



Lakehead  
UNIVERSITY

International

# Superior Arrival Guide 2014



**EXCEPTIONAL.**  
**UNCONVENTIONAL.**

# Table of Contents

Page 3 Message from Lakehead University International

Page 4 Immigration Matters

Page 6 Toronto Pearson International Airport

Page 8 Money Matters

Page 10 Health Insurance

Page 10 Short Term  
Accommodation

Page 10 On- Campus  
Accommodation

Page 10 Off- Campus  
Accommodation

Page 11 What to Pack

Page 11 LUSU

Page 12 Thunder Bay

Page 13 Superior Orientation

Page 13 Useful Websites

Page 13 Office Information

Page 14 Check List



# MESSAGE FROM LAKEHEAD UNIVERSITY INTERNATIONAL

Welcome,

On behalf of Lakehead University International it gives us great pleasure to welcome you to Lakehead University. You are now part of an internationally rich and diverse student community of about several hundred students representing many different countries.

We wish you all the very best as you prepare for this life changing experience! We will be with you in this important time. This manual will help you with the first steps necessary in order to start your academic life in Thunder Bay, Ontario, Canada. Please read them carefully and contact us for any further pre-arrival questions you may have. You can write us at:

[internationaladvisor@lakeheadu.ca](mailto:internationaladvisor@lakeheadu.ca)

Or

[international@lakeheadu.ca](mailto:international@lakeheadu.ca)

When you arrive in Thunder Bay, we will meet you at the airport as long as you have completed your airport pick up form ahead of time. You will then participate in our Superior Orientation and you will be given a handbook about life on campus and in our city. Until then, good luck in your preparations for coming to Canada. We are here to help you with your "Superior Arrival"

Lakehead International Team



# IMMIGRATION MATTERS



Please note that the information below was valid at the time of printing. Be sure to check Citizenship and Immigration Canada (CIC) website at [cic.gc.ca](http://cic.gc.ca) regularly for updates.

## Study Permit

Once you have received your official Letter of Acceptance from Admissions, Lakehead University, you should begin procedures to obtain your Study Permit. You must apply for a Study Permit from the appropriate Canadian Embassy, High Commission, or Consulate ([www.dfait-maeci.gc.ca](http://www.dfait-maeci.gc.ca)) ( A Study Permit is not required if you will be studying in Canada for less than six months ). There is an application fee and this fee is payable at the time the application is made but does not guarantee a Permit will be issued. Citizens of the United States may obtain a Study Permit at the border when they enter Canada, with their letter of acceptance, proof of citizenship and proof of funds.

## Temporary Resident Visa – TRV (Visitor's Visa)

In addition to a Study Permit, citizens of certain countries require a Temporary Resident Visa to enter Canada. To find out whether you require an entry visa, please refer to: <http://www.cic.gc.ca/english/visit/apply-how.asp>

## Canadian visa office

Canadian visa offices can answer questions about applications processed outside Canada. If you live outside Canada, Canadian visa offices can answer questions about CIC services and programs.

<http://www.cic.gc.ca/english>

Immigration Resources  
Citizenship & Immigration Canada  
(CIC)  
Webpage: [www.cic.gc.ca](http://www.cic.gc.ca)



## Arrival in Canada

Before you land in Canada the airline will provide you with a Canada Customs Declarations form. The Border Security Agency website provides information of this declarations form at: <http://cbsa-asfc.gc.ca>

On arrival at the airport, follow the signs for Arrivals to Customs and Immigration area. At Canada Customs, you must indicate that you are coming to Canada to study and you will be required to present your travel documents and your letter of introduction that confirms your Study Permit was approved. You will then speak to an immigration officer at your Port of Entry. There are three main ports of entries in to Canada which are Toronto, Montreal, and Vancouver. The closest one to Thunder Bay is the port in Toronto. The airport has displays, signs, and directions in English as well as in French that will guide you from your flight to the customs as well as to the baggage claim. At customs, an immigration official will examine your documents. If everything is in order, the immigration official will issue your Study Permit.

Although you will probably be tired from your trip to Canada, be sure to read your Study Permit carefully and ask the immigration official to explain anything you do not understand. It is your responsibility to understand and comply with immigration regulations while you are in Canada. Carry the following documents with you so that you will be able to show them to an examining officer at Canada Customs and/or an immigration official at your Port of Entry:

1. A valid passport or travel document
2. A valid Temporary Resident Visa (also referred to as a Canadian entry visa), if required
3. An original or copy of your Lakehead University – Letter of Acceptance.
4. Evidence of adequate funds for your stay in Canada
5. Your letter of introduction issued by Citizenship and Immigration Canada
6. Any other documents recommended by the visa office that processed your Study Permit application
7. A list, in duplicate, of all items you are bringing with you to Canada , including the approximate value of each item and serial numbers where applicable

If any of your documents are missing or if any of the information on your application or documents is incorrect, you may not be allowed into Canada. For this reason, it is important to make sure all of your documents are accurate before you leave home. Since you will be required to present your documents upon entry into Canada, be sure to carry these documents with you during your travels – do not pack them in your checked baggage.



