar or hood.
 - Is long, nearly knee-length.

Pedestrian Safety

Sidewalks often disappear in winter and pedestrians may be forced to walk on the streets.

- Walk facing oncoming traffic and be prepared to climb up onto the snowbank if necessary.
- If walking in the evening or at night, wear reflectors or lights so that you are visible to motorists.
- Never assume that a motorist can see you.
- Be aware that roads may be covered in snow and ice and motorists will not be able to stop quickly.
- In order to cross the street, walk to an intersection and press the button on the poll. Wait for the light to change to white (i.e., a white walking man symbol) and cross the street in the allocated time. Jaywalking can lead to serious injuries, not to mention you can be fined if caught.

- Be aware of black ice when walking or driving. This is a thin layer of transparent ice that forms on the roads and sidewalks and can often be very difficult to spot. For more information on what it is and how to avoid it, check out: <https://safetylineoneworker.com/blog/black-ice-winter-safety>
- If you are living off campus, have a bag of salt for your front porch. The Salt melts the snow quicker, making it easier to shovel. You can find salt in stores like Canadian Tire or Walmart.

Community Organisations

Here is a list of community organisations that provide services specifically for newcomers, and other faith-based organisations:

1. [Association for New Canadians \(ANC\)](#)
2. [YMCA Newfoundland and Labrador \(YMCA-NL\)](#)
3. [Multicultural Women's Organization of NL \(MWONL\)](#)
4. [Muslim Association of Newfoundland and Labrador \(MANAL\)](#)
5. [Religion and Faith Community Profiles](#)
6. [The university's Chaplaincy may also be of help](#)
7. The [Francophone Immigration Network \(RIF-TNL\)](#), Fédération des francophones de Terre-Neuve et du Labrador. For information about services and activities in French, contact the RIF-TNL at immigration@fftnl.ca or follow them on Facebook and Twitter @VIVREaTNL.

The Classroom

The Canadian classroom may be more informal than the classroom environment you have been used to. While the atmosphere is casual, professors and students treat each other with respect.

- You are expected to arrive for class on time
- Raise your hand to make a comment
- Remain silent while others are speaking
- Refer to your professor as doctor or professor. If the professor says it is acceptable, you may address them by their first name.
- Professors expect students to be active participants in class, so be prepared to voice your opinions during class discussion. Many professors will grade their students based on their level of class participation.
- In addition to familiarizing yourself with the Canadian classroom, you may also need some assistance in developing or improving your study skills in your second language. The Student Wellness and Counselling Centre offers many workshops. The Writing Centre can help you review a paper before it is due.
- If you are struggling in class, you are encouraged to talk to your professor as they may have some suggestions for you.

- If any disputes arise with professors, you are encouraged to get in touch with your respective student union. They have an advocacy platform that can help you make academic appeals.

Canadian Social Practices

Moving to a new country means being introduced to a new set of customs. Below are some important social practices in Canada that may differ from your experiences at home, such as:

- Communication
- Cigarettes, alcohol and drugs
- Eating at restaurants
- Relationships
- Gender Identity, Expression and Sexual Orientation
- Harassment

As you immerse yourself in a new culture, it is important to keep your own set of values. If your faith or lifestyle prevents you from eating certain foods, or from drinking alcoholic beverages, you should not be embarrassed or feel obligated to explain that to your host or hostess.

Communication

Courtesy

Canadians say “please”, “thank you”, and “excuse me” as a means of courtesy.

- “Please” if you are asking for something of another person.
- “Thank you” to show your appreciation when someone has done something for you.
- “Excuse me” is used when you need to ask someone’s help for something, when you walk across the path of another person.

Greetings

- Generally, you call your peers by their first name, and those older than you by Mr. or Ms., followed by their last name.
- Handshakes are typically extended on the first introduction only.

Eating at restaurants

- When you finish your meal at a restaurant, it is customary to leave a tip or gratuity for your server. Tips are amounts of money that are usually given to someone who works in a restaurant, bar, hotel, or salon when they have given you good service. Tips are usually 15 percent of the total bill before sales tax. This applies to food delivery apps as well, such as Insta Cart and Skip the Dishes.

