

Superior Orientation

by

Lakehead University

International

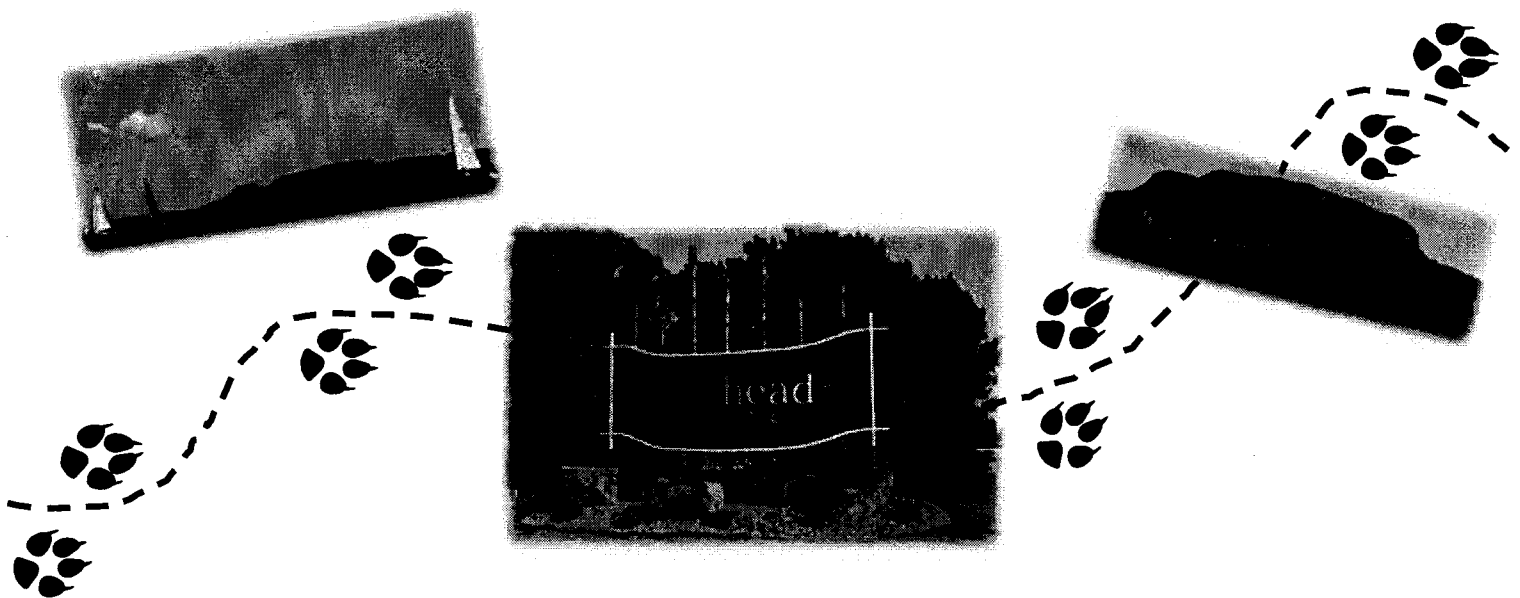


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Welcome to Lakehead!

We are pleased that you have decided to make Lakehead University your new home for the near future. We know that you will be very satisfied with our academic excellence and our support services designed to make your time here a most enjoyable one.

Part of the process to achieve this involves getting to know the campus, the city and making new friends along the way.

We have designed this booklet with these things in mind and hope it provides you with answers to questions you may be thinking already.

Remember though, that we are here to help you with any question you might have so feel free to contact us by dropping into our office or making an appointment to see our Student Support Advisor at internationaladvisor@lakeheadu.ca .

Over the next few weeks as you discover Lakehead University and the City of Thunder Bay we hope you will have new and exciting experiences which will stay with you for your lifetime.

We wish you all the best success academically and the happiest of times making friends and discovering Ontario's north during your stay with us.

Once again WELCOME !

Soyez BIENVENUE !

The Lakehead International Team

Orientation and Assistance for International Students

Spring Term Arrivals (July)

There will be a Superior Orientation session held at the beginning of July for all new international students. As with the Spring Term specific International Orientation, the date of this Orientation varies each year. Considering the time given to all students to settle in, this year's spring orientation has been decided to be held on Wednesday, July 5th, which gives enough time for the students to grab important information and get ready for their classes. Attendance is mandatory.

Fall Term Arrivals (September)

International students are asked to attend the Superior Orientation which will take place on Wednesday, September 4th, 2013 in Thunder Bay. Some of the topics covered during this Orientation include:

- information on the services available to students at Lakehead University,
- information regarding employment and immigration,
- how to get involved at Lakehead,
- success in the Canadian classroom,
- various planned social events,

Participation in the International Orientation is mandatory. Here, you will not only receive important information, but you will also have the chance to meet other international students attending Lakehead University.

