Welcome to Memorial University of Newfoundland
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Welcome to Memorial University!

Moving to another country can be challenging! When you first arrive, you will have a lot of questions and concerns. The Internationalization Office (IO) provides services to help international students arriving with their families make the transition easier and address their questions and concerns. This information guide will assist you as you settle into your new environment. Please feel free to drop by our office at Corte Real, Room 2007 to speak with the International Student Family Advisor.

The IO Family Program can provide information on:

- English language supports
- Schools for your children
- Daycare options
- Health care
- Local community supports and services
- Parenting in Canada
- Family tax benefits

The Family Advisor can also provide support for families who have personal, financial, or other family concerns. We also provide regular programming for international students and their families.

**English Café and Playgroup**

Every Tuesday, 10am-12pm, Internationalization Office Social Room, Corte Real, CA2002

This program provides a space for international student parents and spouses to connect with others and have a coffee and a chat while your children play. A space to share your experiences, support each other and form friendships, as well as an opportunity to learn about the community and practice your English. Children are welcome and there will be toys available, as well as a student staff member to play with them.

**After School Club**

Every Thursday, 3:30pm-5pm (2:30-4:30pm June- August), Internationalization Office Social Room, Corte Real, CA2002

This program provides activities for all aged children to come and play, learn, and do a variety of fun activities from arts and crafts, to science, to culture sharing. While your children have fun and learn new things there will be space for parents to work on assignments, job applications, or any other tasks, or just to take time for self-care. Although parents need to be present in the room our staff will entertain the children giving you time for yourself.
City Services

Access St. John's
The City of St. John's offers a variety of services to citizens and visitors. Access St. John's operates a 24-hour call centre to handle incoming requests for services and information. Access St. John's can be contacted by dialing 311, 754 CITY (2489) or through the City's website: http://www.stjohns.ca/access

In addition, the City offers walk-in service at the citizen service centre located on the first floor of City Hall, 10 New Gower Street. Hours of operation of the centre are Monday to Friday 8:30 a.m. to 5:00 p.m.

Garbage Collection and Recycling
Each municipality in Newfoundland and Labrador has its own regulations about garbage collection. In St. John’s for example, a net must cover your garbage bags. You may also use a large plastic bin. In general, garbage must be placed at the roadside in a large plastic bag.

Collection is usually once a week on a specific day, and moves ahead a day if there is a holiday during the week. If you live in an apartment building there is usually a —dumpster, a collection room or chute for your garbage. Most apartments require that the garbage also be in large plastic bags. Also, in St. John’s there is a recycling program. Recycling needs to be sorted into two types— containers and paper products and put into clear blue plastic bags. Curbside garbage is collected every week, and recyclables are collected every second week.

For more information on Garbage Collection and Curbside Recycling please see http://www.stjohns.ca/living-st-johns/city-services/garbage-and-recycling

Parking
The City of St. John's offers many traffic and parking services to its citizens and visitors. These services encourage road safety, pedestrian safety, as well as ensuring the quick movement of vehicular traffic within the city. The Park Card is a cashless way to use parking meters operated by the City of St. John's. Park Cards can be purchased at City Hall in any increments between a minimum of $20.00 to a maximum of $100.00. A two dollar fee will apply to the purchase of each Park Card in addition to the time purchased. Parking meters are in effect from 8 am to 6 pm, Monday to Friday. Some residential areas in the downtown require parking permits for on-street parking. The City implements the parking ban for snow clearing in early January and lifts it in early April. Once implemented, the ban is in effect daily from 12:30 to 7:30 a.m. regardless of weather or street conditions

Cycling
The City of St. John's is developing a cycling plan to encourage and facilitate a more active lifestyle, decrease reliance on motor transportation, and contribute to the present and future
health of the community. The City of St. John's has a bicycle helmet by-law that requires all cyclists to wear a bicycle helmet.

**Living and Recreation**
There are many ways in which you and your family can be active in the local community. There are all kinds of activity and interests classes offered through various businesses and organizations. Practically anything you could be interested in is probably offered somewhere in the city, from pottery, to sports, to crafts, to instrument instruction, to dance, you can find it all in St. John’s. There is a comprehensive list of activities available in the community on St. John’s City website:

*St. John’s Department of Recreation*
http://www.stjohns.ca/living-st-johns/recreation-and-parks

**Learning English**
In addition to English as a Second Language training offered within the public school system, there are many programs available to help people improve their English language skills:

- **Internationalization Office (IO), ESL Classes for Spouses (Women)**
  Memorial University
  Tel: 864-3234
  E-mail: jaharris@mun.ca
  The ESL classes are offered to woman spouses of international students on Saturdays. The classes help strengthen their language skills and offer social and community connections. Please check with the International Families Advisor to find out if the classes are offered in Fall, Winter and Spring semester. The classes run throughout the semester and are free to attend.
  *The classes are provided in partnership between Internationalization Office and Association for New Canadians*

- **Refugee Immigrant and Advisory Council – RIAC**
  50 Harbor Drive, 2nd Floor Neal Building
  Tel: 754-4122
  - ESL Help Service
  - Conversation partner Program
  - Website: [http://www.riac.ca](http://www.riac.ca)

- **Association for New Canadians (ANC)**
  144 Military Road
  Tel: 722 9680
  E-mail: linc@nfld.net
  - Evening ESL Classes: Beginner, Intermediate, Advanced, Pronunciation
  - Conversation Circles
Website: [www.ancnl.ca](http://www.ancnl.ca)

**Multicultural Women’s Organization of Newfoundland and Labrador (MWONL)**
44 Torbay Road
Tel: 726 0321
E-mail: kaberidebnath@gmail.com
- English Language and Education and Practice Activities

**Teachers on Wheels**
50 Pippy Place, Unit 1B, P.O. Box 8455, Station A,
Tel: 738 3975
- Teachers on Wheels is a volunteer organization that provides one-on-one tutoring for people who want to improve their reading and writing skills
- Website: [http://www.teachersonwheels.ca/](http://www.teachersonwheels.ca/)

**Memorial University, Memorial English as a Second Language Programs**
Spencer Hall Room 3019
Tel: 864 7681
E-mail: esl@mun.ca
- 12-week Intensive English Program 3 times per year
- 5-week English Language Summer School each July
- Conversation Partner Program
- Website: [www.mun.ca/esl](http://www.mun.ca/esl)

**Health Care**

Your dependents are not automatically covered under your health insurance from Memorial. If you have remained enrolled in the Foreign Health Insurance plan at Memorial, you can opt-in your dependents to the Foreign Health Insurance Plan by submitting an Opt-In form to the Internationalization Office. See [www.mun.ca/international/programming/healthinsurance/](http://www.mun.ca/international/programming/healthinsurance/).