Cigarettes, alcohol and other drugs

In Newfoundland and Labrador, alcohol, cannabis and cigarettes are legal, but remain regulated. Other uncontrolled drugs and substances remain illegal.

- You must be 19 years of age or older to purchase alcohol, cannabis or cigarettes.
- It is illegal to smoke in any enclosed public space.
- If you are visiting someone at their house, ask permission before lighting a cigarette.

- Spirits can only be purchased at liquor stores during regular store hours, and beer may be purchased at convenience stores and gas stations from 10 a.m.—2 a.m.
- When purchasing alcohol, cannabis or cigarettes, you must show ID to prove that you are of legal age.
- It is illegal to drink in a public place, such as a park or on the street.
- It is illegal to be drunk and disorderly in public.
- It is illegal to drive while under the influence of alcohol or drugs.

If you are caught by the police performing any of these illegal activities, you could be fined, put in jail, lose your driver's licence or even be deported.

While cannabis is legal in Canada, consuming it in Canada can have impacts on your eligibility to visit some countries or even have consequences when you return home.

For a more in-depth look at the Cannabis Policy of Newfoundland and Labrador, click [here](#)

If you do not want to drink alcohol, smoke or do drugs, you should **never** feel pressured to do so.

If you do decide to engage in any of these activities, please be advised that there have been reported cases of odorless, colourless and tasteless drugs that have been dropped into drinks without the person's knowledge by someone who wishes to harm them. Here is [the list](#) provided by the Royal Canadian Mounted Police.

Relationships

Canadian cultural norms surrounding relationships, whether they are platonic or intimate, may differ or very similar from what you are accustomed to. When you are establishing/maintaining a relationship with someone else, you must keep the following in mind:

- Everyone, regardless of gender identity, age, class, religion, ethnicity, ability, language, sexual orientation, and any other distinguishing characteristics, deserves the same level of respect.
- Consent must be given clearly, freely, and enthusiastically by all parties engaged in a relationship. This means that you may not force someone to be friends with you or become your romantic partner. They must choose to be those themselves.

- If you are uncomfortable with someone's behaviour, you may tell them "no" in a straightforward manner. This also applies to you, if someone is uncomfortable with your behavior and they tell you. For example, if you are on a date and the person you are seeing is pressuring you to have sex with them, you do not have to continue with the date.
- If you feel like something is wrong in a relationship, you may talk about it with someone. There are services that provide confidential advice and needed resources, both on and off-campus.

Some of these resources are:

The Sexual Harassment Office

ER6038, Earth Science Building

<https://www.mun.ca/sexualharassment/sexual-assault-support-and-response-guide/sexual-assault-support-and-response-guide/st-johns-campus-guide/>

Planned Parenthood

47 St. Clare Ave,

St. John's, NL, A1C 2J9

(709) 576-1009 | <https://www.plannedparenthoodnlshc.com/contact.html>

NL Sexual Assault Crisis and Prevention Center

15 Hallett Crescent Suite 101, St. John's, NL, A1B 4C4

709-747-7757 | <https://endsexualviolence.com/contact/>

Student Wellness and Counselling Center

UC-5000, University Centre

(709) 864-7595 | <https://www.mun.ca/studentwellness/>

Gender Identity, Expression and Sexual Orientation

2SLGBTQI+ stands for two-spirit, lesbian, gay, bisexual, transgender, questioning, intersex, and so on. This acronym encompasses the breadth of gender identity, expression, and sexual orientation. The Charter of Rights and Freedoms protects the rights and guarantees equal treatment of all **2SLGBTQI+** individuals in Canada.

This means that:

- You have the right to enter into marriage with any consenting adult, regardless of your gender identity, gender expression or sexual orientation.
- You have the right to legally change your name to match your gender identity and expression (this change may not be recognised by your country of nationality). At present, Newfoundland and

Labrador does not have a Change of Sex Designation procedure for persons born outside the Province.

- You have the right to seek employment, housing, medical care, and other public and private services without adverse regard as to your gender identity, gender expression or sexual orientation.
- You have the right to seek asylum in Canada if you fear that your country of nationality may persecute you on the basis of your gender identity, gender expression or sexual orientation.