Winter Term Arrivals (January)

There will be a Superior Orientation session held at the beginning of January for all new international students. As with the Fall Term International-Specific Orientation, the date of this Orientation varies each year. As such, the Welcome letter to all international students beforehand, will advise you of the orientation date. Attendance is mandatory.

Managing your money

Transferring Funds to Canada

There are several ways to transfer money to Canada, including bringing traveller's cheques, a bank draft or having a transfer of funds from your bank at home to the Canadian bank where you plan to open an account. The option you select will depend on the amount of funds being transferred, service charges and the timeliness of each option.

Many Canadian banks charge a transaction fee (approximately \$3 per transaction) for cashing travellers cheques, but funds are available to you immediately.

If you bring a bank draft with you to establish your Canadian bank account, you will need to allow the bank up to fifteen business days to make the funds available to you.

If you plan to have money transferred by cable, inquire at your bank as to the service charges and business days required to complete this transaction. Your financial institution may have other suggestions as to how you may transfer funds to Canada.

To get an up-to-date currency exchange value of the Canadian Dollar, you can visit the daily currency converter provided by the Bank of Canada.

<http://www.bankofcanada.ca/rates/exchange/daily-converter/>.

Travellers' Cheques

Traveller's cheques are widely accepted and provide a refundable, replaceable and convenient way to access money abroad. By cashing travellers cheques as you go, you limit the amount of cash you carry around, and that can lead to peace of mind.

Bank Drafts

Bank drafts go by many names. You may hear them called money orders in Canada or cashier's cheques in the U.S. Bank drafts are a secure alternative to writing cheques or having to open a foreign currency account. You usually must have a bank account in Canada in order to pay for a bank draft by cash, personal cheque or direct debit from your account.

Wire Transfers

Wire transfers let you transfer money directly from one bank account (i.e. in your home country) to another quickly and securely. You can usually pay by cash, cheque or directly from your account.

In most cases you will need the following to complete a wire transfer:

- The full name, address including city, province/state, and country, and account number of the person you are sending money to
- The full name and address including city, province/state, and country of the financial institution receiving the funds
- The amount and currency of the transfer

Banking

A passport and a photo ID will be required to open the account.

It is advisable to open an account at a bank near nearby shortly after your arrival in Canada. Banks also handle the sending or receiving of money from overseas, money orders, travelers' cheques, changing over currency, etc. Persons on Study Permits are not offered loans for the purchase of large items such as automobiles and furniture. Talk to a bank representative about the types of accounts and costs of each account and the interest they pay, to help you decide what is best for you. Some banks offer students either a MasterCard or Visa credit card upon opening the account.

What should you bring with you to take a bank account?

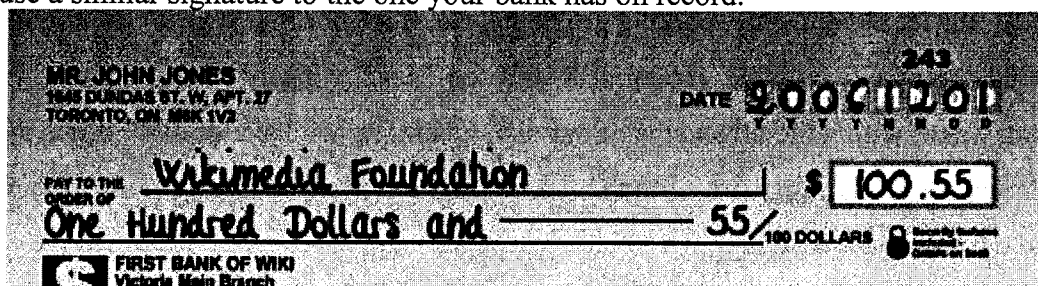
- Your Passport or Birth Certificate
- One other piece of identification
- Some money to deposit

Notes: Many international students convert Canadian dollars from US dollars. It's a good idea to set up both a Canadian and a US dollar accounts in your Canadian bank so that you could convert whenever you like depending on the currency rate.

Notes: When you open your account, ask your banking advisor for cheques. It's also possible to order them online through your bank's website. There might be a fee to pay to get a chequebook.

Writing a Cheque

1. **Write your name on the top left hand side of the check.** You can get this pre-printed on the checks you order from your bank.
2. **Write the proper date in the space provided** on the right hand side of the check.
3. **Fill in the "pay to the order of" area** with the name of the person or company to whom you are sending the check.
4. **Fill in the dollar amount** you wish to make the check out for in the box on the right side of the check (it usually has a \$ sign at the beginning and contains a decimal point.) Make sure the numbers are close together and right up against the decimal point so they can't be manipulated.
5. **Write out the dollar amount** (ie. one hundred dollars) and write any cents in as a fraction of 100 (please see the above illustration.) Make sure you draw a line from where you stop writing to the cents area so that it can't be manipulated.
6. **Fill in the memo field** in the bottom left of the check with either an account number for the bill you are paying or information on what the check was for.
7. **Sign your name in the provided field** on the bottom right of the check. Make sure you use a similar signature to the one your bank has on record.