If you have MCP and have transferred to a student union managed health plan, then you can opt your dependents into that insurance if your dependent also has MCP. Contact your student union to inquire about how to add your dependents to your health insurance, if eligible. A list of student unions is available at [www.mun.ca/people_departments/labour_unions.php](http://www.mun.ca/people_departments/labour_unions.php).

Dependents are eligible for MCP if you have MCP and they hold a valid immigration status for at least 12 months. Dependents include spouses and children. Application for MCP coverage would have to be made to the MCP Office and evidence of eligibility must be provided. See [www.health.gov.nl.ca/health/mcp/international.html](http://www.health.gov.nl.ca/health/mcp/international.html) for more information.
The Health Clinic is available to current registered students of Memorial University. Children and spouses of students are welcome. The clinic is located at:

**Student Wellness and Counselling Centre**
Memorial University of Newfoundland
University Centre, UC-5000, 5th Floor

To book an appointment:
Please call 864-8500 (Option #1), or come in in person to the clinic. Please take note that appointment cancellation fees are applicable. For information [http://www.mun.ca/health/missed_appointment.php](http://www.mun.ca/health/missed_appointment.php)

Always bring your MCP card with you when you visit any healthcare provider. Without it you will have to pay for the services.

**Walk-In Clinics** *Appointment not required*
Blackmarsh Family Care Centre
260 Blackmarsh Road
Tel: 576 6555

**Hospitals**
Health Sciences Centre
300 Prince Philip Drive
Tel: 777 6300

Janeway Children’s Health and Rehabilitation Centre
300 Prince Philip Drive
Tel: 777 6300

St. Clare’s Mercy Hospital
154 LeMarchant Road
Tel: 777 5000

**Pharmacies**
In Canada, clinics, hospitals and pharmacies are set up and operated separately. After seeing doctors, you will need to purchase medicine from pharmacies. In St. John’s there are a lot of pharmacies located in places such as supermarket and household goods stores. Here are some of them:

**Dominion Drugstore**
20 Lake Avenue, Tel: 576 1160
260 Blackmarsh Road, Tel: 576 1885
55 Stavanger Drive, Tel: 576 3576
Elizabeth Pharma Choice
Elizabeth Towers, 100 Elizabeth Avenue, Tel: 726 7822

Lawton’s Drugs
11 Elizabeth Avenue, Tel: 753 6053
37 Campbell Avenue, Tel: 579 1415
496 Topsail Road, Tel: 364 0188
Avalon Mall, Tel: 722 2227

Shoppers Drug Mart
Churchill Square, Elizabeth Avenue, Tel: 722 1500
390 Topsail Rd, Near Village Mall, Tel: 368 6084
204 Freshwater Road, Tel: 579 2126
250 LeMarchant Road, Tel: 739 9751

Sobeys Pharmacy
10 Elizabeth Avenue, Tel: 753 3426
8 Merrymeeting Rd, Tel: 726 2387
And various other locations

WAL-MART
Kelsey Drive, Tel: 722 6707
Pitts Memorial Rd. & Ruby Line, Tel: 364 1351
Aberdeen Ave. & Stavanger Dr., Tel: 738 4366

There are many other pharmacies in the area, to look up the closest one to you please refer to your phone book YellowPages, or online at www.yellowpages.ca

Shopping

Shopping for Food
Supermarkets are convenient and provide one-stop shopping for food and other items. Prices vary little between the different stores. One must be prepared to compare prices. The large supermarkets have their own brand names. These are usually the same quality as the brand names but are less expensive. Many supermarkets have their own bakeries and stock their shelves daily with fresh items. Day-old products are reduced in price and are available on a separate shelf or display stand. Most people receive coupons through the mail or enclosed in newspapers and sale flyers. Savings can be substantial if you keep the coupons and use them. Some Department Stores also carry food items. Prices are about the same as supermarkets, but the selection is limited. For example, you cannot buy fresh fruit or vegetables at Department Stores.
Some commonly used grocery stores:
Dominion
Sobeys

**Shopping for Bulk Food**
Wheat and cereals, breakfast foods, candies, flours, spices and similar products are expensive mostly because of the brand names and the packaging. It may be better to buy these items in bulk stores. These are stores where items are purchased by weight, without packaging. Some areas of the province may have bulk stores. Check in the Yellow Pages of the phone book under —Bulk Food-Retail for a store in your area [www.yellowpages.ca](http://www.yellowpages.ca).

**Shopping for Ethnic Foods**
Ethnic specialty items can be found at the following stores:
- **Supermarkets** – These have sections with special foods and spices, though the choice is limited. Some supermarkets will bring in special food and spices if people ask for them
- **Bulk Stores** – These often have a much bigger range of choices and the prices are usually lower
- **Specialty Stores** – There are a limited number of stores that specialize in products such as food or spices that do not have a large market demand

<table>
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<th>International Food Retailers in St. John’s</th>
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| **Magic Wok Chinese Grocery**  
238 Duckworth Street  
Tel: 739 1716 | **Just Goody Mart**  
336 Freshwater Road  
Tel: 739 8186 | **Taste East (Halal)**  
62A Allandale Road  
Tel: 552 7366 |
| **Shalimar Restaurant**  
272 Duckworth Street  
Tel: 237 5100 | **Bulk Barn**  
(Spices, etc)  
39 Kelsey Drive  
Tel: 570 0520 | **Toya International Market**  
107 Long’s Hill  
Tel: 579 0999 |

**Convenience Stores**
There are many small stores in every city, town or village throughout the province. The choice of food products is limited and prices are higher than in larger stores. Convenience stores sell mostly snack foods, and items such as cigarettes and beer.