On Campus Resources:

- Intersections (formerly the Women's Resource Centre) is a centre for marginalised genders (anything outside of cis male). Volunteers trained in crisis intervention are available for informal peer support and can provide referrals to various campus and community services. Anyone needing a safe space, a confidential source of information, or simply someone to talk to is welcome to stop by! **They are located at UC-1009 and may be reached on 737-4366 or via e-mail at munsuintersections@gmail.com.**
- SAGA (Sexual and Gender Advocacy) provides a support and social group for members of the 2SLGBTQI+ community. Their office is a safe (and confidential) place to be yourself, hang out with other members of the community, and meet new people! They also have a growing library of resource materials and queer fiction and poetry that is available to anyone who needs it. **They are located at UC-6022, and may be reached on 864-7619 or via e-mail at saga@munsu.ca**

Harassment

Harassing or discriminating against people on any of the basis of sexual orientation, religious affiliations, physical or mental disabilities, age, race, ethnicity, political opinion, or gender identity, is an offence under the Canadian Human Rights Act and the Newfoundland Human Rights Code.

If you feel that you have been a victim of harassment, the Internationalization Office can help you. Please ring 864-8895 or e-mail jhenness@mun.ca to make an appointment. You may also directly contact the Sexual Harassment Office on 864-2015 or Student Wellness and Counselling Centre on 864-8874.

Advise from Senior Year Students

Question: Do you have any advice on how students can maximize their Memorial experience while studying remotely?

Suha (4th year Psychology, Bangladesh): My first piece of advice would be to be resourceful. One of the best things about MUN is that there are resources available for almost everything. You are not always going to have the answers, the trick is to learn to figure out where to find it when you do not. Secondly, another amazing way to make friends and find your community is to volunteer. There are so many volunteer opportunities around campus and in the community. Even though we are doing everything virtually now, there are still tons of opportunities to get involved! Explore causes you care about. Plus, it always looks great on a resume! 😊

Question: What are your favourite things about Memorial University, and St. John's as a whole?

Hanya (2nd year Engineering, Egypt): The Memorial community has one of the most diverse environments you will ever come across. You get to meet people from all different places and stages of life. The opportunity to learn about other cultures and expand your horizons and views about the world is amazing. Everyone's got interesting stories, you just have to ask!

What advice do you have for students to take care of themselves during lockdown?

Adel (4th year Business, Lebanon): Remember that hobby you set aside due to your hectic lifestyle and extremely busy schedule? Well, now is that time to dive back into it (or even look for a new hobby if you did not have one before). Being overtly immersed in day-to-day commutes, meeting and other externalities takes somewhat of a toll on our inner being. If this pandemic has taught us anything, (other than the fact that it's important to slow things down and reflect on our inner sense of being) it is to make time for doing things that cater to our personal growth and inner fulfillment. Whether it be reading more books, painting or baking for the first time, I found that immersing myself in new activities has made me find happiness in simple things.

What is one thing you wish you knew about living in St. John's that you would like to pass onto other students?

Kunal (4th year Business, India) Three words- St. John's is fun. Many students fly in with a closed mind and a preconceived notion about St. John's being a boring place with nothing to do. I flew in with this mindset; I was wrong. St. John's is one of the most vibrant and bustling cities with a lot of things on the go! The university at its peak has at least a few events on the go every day including game nights, society events, parties, karaoke nights amongst so much more! Beyond the campus, there are a ton of hiking trails, biking trails, restaurants, and cultural activities to take part in. St. John's despite being a smaller city relative to Toronto or Vancouver bustles with just as much life and diversity which means you will most certainly find another person in the city from the same city, country or culture as you!

What advice do you have for other students on how to overcome culture shock (formally known as acculturation stress)?

Zarin (2nd year Engineering, Bangladesh) As international students, we arrive in Canada expecting culture shock. However, we do not really feel it until we are placed in a foreign situation. Humans are built to fight change and survive, so being in a foreign environment pushes you to expand your horizons and grow. You can never grow in your comfort zone. So, see this as an opportunity to expand your mindset and experiences. The more you learn, the better you understand the world! One advice I would give is to find classmates/friends in your class, groups or neighbourhood with similar cultural backgrounds and share your experiences with each other. This way you will learn more ways to navigate through your journey! Soon you will build a new home.