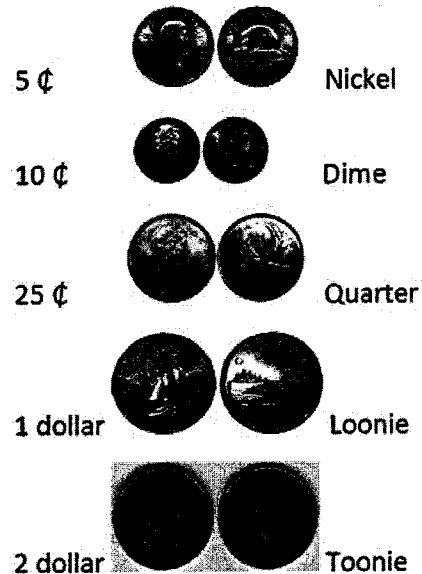


Currency and Sales Tax

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Try to have at least \$300 (Canadian or U.S.) in cash when you arrive for your immediate needs like food and transportation. Prices quoted in stores, restaurants, hotels, etc. are base price, and 13% Harmonized Sales Tax (HST) will be added on when you pay for an item.

Picture of Canadian Currency:



Transportation

Public Transit City buses

Think about what you can save by riding the city transit buses. You can save money, the environment, the hassle of traffic, parking problems, etc. It is your best way to get around in Thunder Bay as it is safe, reliable, economical, and eco-friendly. Transit buses can take you virtually anywhere within the urban area of our city. Operating with a fleet of 49 buses on 14 routes, our service runs from about 6 am to after midnight in most areas. Approximately 90 per cent of the city's urban area is within 400 metres of a bus stop.

For more information visit the Transit website:

http://www.thunderbay.ca/Living/Getting_Around/Thunder_Bay_Transit.htm

Taxicabs

There are several taxi companies in Thunder Bay. The majority of them have vehicles with easy accessibility for the elderly and disabled. If your driver was courteous and helpful, it is the custom to tip him (or her). Tip about 5-10%, or at least round fares up to the nearest dollar. Several taxi services are listed below.

Diamond Taxi 807-622-6001

Roach's Red and White Taxi 807-344-8481

Lacey's Taxi Limited 807-623-3423

Superior Accessible Taxi 807-345-8595

Inter-City and Inter-Provincial Bus Service

Greyhound is Canada's largest provider of intercity bus transportation, which serves nearly 1,100 locations. It has become an icon of bus travel, providing safe, enjoyable and affordable travel to 6.5 million passengers each year. The Greyhound running dog is one of the most-recognized brands in the world. For more information, please visit

<http://www.greyhound.ca/en/RoutesAndServices/default.aspx> .

Travelling by Intercity bus in the winter is NOT recommended as often the highways are closed due to inclement weather.

Rail Transit

Via Rail is the only cross Canada passenger rail service. For travel between Ontario and Quebec along what is called the Business Corridor (Hamilton-Oshawa) you may also use the Go Train/Bus Service. You can connect in Toronto to most Canadian and US cities. There is no passenger service to Thunder Bay. The closer stops are Armstrong (3 hours away) and Sioux Look Out (4 hours away)

For more information, please visit <http://www.viarail.ca>

Car Rental

If you have a valid driving licence, you can rent a car. Make sure to visit the Ontario Ministry of Transportation website to read the rules of the road in Canada. There are laws and customs

which are very different from other countries, so renting a car should only be considered as an option for experienced drivers.

Be sure to purchase insurance when you rent the car to cover you for any accidents or damage that might occur. Many companies will not rent to drivers under the age of 21, and some charge an extra insurance premium to drivers under the age of 25.

Communications

Telephones and Cell phones

Some of the most popular cellular phone services are: TBaytel , Bell and Telus . Please be cautious and ask questions before you sign a contract because there may be hidden costs. You can also go to an electronics store or the mall (The Source, Future Shop) to get a cell phone and decide which plan you are going to use.

The cost of a long-distance call varies with the duration and destination of the call. Long-distance phone cards are widely available in convenience stores; each has a given value that is deducted as you talk. Cheaper rates may be available; talk to other students from your home country, or search online. To use a phone card, dial the numbers explained on the card- do not insert the card into the phone. Many students use computer programs like Skype to call their families. These programs charge a small amount of money if calling a land or mobile phone, and they are free to use when calling another computer that has the program downloaded on it. To learn more about these programs visit the followings websites:

www.voipcheap.com

www.nonoh.net

www.skype.com

a. Placing Calls

While local calls are inexpensive, long distance calls can be very expensive. Rates vary by time of day, with long-distance telephone rates being significantly cheaper after 6:00 p.m. and particularly after 11:00 p.m. You must dial directly to access these

discount rates. Rates can also be cheaper between Saturday and Sunday. Canadians usually try to place calls during the less expensive or "off-peak" hours. Consult the telephone directory or operator for specific information.