**Farmer’s Market**
St. John’s Farmers Market is located on 245 Freshwater Road and has over 100 different Vendors selling food, and arts and crafts. The Farmers Market is open every Saturday and some Fridays and Sundays.

The City has also designated a small area of the Churchill Square parking lot as an open air market, generally referred to as the "farmers market" for the purposes of outdoor vending. The market area has fourteen parking stalls allocated, which are renewable annually in May at a cost of $250 per year.
Campus Food Bank
The Campus Food Bank was established in 1996 and is registered as a food bank with the Community Food Sharing Association. Many departments, clubs, societies and other groups hold food drives and fundraisers throughout the year in support of its activities. The Food Bank is staffed by volunteers, most of whom are students.

To utilize the Food Bank, students must provide their MCP number or, in the case of out-of-province students, a student number will suffice.

The Campus Food Bank is located in the basement of Corte Real, Burton's Pond Apartments, at Memorial University's St. John's Campus. For more information, you can call 864 3467 or e-mail foodbank@mun.ca

Community Food Sharing Association (CFSA)
The SCSA was restructured in 1992, becoming the central collection and distribution point for over 56 member agencies throughout Newfoundland and Labrador. It acts as a collection and distribution agency of bulk donations to food banks in the province. To locate a food bank in your area, contact the CFSA at 722 0130 or email cfsa@nl.rogers.com.

Shopping for other items
There are many stores tailored specifically for children in the St. John’s area.

Child Furniture, Bedding & Décor
Ginger Snap, 202 Water Street

Child and Infant Clothes
The Strawberry Tree, 21 Rowan Street, Churchill Square
Adorable Fashions, 430 Topsail Road, Village Mall
Magic Bean Toy Shoppe & Boutique, 27 Rowan Street

Toys
Toys “R” Us, Kenmount Road, opposite the Avalon Mall
Timemasters Inc., 585 Torbay Road

Second Hand Stores
Second Hand Stores (also known as ‘Thrift Stores’), are a good source of cheaper items for people of all ages. Depending on the store they may have previously used clothing, furniture, or accessories for reduced prices.

Salvation Army (51 Kenmount Road)
Value Village (161 Kenmount Road)
Previously Loved Clothes and Things (351 Kenmount Road)

One Stop Shopping
Telephones and Communication

It’s your responsibility to arrange for telephone service in your apartment or house. You can buy your own telephone, but you’ll need to call to have your phone line connected. You normally pay a one-time installation fee to get the line connected, and this charge is usually included on your first bill. Another option is to arrange for mobile or cellular phone service.

You can buy long distance packages through your telephone service provider, or you may decide to buy this separately through another company. International calling can be expensive, so you want to compare prices for the best package. You can also buy pre-paid long distance calling cards, which you can use from a pay phone or your own phone. This allows you to clearly monitor the cost and duration of your long distance calls.

You will also need to arrange for an internet connection if you want it, and the telephone service providers will often offer you a ‘bundle’ package if you order this service from them as well.

For cable, internet, or telephone hookup call: Bell Aliant- 1 866 301-1942 or Rogers-1 855 381-7834

Mail
In most cities and towns, mail is delivered to your house or apartment. If you live in an area without home delivery contact your local post office or postal outlet to get a community mailbox. Additional information on such things as mailing rates, shipping parcels, and change of address can be found on the Internet under www.canadapost.ca.

Electricity and Heating Oil

Newfoundland Power is the provider of electric heat and electricity in St. John’s. Newcomers to the city will be required to use their service to meet their electricity needs. Average electricity costs are difficult to estimate as they are entirely dependent on the household. Once you have selected a house or apartment, Newfoundland Power can provide previous electricity consumption patterns for that location.

Some homes in the city require heating oil for the use of a home heating furnace. A full listing of home heating providers can be found in the Yellow Pages of the St. John’s phone book under
"Oils-fuel for delivery www.yellowpages.ca.

Transportation

Motor Vehicles
To operate a vehicle within the Province of Newfoundland and Labrador all individuals are required to have a valid provincial driver's license and to have their vehicle registered. Please see the https://www.servicenl.gov.nl.ca/drivers/index.html for information regarding the registration and operation of a vehicle in the province of Newfoundland and Labrador.

It is also mandatory that motor vehicle operators wear seatbelts, provide an infant car seat or booster seat for children under the age of nine, and have car insurance for their vehicles. To obtain information on car insurance, please contact a private insurance company by referring to the Yellow Pages of the telephone directory under "Insurance".

If you need assistance with learning how to drive, St. John's has several driving schools, which will train individuals in proper driving techniques. These driving schools may also offer the incentive of a reduced car insurance rate upon completion of the course. To find a driving school within the city, please see the Yellow Pages of the telephone directory under "Driving Instruction".

Vehicle Rentals
For a list of car rental companies in St. John's, please see: http://stjohns.ca/visiting-our-city/plan-your-visit/car-rentals

Used Car (second hand) Purchase
If you want to purchase a used or second hand car while you are in St. John’s, check out the following links.

http://www.nlbuysell.com/

https://www.nlclassifieds.com/

https://www.kijiji.ca/b-cars-trucks/st-johns/c174l1700113

Family Supports

University Supports for Parents

- Internationalization Office at MUN
We provide supports for international students and their families with settlement, and for the duration of their studies. We support families with any concerns that may arise. We also have
regular programming to support families at Memorial University. We are located in Corte Real. Contact our Family Advisor Jessie Peace jaharris@mun.ca for more information.

- **Student Parents Resource Centre at MUN**
  In Memorial University, we have the **Student Parents Resource Centre at MUN** (SPARC) is located in University Center, room-6012. Our students can definitely seek help and join with the other student parents.
  Tel: 864 3484
  Website: [http://www.mun.ca/currentstudents/studentparents/index.php](http://www.mun.ca/currentstudents/studentparents/index.php)

- **MUN Campus Childcare Centre**
  The MUN Childcare Centre is located centrally on campus. Within one building are four self-contained child care centres, each staffed with qualified, experienced, caring people. Programs are available for toddlers (age 2), full and part-time pre-schoolers (3-6), and school children (5-10).
  Tel: 864 4728
  Fax: 864 2693
  Website: [http://www.mun.ca/childcare/about/](http://www.mun.ca/childcare/about/)

**Association for New Canadians**
The Association for New Canadians is a non-profit organization that supplies settlement assistance as well as programs and services to support all aspects of newcomer integration. Programs and services such as Resettlement Assistance, ESL Adult Training Program, and Employment Services are especially helpful for our international student parents.

**Contact information:**
Head office and Settlement Services
144 Military Road
Tel: 722 9680
Fax: 754 4407
Website: [http://www.ancnl.ca/](http://www.ancnl.ca/)

**Community Supports**
- Canadian Race Relation Foundation
- Chinese Association of Newfoundland and Labrador
- Friends of India Association
- Hebrew Congregation of Newfoundland and Labrador
- Greek Community of Newfoundland and Labrador
Hindu Temple (St. John’s) Association
Italianos of Terra Nova
Korean Association of Newfoundland and Labrador
L’Association Communautaire Francophone de Saint-Jean
Multicultural Women's Association
Muslim Association of Newfoundland and Labrador
Newfoundland and Labrador Multicultural Council Inc.
Philippine-Newfoundland Organization
Refugee and Immigrant Advisory Council
Sharing Our Cultures
St. John's Native Friendship Centre

Multi-Faith Directory

Anglican Church of Canada
Various parishes, Tel: 576 6697

Bahá’í Community in St. John’s
31 St. Laurent Street, Tel: 722 6630

Beth-El Synagogue
Corner of Elizabeth Ave. & Downing St., Tel: 726 0480

Hindu Temple
26 Penney Lane, Tel: 576 2619

MUN Chaplaincy (Interdenominational)
https://www.mun.ca/student/about/Chaplaincy.php

Muslim Association of Newfoundland & Labrador
430 Logy Bay Road, Tel: 754 7526
http://www.manal.ca/node/15

Roman Catholic Episcopal Corporation
Various parishes, Tel: 726 3660

Seventh Day Adventist Church
30 Aldershot, Tel: 579 2530
Email: http://www.stjohnssda.org/
Sikh Society Gurdwara (Newfoundland)
680 Logy Bay Road, Tel: 754 7454

St. John’s Chinese Christian Church
30 Newtown Road, Tel: 682 5366

Other places of worship/faith gatherings (including Baptist, Latter-Day Saints, Jehovah’s Witnesses, Pentecostal, Presbyterian, Salvation Army, United, etc) can be found in your phone book Yellow-Pages (www.yellowpages.ca)


Associations

Canadian Race Relation Foundation CCRF
Paton Medical Centre
1 Paton Street, St. John’s, NL A1B 4S8
E-Mail: pkamra@mun.ca

Chinese Association of Newfoundland and Labrador
P.O. Box 7311, St. John’s, NL A1E 3Y5
E-Mail: bwong@mun.ca

Friends of India Association
Box 23132, Churchill Square
Tel: 753 0391
https://foianl.ca/
E-Mail: elasaha@hotmail.com

Hindu Temple (St. John’s) Association
26 Penny Lane
Tel: 576 2619
E-Mail: hindutemplesj@gmail.com

Hebrew Congregation of Newfoundland and Labrador
124 Elizabeth Avenue
Tel: 726 0480
E-Mail: mpaual@mun.ca

Italians of Terra Nova
St. John’s Daycares Centres

There are two different kinds of childcare facilities here in Newfoundland. One is the centre-based childcare and the other is family childcare. At centre-based care facilities, children are taken care of in a designated childcare centre which is regulated by the Government of Newfoundland and Labrador. In the family childcare children are brought in to a caregiver’s home. Family childcare can be either regulated or unregulated. Daycares other than the MUN one are listed below. Local daycare centres charge between $30-$60+ per day, depending on your child’s age and the type of care required. We recommend you research several daycare centres to compare the fees.

**Bloomsbury Childcare**
389 Stavanger Drive, Tel: 753 2273

**Campus Childcare Inc. - Activity Centre**
Burton’s Pond Road, Tel: 864 4729

**Campus Childcare Inc. – Preschool I and II**
Burton’s Pond Road, Tel: 864 4728

**College of the North Atlantic Children’s Centre**
50 Gooseberry Lane, Tel: 758 7444

**Confederation Building Day Care Centre**
100 Prince Phillip Drive, Tel: 729 6038

**Creative Kids Afterschool Club**
434 Main Road, Tel: 364 3890

**Daybreak Parent Children’s Centre**
74 The Boulevard, Tel: 726 8373

**Dr. A.T. Brace Children’s and Infant Centre**
170 Campbell Avenue, Tel: 739 5866

**Early Achievers Montessori School and Educational Centre 1**
35 Hebron Way, Tel: 579 7323

**Fort Townshend Child Care Centre**  
50 Parade Street, Tel: 729 8830

**Happy Times Pre-School**  
74 Queens Road, Tel: 753 2406

**International Friends**  
10 Smithville Crescent, Tel: 726 6848

**King’s Bridge Montessori**  
36 King’s Bridge Road, Tel: 764 2046

**Les P’tits cerfs-volants**  
65 Ridge Road, Tel: 757 2850

**Little Nest Children’s Community**  
100 Elizabeth Avenue, Tel: 221 5430

**Little People's Workshop**  
5 Locations:  
141 Frecker Drive, Tel: 743 1184  
111 Cowan Avenue, Tel: 747 6701  
120 LeMarchant Road, Tel: 754 5496  
25 Mundy Pond Road, Tel: 739 5496  
Smallwood Drive, Mount Pearl, Tel: 747 5496  
Website: [www.littlepeoplesworkshop.ca](http://www.littlepeoplesworkshop.ca)

**Max Child Care Centre 3**  
75 Kiwanis St., Tel: 733-7330

**Mes Amis Daycare & Preschool**  
436 Torbay Road, Tel: 722 9271

**Milestones Early Learning and Childcare Centre**  
4 Locations:  
327 Freshwater Road, Tel: 722 9346  
3 Ricketts Road, Tel: 739 7148  
555 Torbay Road, Tel: 722 9245  
280 Torbay Road, Tel: 722 8995
Mother Hens Childcare
38 Ropewalk Lane, Tel: 722 4428