Internet Access

Tbaytel internet is the region's largest internet service provider. Roam free in the region and enjoy the fastest possible connections on a fully digital high-speed network with 24/7 support by experienced on-site technical staff. Their Internet staff can assist you with: finding the nearest dealer; technical support; customer service and billing inquiries.

Mail Services

There are post offices and postal boxes located throughout Thunder Bay. Post offices are generally open Monday through Saturday. There is no mail delivery on Saturdays and Sundays. If you need to mail documents such as your passport or special forms send them by Registered Mail so that they can be traced if lost. Special Delivery means that the mail is delivered at the time it reaches its post office destination instead of waiting for the next day's delivery. All special services are more expensive than regular mail.

Health Services

UHIP

Every International and Exchange Student must be enrolled in the University Health Insurance Plan (UHIP). There is a fee for this insurance plan and your student account will be automatically billed. Students can pick up their proof of insurance card at the Lakehead International Office. View UHIP cost information. Exchange students must also enroll in UHIP. All students will be enrolled for as long as they will be studying at Lakehead.

Please note that even if you are insured in your own country, you must be enrolled in UHIP (exceptions apply). Do not purchase extra coverage in your own country unless you plan to travel outside Canada. UHIP does not cover you outside Canada. The UHIP brochure is available on-line at http://www.uhip.ca/_Uploads/en_UHIPBooklet.pdf

Please review this document carefully. For further information, please visit this website: www.uhip.ca

If you have any further questions or concerns regarding UHIP please contact the International Student Advisor.

Students will be automatically signed up for UHIP. Please see the International Advisor as soon as possible if you do not have your card, if you need something changed or if you are leaving early.

Finding a Doctor

The following is a list of medical clinics in Thunder Bay, Ontario.

Academy Medical Clinic

(807) 622-8235

554 Beverly St
Thunder Bay, ON

(807) 345-2121

Port Arthur Health Centre

194 Court St N
Thunder Bay, ON

Bay & Algoma Health Centre

(807) 346-1000

153 Algoma St S
Thunder Bay, ON

(807) 344-2527

Regional Walk-In Clinic

984 Oliver Road
Thunder Bay, ON

Fort William Family Health Network

(807) 768-1333

117 McKellar St S
Thunder Bay, ON

(807) 626-1234

Ridgeway Clinic

1001 Ridgeway Street East
Thunder Bay, ON

Norwest Community Health Centres

(807) 622-0601

525 Simpson St
Thunder Bay, ON

Spence Clinic

(807) 625-8320

5th Fl-1265 Arthur St E

Thunder Bay, ON

(807) 626-1111

Thunder Bay Medical Centre

63 Algoma St N

Thunder Bay, ON

Thunder Bay District Health Unit

(807) 344-7071

999 Balmoral St

Thunder Bay, ON

Hospital

Hospitals are used in cases of emergency services or specialty treatments. The Thunder Bay Regional Health Sciences Centre is located across the street from Lakehead University.

On Campus Health and Counseling Services

Health services provide access to physician's services on campus to support your well-being. Similar to a family physician's office, you can see a physician for a new illness, chronic health problem, or a referral to other health providers.

Your privacy is important. Please see the Centre's confidentiality policy. Ask us if you have questions. For your convenience, there is a Health Clinic located on Campus at UC 1007

Dental Care

In Canada, dental treatment is not free of charge. We suggest you have a thorough dental check-up before leaving your home country. However, should you require dental checkup in Canada, all full-time undergraduate students are entitled to partial coverage on dental expenditures as covered under the Lakehead University Student Union (LUSU) dental plan. Normally, you have to make an appointment to see your dentist. If you have made an appointment and find that you cannot attend, let the dentist know at least 24 hours before your appointment; otherwise you will be charged.

LUSU Health and Dental Plan

If you are a full-time undergraduate student, enrolled in 3.75 credits or more in September, you are automatically enrolled in the LUSU Health and Dental Plan. You can also check your account statement from LU to verify you have been charged for the plan. The charge will be listed as LUSU Medical & Dental Insurance.

The plan begins on September 1st and ends on August 31st. You can pick up your benefits card from the LUSU office.

For full benefits details please go to www.lusu.ca.

This service is also mandatory. Opting out is only an option if you can prove that you have the same or better coverage already.