New Dimensions Child Care Center
10 Canada Drive, Tel: 745 3692

Nursery Time Preschool and Daycare Centre
205 Logy Bay Road, Tel: 722 3311

Oak Trees and Acorns Child Care Centre
270 Portugal Cove Road, Tel: 724 7227

Panda Bear Daycare
44 Linegar Avenue, Tel: 726 5222

Pitter Patter Daycare IV
500 Columbus Drive, Tel: 753 2220

Precious People’s Playland
644 Topsail Road, Tel: 747 7529

Rainbow Day Care Centre
2 locations:
17 Hallett Crescent, Tel: 754 3003
1 Frecker Drive, Tel: 754 3003

Rockcliffe Children’s Centre
235 Blackmarsh Road, Tel: 726 7625

The Children’s Centre
80 Craigmiller Avenue, Tel: 579 9053

Turtle Island Childcare Centre
97 Elizabeth Avenue, Tel: 738 8467

Waterford Valley Infant Centre
465 Topsail Road, Tel: 745 6264

YMCA Child Care Centre
35 Ridge Road, Tel: 754 2962

YMCA School Age Child Care
4 Locations:
Roncalli Elementary - 130 Airport Heights Drive, Tel: 754 2962
St. Peter’s Elementary – 425 Topsail Road, Tel: 754 2962
The School for the Deaf – 425 Topsail Road, Tel: 691 9792
Vanier Elementary – 85 Ennis Avenue, Tel: 754 2962

Younger Years Day Care Centre & Preschool
24 Hunts Lane, Tel: 753 3334

Family caregivers often post their availability in the following web page: http://www.familyandchildcareconnections.ca/providers.php

You can search for other daycares at https://www.childcare.gov.nl.ca/.

If you are having difficulty financing daycare, you may apply for financial assistance from:

Child Care Services
Daycare Subsidy Program
Health & Community Services,
20 Cordage Place, PO 13122, St. John’s
Tel: 752 4800/ 729-4331
https://www.ed.gov.nl.ca/edu/family/childcare/childcaresubsidy.html

Family Resource Programs

Family Resource Programs are community-based programs that help bring people together to share their parenting experience; provide new learning opportunities for children and promote community support for the well-being of families. Types of programs include:

- Drop-in playgroups
- Toy-lending libraries
- Summer Park Programs
- Parenting Groups
- Pre-natal Programs

To learn more about Family Resource Programs in your Neighbourhood, contact:

Brighter Futures Coalition of St. John’s Main Office
Tel: 739 8096

Daybreak Parent Child Centre
Tel: 726 8373
Family and Childcare Connections
Tel: 754 7090

Education

Canada Education System (Kindergarten to Grade 12)
Children in Canada usually start their education at ages 4-5 in Kindergarten. Kindergarten to Grade 12 (K-12) education is publicly funded and free for Canadian Citizens and Permanent Residents until the end of secondary school — normally, age 18. There are also private schools which parents must pay for their child to attend.

The school year for K-12 schools is normally September to June; however, a few school authorities begin their school year earlier or operate year-round.

There are three levels in the Canadian Public School System:
1. Elementary School – Kindergarten to Grade 6;
2. Junior High School – Grades 7 – 9;
3. Senior High School – Grades 10 – 12

Curriculum programs at the secondary level include both academic and vocational programs. The academic program provides students with the credits necessary to meet the entrance requirements of universities and colleges. The vocational program prepares students with the credits necessary to continue their studies at a postsecondary college, or to enter the job market. Secondary school diplomas are granted to students who pass the compulsory and optional courses of their programs — academic or vocational.

School Registration
To enrol your child in school, contact the Newfoundland and Labrador English School District. The school district will refer you to the principal of a school in your area. For your interview with the principal, you will need to bring such things as your child's school records, proof of your child’s age (birth certificate or passport), proof of address (copy of a bank statement, telephone bill, electricity bill or lease/rental agreement with your name and address), MCP number, medical information or a health certificate. The principal will inform you of the exact documents you are required to provide.

You should contact the school board as soon as possible so that you can place your child in a school close to your home before the classes are full.

Newfoundland and Labrador English School District
95 Elizabeth Avenue, St. John’s, NL
Tel: 758 2372
Website: www.nlesd.ca

*Please note that in order to enrol your child in a particular school you must live within that schools service area. Keep this in mind when you are deciding where to live

**French Language School**

There is one French language school in St. John’s that offers programs from Kindergarten to grade 12. Please visit their website for more information.

**Conseil Scolaire Francophone Provincial de Terre-Neuve-et-Labrador**

École Locale:
École des Grands-Vents, 65 Ridge Road
722 6324 (tél)
Email: ecole-gv@conseil-scolaire.nl.ca

**Association Communautaire Francophone de Saint-Jean:**

65 Chemin Ridge, Suite 254
Saint-Jean (Terre-Neuve-et-Labrador), A1B 4P5
Téléphone : 726 0308 ou 726 4900
Courriel: bonjour@acfsj.ca
Website: http://www.acfsj.ca

**After school Programs/School Age Program Ages 5 - 12**

**Early Achievers Educational Centre**

Children in Kindergarten to Grades 6 can enroll into our After School program on a Full or Part time basis with bus transportation available from Mary Queen of Peace. Children have a variety of choices in Academic or Enrichment programs which are outlined in our website.

Website: http://www.earlyachievers.com/index.php?option=com_content&view=category&layout=blog&id=39&Itemid=64

**The Dr. A.T. Brace Children’s Centre**

The Centre is an exclusive school-age program for children from kindergarten to grade 5. The school-age facility is licensed for 30 children and welcomes children from any area of the city. Transportation and pick-up is provided to schools in the neighboring community. Parents may provide their own transportation.

Website: http://littlepeoplesworkshop.ca/programs/#afterschool
After School Fundamentals
97 Torbay Road, Tel: 754 5005

Milestones Early Learning Centre
4 Locations:
327 Freshwater Road, Tel: 722 9346
3 Ricketts Road, Tel: 739 7148
555 Torbay Road, Tel: 722 9245
280 Torbay Road, Tel: 722 8995

Rainbow Day Care Centre
2 locations:
17 Hallett Crescent, Tel: 754 3003
1 Frecker Drive, Tel: 754 3003

Unity Childcare Centre
55 Airport Road, Tel: 745 2273

Younger Years Day Care Centre & Preschool
24 Hunts Lane, St. John’s, Tel: 753 3334

MUN Daycare – School-age Centre
The "Activity Centre" operates a pre-kindergarten program for children aged 4, as well as an after-school program for children ages 5-12.

Programs are planned to provide a relaxed environment and exposure to interesting and age stimulating activities.
Tel: 864-2352
Email childcare@mun.ca
Website: http://www.mun.ca/childcare/programs/schoolage.php

City of St. John’s

After School Program
The After School Programs at our two locations offer children a safe, enjoyable place to go after school. The program offers an abundance of age appropriate activities for the school age child including a variety of activity areas: Art, Science, Dramatic Play, Games, Sports activities with an emphasis on physical fitness and play.
Tel: 576 8631 or 576 8499
Email: recreation@stjohns.ca
Real Program
This program is in place to provide recreation and leisure opportunities to children and youth in financial need. It matches children and youth, up to the age of 18, with one organized recreational activity of their choice.
Website: http://www.stjohns.ca/living-st-johns/recreation-and-parks/real-program-recreation-experiences-and-leisure

Immigration
In terms of immigration, there are three main categories of people in Canada: citizens, permanent residents, and temporary residents. International students, foreign workers, and visitors are all temporary residents.

Our team of regulated immigration consultants can advise on issues related to your temporary resident status as an international student. This includes study permit and visa renewal, co-op and post-graduate work permits, and visitor records and spousal open work permits. We do not advise on citizenship issues, passport applications, permanent resident or refugee applications, or applications for non-Canadian visas.

To speak with an immigration advisor:
1. You can book an appointment for one on one consultation
2. You can drop-in in our office during drop-in hours for one on one consultation.
3. Attend our workshops

For more information, visit www.mun.ca/international/programming/immigrationadvising/

Parenting in Canada
Information supplied from Public Legal Information, Association of NL.

Canada has laws that relate to parenting, including physical discipline, supervision, protecting children from harm, neglect and violence. Here are some simple guidelines for parenting in Canada:

Child Discipline

Did you know that It Is Illegal to Spank Children in Canada?

In Canada spanking children is considered a serious crime. With the exposure of newspaper and television, striking of children becomes a very outrageous matter. If parents spank their children in public, it will immediately bring many indignant people to stop them. If at home, children also can call the police when corporal punishment is used by parents of caregivers,
which could lead the parents into a court battle. Furthermore, spanking children may result in their fear and resentment towards parents, as well as create mental health problems and behavioural issues for children.

The Public Health Agency of Canada website provides further information on family and parenting issues. There is a pamphlet entitled, "What's Wrong with Spanking" and it is published online (https://www.canada.ca/en/public-health/services/publications/healthy-living/pamphlet-what-s-wrong-with-spanking.html)

Reasonable Use of Force to Discipline Children
Parents can use "reasonable" force to discipline children. This is the guideline issued by the Supreme Court of Canada:

Parents will not face criminal charges for "minor" corporal punishment of children aged two through 12.

- Corporal punishment is unacceptable for children under two and for teenagers.
- Person must not use an object, such as a ruler or belt, when applying the force
- The person must not hit or slap the child’s head.
- Force must be reasonable and its impact only “transitory and trifling” - not important/leaves no consequences, action is not specific to one event/cause.
- There must be no lasting bodily harm.
- Discipline must be for "educational" or "corrective" purposes, not motivated by anger or frustration.
- Punishment must not be "inhuman" or "degrading."
- The seriousness of what happened or what the child did is not relevant.
- Corporal punishment in schools is unacceptable. Teachers may restrain students, for example to escort them from classroom, but must not hit them.

Using reasonable force to restrain a child may be acceptable in some circumstances. Hitting a child in anger or in retaliation for something a child did is not considered reasonable and is against the law.

Supervision
Supervision means looking after your child, monitoring their actions for safety. Young children are generally not able to care for themselves and need an adult with them.

- This includes while playing outside the house, or in the neighbourhood.
- This includes inside the home – young children should not be left alone or under the supervision of other young children.
- There is no legal age at which a child can be left home alone in Newfoundland and Labrador, however in other provinces it ranges from 12-16 years of age.
Child Protection

Refers to the laws that promote the safety and well-being of children. Children at risk of violence, neglect, physical/sexual/emotional abuse, exploitation, not receiving medical care or treatment, abandonment, left without adequate supervision, etc can be removed from their family home.

Duty to Protect

Everyone has a legal duty to report concerns or allegations of risk/harm to children (age 18 and under – new legislation). Concerns are reported to social workers with the Department of Children, Seniors and Social Development with the Government of NL. Anyone can make a report – including family members, neighbours, teachers, medical professionals, other professionals.

If a social worker receives a report that a child may be at risk, they conduct an “investigation” – meaning they may talk to your child without parent(s) present, your child’s teachers, other family members. This is to find out if there IS any risk. A social worker will make every effort to work with a family to reduce/remove risk or harm to a child.

If every option is exhausted and there is still a high risk of harm or danger to a child – a social worker and the court system has a legal right to remove your child from your home and place them elsewhere (with an approved family member, with a foster home, group home). All decisions are made in the best interest to the child.

Family Friendly Activities

Bowling
Holiday Lanes, 27 Elizabeth Avenue, Tel: 754 0260
Plaza bowl, Ropewalk Lane, Tel: 579 7339
St. Pat’s Bowling Lanes, 45 Blackmarsh Road, Tel: 754 1124

Mini-Putt
Sir Admiral John’s Adventure Golf, 150 MacDonald Drive Tel: 754 4753
Pippy Park Mini Golf, Nagle’s Hill, 737 4105

Museums
The Suncor Energy Fluvarium, www.fluvarium.ca
Johnson GEO Centre, www.geocentre.ca *Free admission to MUN students and employees
The Rooms, www.therooms.ca *Free admission between 6 - 9 pm on the first Wednesday evening of the month. There may be a charge for some Wednesday evening programs and
events.