Community and Recreation

Campus Recreation

Lakehead University, along with excellent education also provide a great selection of recreational activities. Lakehead University Athletics Department is a department that creates an environment in which the students can appreciate some time away from books, and stretch their body to a state of relaxation. Campus recreation activities available to students are;

- Swimming
- Volleyball
- Basketball
- Ice Hockey
- Ultimate Frisbee
- Soccer
- Rock Climbing
- Hatha Yoga
- Fit Yoga
- Touch Rugby
- Open Gym with latest equipment
- Aerobics and Fitness classes
- Lacrosse
- Curling
- 200 metre running track

Off-Campus Recreation

People are encouraged to participate in the many recreational activities in Thunder Bay! Thunder Bay is a year-round playground with endless opportunities and places to go for people of all ages. Our programs and staff promote personal health and well-being, while respecting the diverse needs of participants.

- Golf
- Festivals and Events
- Fitness Programs
- Inclusion Services
- Instructional Skating
- Skiing
- Swimming
- Volunteering
- Youth Programs
- Tennis
- Tubing

Grocery Shopping

Thunder Bay provides a wide variety of grocery stores. You can find main major retailers, local specialised retailers, as well as few ethnic grocery/food stores.

Main Grocery Stores in Thunder Bay

- Walmart
- Superstore (good for international foods)
- Family Food Club – Wholesale Departmental Store
- Canada Safeway Limited
- Shoppers Drug Mart
- Metro
- Renco Foods
- Bulk Barn
- Macs Convenience Stores

Local & Ethnic Food Stores in Thunder Bay

- Maltese Grocery Ltd
- Bonobo's Foods
- Scandinavian Delicatessen
- Nucci's Bake A Deli

- Mikes Mart
- Imported Oriental Foods
- Fresco's Deli
- Sanskriti Indian Bazaar

Places of Worship

Thunder Bay is home to Christian Churches of all denominations, as well as Jewish, Hindu, Muslim, Buddhist and Sikh, among many others. Below you can find a list of churches and other places of worship in Thunder Bay. You can also connect with local multicultural associations to find information about specific faith communities, places of worship and ethno cultural organizations in the city.

Bethel Lutheran Church (LC-C)	264 Wilson St, Thunder Bay, ON P7B 1M9	807-344-8322
Christian Reformed Church (Bethlehem)	75 Walkover St, Thunder Bay, ON P7B 1L1	807-767-3961
Corpus Christi Church	664 Red River Rd, Thunder Bay, ON P7B 1H8	807-345-6541
Evangel Church	1260 Balmoral St, Thunder Bay, ON P7B 5Z5	807-345-3503
Faith City Church	70 Secord St, Thunder Bay, ON P7B 3C9	807-344-195
First Baptist Church	308 Red River Rd, Thunder Bay, ON P7B 1B1	807-345-8536
Grace Church (EFCC)	289 Court St N, Thunder Bay, ON P7A 4W3	807-343-4263
Grassroots Church	1250 Balmoral St, Thunder Bay, ON P7B 5Z5	807-766-9970
Greek Orthodox Community Holy Trinity Church	651 Beverly St, Thunder Bay, ON P7B 6N2	807-344-9522
Hindu Mandir	1206 Victoria Ave E, Thunder Bay, ON P7C 1B9	807-623-3111
Jodo Shinshu Buddhists of Thunder Bay	428 Ryerson Cr, Thunder Bay, ON P7C 5R6	807-622-0204
Kitchitwa Kateri Church	451 Syndicate Ave N, Thunder Bay, ON P7C 3W9	807-622-5138
New Life Christian Fellowship	203 Ogden St, Thunder Bay, ON P7C 2N2	807-628-8842
Our Saviour's Lutheran Church (ELCIC)	10 Farrand St, Thunder Bay, ON P7A 3H5	807-344-6756
Redwood Park Church	2609 Redwood Ave, Thunder Bay, ON P7C 1Y9	807-577-3463
Saalem Church	21 Walkover St, Thunder Bay, ON P7B 1L1	807-767-6938
Salvation Army The	2621 Victoria Ave E, Thunder Bay, ON P7C 1E8	807-623-6433
Shaarey Shomayim Congregation	627 Grey St, Thunder Bay, ON P7E 2E4	807-622-4867
St Andrew's Presbyterian Church	207 Brodie St S, Thunder Bay, ON P7E 1C1	807-622-4273
St John's Anglican Church	228 Pearl St, Thunder Bay, ON P7B 1E4	807-345-6088
St Michael & All Angels Anglican Church	675 Red River Rd, Thunder Bay, ON P7B 1J1	807-767-4714
St Patrick's Cathedral	211 Archibald St S, Thunder Bay, ON P7E 1G4	807-622-536