Movie Theatre
Cineplex Cinema, Avalon Mall, Tel: 722 5763
Cineplex Cinema, 760 Topsail Road, Mount Pearl, 364 8503

Skating
The Loop at Bannerman Park, 733 5667

O’Hehir Arena, 45 Bonaventure Avenue, Tel: 753 5782
St. Bon’s Forum, Bonaventure Avenue, Tel: 722 1056
Mile One, 50 New Gower Street, Tel: 758 1111

Attractions and Entertainment

Bell Island
This is a nice half-day trip to go walking and perhaps pick some berries. You must take a 20 minute ferry over to the island from Portugal Cove.
Website: http://www.tourismbellisland.com/

Bowring Park
Bowring Park is a large park located out past Topsail Road in St. John’s. There are various family fun activities to participate in such as swimming, skating, and feeding the ducks or enjoying the beauty of the swans.
Website: www.bowringpark.com

Camping
There are many places that you can go camping around Newfoundland. It is a good way to relax and enjoy nature. Check out the Yellow Pages for equipment rental information and look online for listings of campgrounds at their website.
Website: https://www.nlcamping.ca/

Cape Spear
This is the most easterly point in North America. You can take a hike along the East Coast Trail and watch icebergs and whales.

Johnson GEO Centre
Located on 175 Signal Hill Rd., it features Newfoundland and Labrador as Earth’s Geological Showcase. Exhibits include a multimedia show, the Titanic story and new additions.
The Rooms
The Rooms unites the Provincial Museum, the Provincial Art Gallery and the Provincial Archives under one roof.
9 Bonaventure Avenue
Tel: 757 8090
Website: www.therooms.ca

Memorial University Botanical Garden
It is a 110 acre nature reserve and botanical garden. Relax in the flower gardens, hike the nature trails, and drop by the Field Centre to visit the tea room, gift shop & display room.
(Open: May 1 – Nov. 30) 306 Mt. Scio Road
Tel: 864 8590
Website: www.mun.ca/botgarden

Mile One Stadium
It is a sport and entertainment facilities located in downtown. It hosts numerous entertainment events annually, which include concerts by top artists, ice shows, family shows, conventions, and local hockey events.
New Gower Street
Tel: 576 7657 (Box Office)
Website: http://www.mileonecentre.com/main.asp

Ocean Sciences Centre– Memorial University
Harp seals may be viewed all year!! It is an outdoor touch tank allows summer visitors to become acquainted with a variety of Newfoundland sea creatures. Interpreters are available.
(Open: June 1– Labour Day Weekend)
Marine Lab Road, Logy Bay
Tel: 864 2459
Website: www.osc.mun.ca

Pippy Park
Just 10 minutes walk from Memorial University campus and it is located near Long Pond. It contains a camping ground and the Suncore Energy Fluvarium.
Tel: 737 3655
Website: www.pippypark.com

Public Swimming Pools
The Works ([www.theworksonline.ca](http://www.theworksonline.ca))
Field House MUN Pool, Tel: 864 3000
Aquarena, Tel: 864 3797

Outdoor Swimming Pools (Open July and August):
Bowring Park, Tel: 576 7708
Bannerman Park, Tel: 576 7671

Restaurants
There are many restaurants in St. John’s representing different price ranges and ethnicities. Going out to eat is a popular Canadian activity. Check out the Yellow Pages for listings.

Signal Hill
This historic site celebrates the rich communications and military history of Signal Hill and sits amidst a spectacular view of St. John's and the sea. Signal Hill was the reception point of the first transatlantic wireless signal by Guglielmo Marconi in 1901, as well as the site of harbour defences for St. John's from the 18th century to the Second World War.

St. Pierre et Miquelon Islands
Saint-Pierre & Miquelon is South of Newfoundland and they are the last remnant of France’s once large possessions in North America. Today, both Saint-Pierre & Miquelon are modern and quaint French towns. Entry visa and documents are required.
Website: [www.st-pierre-et-miquelon.com](http://www.st-pierre-et-miquelon.com)

Theatre
Arts & Culture Center, Tel: 729 3900
Resource Centre for the Arts, 3 Victoria, Tel: 752 4531
Holy Heart Theatre Box Office, 55 Bonaventure Ave., Tel: 579 4424

Visit [www.newfoundlandlabrador.com](http://www.newfoundlandlabrador.com) for more information about things to do around the province and in St. John’s.

The Suncor Energy Fluvarium,
Peer into the secret underwater life of Nagle’s Hill Brook through underwater viewing windows. Interactive exhibit displays and live exhibits of fish, frogs, eels.
Tel: 754 3474
Website: [www.fluvarium.ca](http://www.fluvarium.ca)
Banking

Canadians typically have bank accounts where they keep their money. Banks are a very safe and secure place to keep your money. It is not recommended that you keep large sums of money in your home. These days, people use a debit card more often than they use cash. This is a card you carry with you instead of money, and it authorizes deductions from your bank account. Similarly, a lot of employers now send your pay cheque directly to your bank account. These things are very convenient, but may take some getting used to.

St. John's has multiple financial institutes such as banks, trust companies and credit unions where you can safely deposit your money. You will require two pieces of identification to open a bank account. All banks are government registered to ensure they adhere to strict regulations and policies. A newcomer should assess his or her financial situation and discuss banking options with various banking service providers to find the bank that best meets their needs. Most banks in St. John's operate from Monday-Friday and are closed on weekends and on major holidays. The usual hours of operation run from 10 a.m. - 5 p.m., but some institutions offer extended hours and weekend services. There are five major banks in Canada. Most of these banks have branches near campus. See below table.