Thunder Bay Masjid	591 John St, Thunder Bay, ON P7B 1Y8	807-355-6287
Thunder Bay United Pentecostal Church	391 Court St N, Thunder Bay, ON P7A 4X2	807-344-7748
Trinity United Church	30 Algoma St S, Thunder Bay, ON P7B 3A8	807-345-3882
Ukrainian Catholic Church Of The Holy Cross	422 Victoria Ave W, Thunder Bay, ON P7C 1G9	807-577-7720
Unitarian Fellowship (Lakehead)	129 Algoma St S, Thunder Bay, ON P7B 3B7	807-344-5980
United Church Cambrian Presbytery	310-180 Park Ave, Thunder Bay, ON P7B 6J4	807-345-3916
Westfort Baptist Church	1219 Ford St, Thunder Bay, ON P7E 2B7	807-623-0021
Westminster United Church	650 River St, Thunder Bay, ON P7A 3S6	807-767-2781

Thunder Bay Attractions

- Eagle Canyon Adventure Tours
- Founders Museum and Pioneer Village
- Paintball Encounters
- Gammondale Farm
- Centennial Park
- Sleeping Giant Provincial Park
- Marina
- Terry Fox Monument
- Hillcrest Park
- Fort William Historical Park
- Boulevard Lake
- Kakabeka Falls
- Loch Lomond Ski Area
- Thunder Oak Cheese Farm
- Dragon Hills Golf Course & Driving Range
- Magnus Theater
- Thunder Bay Art Gallery
- The Blue Point Amethyst Mine

- Mount McKay
- Chippewa Park
- Fort William First Nation

Thunder Bay Events

There's something for everyone to see or do in Thunder Bay all year round. Discover our Events, Festivals and Enter to Win! You'll be glad you did.

Annual Events

- Film Festivals
- Doors Open Thunder Bay
- Sleeping Giant Loppet
- Summer in the Parks
- Superior Youth Festival
- The Make it Short Movie Project
- Thunder Bay Dragon Boat Race Festival
- Thunder Bay Kite Festival
- Youth Week
- Blue Fest
- Fort William events
- Folklore Festival
- Benny Bird Birthday
- CLE !
- Festa Italiana

For a more updated schedule visit the city events calendar on this link:

http://www.thunderbay.ca/Visiting/Events_Festivals_and_Contests/Visiting_Events.htm

Statutory Holidays in Thunder Bay and Canada

Holiday	2013	2014
New Year's Day	January 1	January 1
Family Day	February 18	February 17
Good Friday	March 29	April 18
Victoria Day	May 20	May 19
Canada Day	July 1	July 1
Civic Holiday	August 5	August 4
Labour Day	September 2	September 1
Thanksgiving Day	October 14	October 13
Christmas Day	December 25	December 25
Boxing Day	December 26	December 26

Safety and Security

Lakehead University Security

Security Services at Lakehead is a community-minded service who is always there for you. Their aim is to provide a safe and secure campus for Students, Faculty, Staff, and Visitors 24 hours a day, 7 days a week. Our Security Offices are helpful, friendly, and courteous and patrol all areas of the campus at all hours of the day and night. They offer various services, such as;

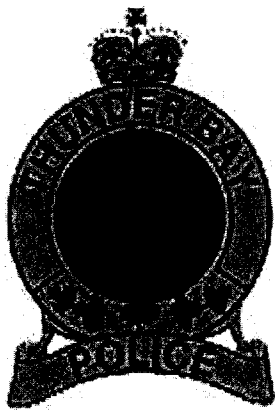
- Buy parking pass & pay tickets
- Locker rentals
- Parking rates
- Lost & found

Public Safety

Fire Rescue Service



The Thunder Bay Fire Rescue provides the City and Region with highly trained emergency service. The department is capable of handling a range of emergencies and hazardous situations from eight stations. Visit the [Fire Home Page](#) for information on fire permits, emergency plans, news and recruitment.



Police Service - 911 Emergency

Funded by the City of Thunder Bay, the Thunder Bay Police Service operates under the general governance of the Police Services Board. The Chief of Police is responsible for daily policing and other operational matters. Visit the [Police Website](#) for information about crime prevention, news, recruitment and key reports and plans.

Crime prevention Thunder Bay

Visit the new [Crime Prevention website](#) and learn more about how the Crime Prevention Council is continuing to build a safer and more welcoming city.



Superior North EMS

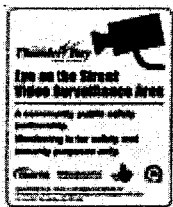
Superior North EMS, a division of the City of Thunder Bay, provides emergency medical care throughout the District of Thunder Bay, including all communities from Upsala to Manitouwadge and Longlac. Paramedics are posted to 17 stations in 15 communities and operate

a fleet of 45 emergency vehicles. Visit the [Superior North EMS website](#) for information about services, news and recruitment.

Emergency Plan

Fire Rescue delivers Emergency Planning for the community. Learn more about the City's Emergency Plan and what you can do to prepare for emergencies.

Eye on the Street



The Eye on the Street Partnership is a community public safety initiative in the City of Thunder Bay. The video surveillance program operates 16 cameras in 12 locations in the Downtown areas.

Student Tips

General Safety Tips

Creating a safe environment starts with you! Here are some tips on how you can prevent becoming a victim of crime in Residence:

- Ensure your room door is locked whenever you leave your room, even if you are just going down the hall.
- Do not let anyone you do not know into your residence
- Do not loan your keys to others
- Close your curtains at night
- Do not respond to obscene phone calls. Hang-up immediately
- Do not leave your wallet, bank cards, or credit cards out in the open
- Get to know your neighbours

Standard Safe Practices

For your safety and the safety of others, the following protocols were created. Failure to comply with these and the Residence Community Standards will result in the appropriate disciplinary action.

Please note that the University does not carry insurance on the property of any student. View the "Residence Insurance and Liability" policy. You are strongly encouraged to arrange for coverage of your

belongings with an insurance company. The University is *not responsible* for lost, stolen, or damaged items, however caused.

- Keep radiators and heaters free from furniture and other belongings, to ensure proper air circulation and to reduce the chance of fire. View the "Use of Prohibited Appliances"
- Do not tamper with, remove, relocate or alter Residence property, structures or fixtures.
- View the "Fixtures" Standard
- View the "Removal/Relocation/Elevation of Residence Property" Standard
- Be careful of how you store food in your room. Improper storage can attract insects and other pests. The storage of empty cans and bottles on window ledges is also not permitted as this can attract insects, create odours, and cause the need for extra cleaning. View the "Cleanliness" Standard
- Ensure that all electrical cords and equipment are CSA (Canadian Standards Association) approved. Frayed cords or defective appliances and equipment are not permitted in Residence
- Please exercise care when operating electrical equipment and avoid overloading power outlets by running multiple electric products at once. The use of power bars is strongly recommended. View the "Use of Prohibited Appliances" Standard
- Report all power outages to the Residence Front Desk

Adjusting to life in Canada

A new and challenging experience

This section will explain a few of the challenges you can expect to face in your new life here. The more you learn about Canada, the easier your adjustment to your new home will be.

Respect differences

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.

Lakehead International can help you find out about how Canadians greet people, what is considered polite behaviour, how business gets done and other social customs.

Adapting to a new culture and country

Moving to a new country may be hard for some people. It is common to feel the following emotions when you first arrive in Canada:

- Discomfort
- Homesickness
- Helplessness
- Frustration
- Fear
- Insecurity
- Uncertainty about how to behave or dress
- A sense that your cultural beliefs and values are being challenged
- A sense that things are not predictable

Feelings of stress are common

Your first months in Canada will be full of change. You will face many challenges, especially if you have to learn English or French, or improve your language skills. This can create some stress in your life.

You can get help if you need it.

Contact the International Student Support Advisor at internationaladvisor@lakeheadu.ca or 807-343-8068 to find out what resources are available in your community and the university to help you cope emotionally

Adapt to a new culture

Common stages of adapting to culture shock

Though each person is different and will have a unique experience settling in to their new home, many people will go through four common stages of adapting to life in a new culture, often referred to as “culture shock.”

Contact the International Student Support Advisor at internationaladvisor@lakeheadu.ca or 807-343-8068 to find out what resources are available in your community and the university to help you cope with culture shock.

You can also contact the Thunder Bay Multicultural Association .They facilitate newcomer settlement, promote multiculturalism and help eliminate racism in our region through a full suite of services, community engagement and development and positive social equity framework

17 N. Court Street

Thunder Bay, Ontario

P7A 4T4

Phone: 807-345-0551

Stage 1: Happiness and fascination.

Just before or shortly after arriving in Canada you may:

- Have high hopes and expect great things
- Feel this is a very exciting time
- Feel everything is new and interesting
- Feel confident and that you can easily cope with problems and stress
- Tend to focus on what is similar between Canada and the culture and country you come from

Stage 2: Disappointment, confusing feelings, frustration and irritation.

During the first six months you may:

- Feel happy about the challenges you have overcome
- Feel frustrated, confused and disappointed
- Feel very positive one day and very negative the next
- Focus on the differences between yourself and Canadians
- Miss your family and feel no connection to Canada
- Have difficulty going to school
- Feel loneliness for your country and loved ones
- Feel guilty about leaving family members behind
- Have difficulty adapting to the weather, particularly winter .

Stage 3: Gradual adjustment or recovery.

During this stage of adjustment you may:

- Feel more in control of your life as you gain a better understanding of Canada
- Feel more confident in your language skills
- Gradually get involved in the community and the university
- Have a better understanding of how to adapt to life in Canada
- Have a better sense of what you need to do to get what you want in Canada

Stage 4: Acceptance and adjustment.