<table>
<thead>
<tr>
<th>Bank</th>
<th>Phone</th>
<th>Web</th>
<th>Locations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scotia Bank</td>
<td>576 1199</td>
<td><a href="http://www.scotiabank.com">www.scotiabank.com</a></td>
<td>Churchill Square</td>
</tr>
<tr>
<td>Royal Bank</td>
<td>576 4545</td>
<td><a href="http://www.rbcroyalbank.com">www.rbcroyalbank.com</a></td>
<td>65 Elizabeth Avenue</td>
</tr>
<tr>
<td>CIBC</td>
<td>576 8777</td>
<td><a href="http://www.cibc.com">www.cibc.com</a></td>
<td>Churchill Square</td>
</tr>
<tr>
<td>TD Canada Trust</td>
<td>758 1850</td>
<td><a href="http://www.tdcanadatrust.com">www.tdcanadatrust.com</a></td>
<td>80 Elizabeth Avenue</td>
</tr>
<tr>
<td>Bank of Montreal</td>
<td>758 2110</td>
<td><a href="http://www.bmo.com">www.bmo.com</a></td>
<td>384 Elizabeth Avenue</td>
</tr>
<tr>
<td>HSBC Canada</td>
<td>737 0007</td>
<td><a href="http://www.hsbc.ca/student">www.hsbc.ca/student</a></td>
<td>205 Water Street</td>
</tr>
</tbody>
</table>

In addition to banks, St. John's has many Automatic Teller Machines (ATMs) located in a wide variety of retail stores and public locations throughout the city. ATMs allow you to access your bank account no matter which financial institution you do banking with. If you use an ATM machine that is not a part of your financial institution you will be charged a processing fee. ATMs are convenient when financial institutions are closed or no bank is near. Usually these machines can be located by looking for a store front sign that says "ATM Inside".

Taxes and Benefits

Property Taxes
If you own property, you normally have to pay taxes annually to the municipal government of your community. This is to help pay for services such as clean water, sewage, snow clearing and other services. [http://www.stjohns.ca/living-st-johns/newcomers/getting-settled/banking-and-](http://www.stjohns.ca/living-st-johns/newcomers/getting-settled/banking-and-).
Canada Child Benefit (CCB)


- Canada Child Benefit (CCB) - The CCB is a monthly tax-free payment for families with children under the age of 18. If you already received CCTB or UCCB, you don’t need to apply. However, both you and your partner must file your tax return each year to receive CCB. To be eligible for CCB, you will need to meet the following criteria:
  - You must live with the child, and the child must be under 18 years of age.
  - You must be primarily responsible for the care and upbringing of the child.
  - You must be a resident of Canada for tax purposes.
  - You or your spouse or common-law partner must be:
    - a Canadian citizen
    - a permanent resident
    - a protected person
    - a temporary resident who has lived in Canada for the previous 18 months, and who has a valid permit in the 19th month

- Child Disability Benefit (CDB) - The Child Disability Benefit is a tax-free benefit for families who care for a child under age 18 who is eligible for the disability tax credit. A child is eligible for the disability tax credit when a medical practitioner certifies, on [Form T2201, Disability Tax Credit Certificate](https://www.canada.ca/en/revenue-agency/services/child-family-benefits/canada-child-benefit-overview.html), that the child has a severe and prolonged impairment in physical or mental functions, and the Canada Revenue Agency (CRA) approves the form.


GST/HST credit

The goods and services tax/harmonized sales tax (GST/HST) credit is a tax-free quarterly payment that helps individuals and families with low and modest incomes offset all or part of the GST or HST that they pay. To apply for the GST/HST credit, please visit the internationalization Office.
Important Telephone Numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police. Fire. Ambulance.</td>
<td>911</td>
</tr>
<tr>
<td>Fire Department</td>
<td>709-722-1234</td>
</tr>
<tr>
<td>Police Department</td>
<td>709-729-8000</td>
</tr>
<tr>
<td></td>
<td>1-800-363-4334</td>
</tr>
<tr>
<td>Environmental Emergency</td>
<td>709-772-2083</td>
</tr>
<tr>
<td>Poison Control</td>
<td>709-722-1110</td>
</tr>
<tr>
<td>Health Science Complex</td>
<td>709-777-6300</td>
</tr>
<tr>
<td>Janeway Child Health Centre</td>
<td>(709) 777-4574</td>
</tr>
<tr>
<td>Leonard A. Miller Centre</td>
<td>(709) 777-6555</td>
</tr>
<tr>
<td>St. Clares Mercy Hospital</td>
<td>(709) 777-5000</td>
</tr>
<tr>
<td>Waterford Hospital</td>
<td>(709) 777-3300</td>
</tr>
</tbody>
</table>

Helpful Links - In the Community

East Coast Trail
http://eastcoasttrail.ca/

Newfoundland and Labrador Public Libraries
http://www.nlpl.ca/index.php

City of St. John’s
http://www.stjohns.ca/

Rogers TV Community Billboard
The Telegram Newspaper
http://www.thetelegram.com

Buy and Sell Magazine
http://www.nlbuysell.com

Kijiji St. John’s
http://www.stjohns.kijiji.ca

Living Here-Immigrate to Newfoundland and Labrador

Things to do in the Province

Association for New Canadians
http://www.ancnl.ca/

Metrobus
http://www.metrobustransit.ca/home.asp

Empire Theatres

Eastern Health
http://www.easternhealth.ca/

The College of Physicians and Surgeons of Newfoundland and Labrador
http://www.cpsnl.ca/default.asp?com=DoctorSearch

Provincial Government of Newfoundland and Labrador
http://www.gov.nf.ca/

Community Food Sharing Association
https://www.cfsa.nf.net/

Refugee and Immigrant Advisory Council Inc.
http://www.riac.ca/

Dietitians of Canada
http://www.dietitians.ca/Your-Health.aspx
Helpful Links - For Families with Children

Daybreak Parent Child Centre
http://www.daybreakcentre.com/

Brighter Futures
http://www.brighter-futures.net/

Kids Health
http://kidshealth.org/

Families Canada Resources
https://www.familiescanada.ca/

Today’s Parent
http://www.todaysparent.com/

Children’s Safety Association of Canada
http://www.safekid.org/

Transport Canada – Child Safety

Canadian Family
http://www.canadianfamily.ca/

Public Health Canada – Child health
http://www.phac-aspc.gc.ca/ch-se-eng.php

Healthy Canadians
https://www.canada.ca/en/services/health.html

Government of Canada Parenting Resources

Parents matter
http://www.parentsmatter.ca/index.cfm

Newfoundland and Labrador English School District
https://www.nlesd.ca/index.jsp
Family Programs in St. John’s
http://www.stjohns.ca/living-st-johns/recreation-and-parks/family-programs

Internationalization Office Contact:

Jessie Peace, International Student Advisor
Families and Sponsored Students

Internationalization Office
Corte Real, Room 2007
Memorial University of Newfoundland
T 709 864 3234
E jaharris@mun.ca