During this stage of adjustment you will likely:

- Feel more comfortable in Canada
- Have made some friends and be more involved in your new community
- Understand better how things are done in Canada
- Be studying, planning to return to school or working at better jobs
- Generally feel content about having come to Canada

Integrating

Ways to settle into your new home

There are many ways you can settle into Canadian society and your new way of life. One way is to get to know Canada, its people and places, and learn as much as you can about the culture of your new community. It is also important that you remain open to new ideas and experiences without letting go of your own beliefs.

If you are not sure about something, ask questions and talk to Canadians and other international students about their country and their experiences in Canada. Most people will be happy to help.

Support is available

You will find it easier to adapt if you use the services of Lakehead International Office. Do not be embarrassed about asking for help. By asking for help you may be able to adjust more easily and enjoy life in Canada. We are located at 1294 Balmoral Building .

Learning how to adjust to a new culture

- Do not overload yourself or expect everything to go smoothly. It is normal for every person living in a new culture to experience stress and challenges.
- Understand that being aware of cultural differences is part of the process of getting used to your new environment.
- Explore cultural differences. This can help you avoid misunderstandings, make friends and feel more comfortable.
- Stay in touch with friends and family to avoid feeling alone and isolated.
- Involve yourself in the community as a volunteer; this is a good way to meet people and to practice your English or French.
- Get involved in activities that interest you: music, sports, dance, art, learning a language, etc. You may also want to participate in your new community. Contact your local tourism office to learn more about events or festivals taking place in your area.
- Accept that you and your family may have to grieve what you may have lost and left behind. This may include losing touch with friends and family, leaving pets or

sentimental things behind or feeling lost in a new culture. Sometimes being a foster parent to a pet can help. There are several dog and cat rescues looking for foster pet parents.

- Find out about the help offered by Lakehead International Office

Carrying identification

Identity documents

Official documents that state who you are and where you come from are very important and can be hard to replace if you lose them. These include health records, birth certificates, driver's licences and passports.

You will need these identity documents to apply for important government services and benefits, and to get a Social Insurance Number (SIN) card and a health insurance card.

Do not to lend your important identity documents to your friends or let anyone else use them. You could lose your benefits if you give your personal identification to someone else.

What you *should* carry with you

It is important to have two pieces of identification with you at all times and at least one piece of identification with a photo. Common pieces of identification that you may be asked to show to prove your identity includes: a driver's licence, a health insurance card, a credit card, your International Student Card and your Lakehead Student Card.

What you *should not* carry with you

You should not carry your birth certificate, SIN card or passport with you unless you need them for a specific purpose. If you carry these documents with you and your wallet or purse is lost or stolen, they will be difficult to replace. If they are stolen, there is a risk that someone could use your identity.

If your identification is lost or stolen

You should telephone the police to report it lost or stolen. You should also contact any credit card companies or banks to cancel your cards in case someone tries to make purchases using your cards.

If you have lost any government-issued identification such as a driver's licence, SIN or health insurance card, you should contact the appropriate federal or provincial/territorial organization to report them lost or stolen and to request replacements.

ISIC CARD

The International Student Identity Card (ISIC) is your passport to fantastic discounts and services at home and abroad.

The ISIC card is the only internationally-recognized student ID and ISIC card holders are members of a truly global club. Every year more than 4.5 million students from 120 countries use their student card to take advantage of offers on travel, shopping, museums and more, worldwide.

In addition to getting your ISIC online, members of the Canadian Federation of Students and the Canadian Federation of Students-Services get their ISIC at any of the issuing offices across the country. At Lakehead University you can get it from the Lakehead University Student Union and it will take up to a week to be ready.

Full-time undergrad students do not have to pay any fee. Part-time and ELP students have to pay \$20 .

For more information go to <http://www.isiccanada.ca/> or visit LUSU.

CONCLUSION

As a new student to Canada it is important to know about Canada's history, the land, climate, people, government, and laws and justice. You should understand both the rights and responsibilities of the people who live here.

Connecting with others in your new community and university is an important step in the setting in process. Making new friends and contacts will help you feel at home in Canada and help you advance your academic goals by creating a network of people that can support. There are many different ways in which you can connect with others in your new city or town

During your first two weeks in Canada:

1. Learn about the different resources and sources of information available to help you settle in Canada.
2. Visit Lakehead University International office to learn about the services we provide to help International student to settle in Canada.
3. Open a Canadian Bank account.
4. Obtain a map and walk around to get to know your city and the local services available. Also, research the best way of getting from one place to another using public transportation.
5. Learn a convenient way of making telephone calls and accessing Internet.
6. Memorize the national emergency telephone number: 911 . If you experience a medical or other type of emergency, do not hesitate to call for help.

Once again, welcome to Lakehead University and to Thunder Bay. We hope your time with us will be a Superior one.