For more information on arriving to Canada go to:  
<http://www.cic.gc.ca/english/visit/arriving.asp>

## Toronto Pearson International Airport (YYZ)

There are two terminals at Toronto Airport: Terminal 1 and Terminal 3. The Link Train connects both terminals.

### Terminal 1

This terminal is divided into four levels: 1, 2, 3 and G. ATMs, currency exchange bureaus, information points and restrooms can be found on all levels of the terminal building.

#### Level 1 - Arrivals

Gates 101-112 are on this level but they are accessible from Level 2. Baggage Claim, customs, travellers aid and an interfaith centre are on this level. The ground transportation services available are: Taxis, Limousines and the Downtown Express service.

#### Level 2 – Gates, Parking, Link Train

There are three branches to this level. Gates 120-193 are located on this level and a shuttle service takes passengers to gates 200-299. The ground transportation services accessible on this level are: Car Rental, Parking, Valet Parking and Link Train. Art Exhibitions and Customs are on this level as are the vast majority of the shops and restaurants in Terminal 1.

#### Level 3 – Departures

This level is where the check-in gates are based. US Customs and the baggage storage and mail box are also based here. Elevators and lifts take passengers from the other levels to this area.

#### Level G – Ground Transportation

Group check-in is based here, as well as the terminal's Lost and Found office. The following transportation options are based here: Hotel Shuttle, Out of Town Vans, Parking Shuttle and all public transport. Elevators and escalators take passengers up to the departure levels.



### Terminal 3

There are two levels on this terminal (1 and 2) and each has the following services available: Information Counters, ATMs, currency exchange bureaus and restrooms. There are three branches to the terminal; a tunnel connects the smallest branch with the others.

#### Level 1 - Arrivals

All immigration and customs services are on this level as well as the baggage claim area and lost and found office. Level 1 is host to all ground transportation services apart from parking and the LINK Train, which are on Level 2.

#### Level 2 – Departures

Gates A2-A6, B7-B23 and C24-C41 are based on this level with each located on a separate branch of the building. The vast majority of passenger services, shops and restaurants are based on Level 2 including mail, baggage storage and the interfaith centre. The only transportation options directly accessible on this level are the LINK Train and the airport parking.



# MONEY MATTERS

## Paying Your Student Account

Payments to Lakehead University are made through Financial Services. Payment can be made using different methods, which are detailed on their webpage <https://www.lakeheadu.ca/faculty-and-staff/departments/services/finance>

- It is the responsibility of the student to be aware of payment and enrolment deposit deadlines. A late fee will be charged on overdue payments.
- Outstanding balances will block enrolment in future courses and restrict the issuance of official university documents. You can check your student account through the “MYINFO” section on the Lakehead University website.
- It is the students’ responsibility to keep copies of all account statements and read all relevant communications issued by the Financial Services office.

### Financial Services

Main Phone +1-807-343-8243

Office UC 0002A

Student Account Inquiries +1807-343-8140

## FINANCIAL SUGGESTIONS

- Draw up a budget of available funds
- Re-evaluate your expenditures to ensure that your expenses do not exceed your funds available
- Be conscious of necessity and luxury
- Use credit cards wisely
- Avoid borrowing and lending money
- Take advantage of less expensive entertainment
- Never leave your problem until the last minute
- Consider available options carefully
- Keep in mind that there is little direct funding assistance available for international students



Examples of Canadian Coins

## Currency and Sales Tax

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 a 13% Harmonized Sales Tax (HST) will be added on when you pay for an item.



# BANKING IN CANADA

Steps to opening a bank account in Canada:

- Shop around for good services. Usually, a nearby bank is the first consideration
- Take all the necessary documents
- Take money to deposit in the bank
- To better facilitate our International students, some banks will be present at our orientation to give you details about their student plans.

Necessary documents for opening an account:

- Your passport
- Proof of Canadian immigration status ( Study permit)
- Letter of Acceptance from Lakehead University and/or your student ID card

Transferring money to Canada:

- When opening a bank account, check the bank's policies and procedures regarding international money transfers
- Check the least expensive mode of transfer

Services offered by a bank or financial institution:

- Safety deposit box
- Computerized banking including Interact ( direct deposit payment)
- Term deposits
- Currency exchange
- Online banking

Types of accounts

- Personal chequing account
- Savings account
- Savings-chequing account

You should be aware of:

- Service charges for use of bank machines, cash withdrawals, direct payment, cheques and transfer funds

## Canadian Banks

The most popular commercial banks in Canada are:

- 1.Royal Bank of Canada [www.royalbank.com](http://www.royalbank.com)
- 2.Scotia bank [www.scotiabank.com](http://www.scotiabank.com)
- 3.TD Canada Trust [www.tdcanadatrust.com](http://www.tdcanadatrust.com)
- 4.CIBC (Canadian Imperial Bank of Commerce) [www.cibc.com](http://www.cibc.com)

# HEALTH INSURANCE

As part of your admission to Lakehead University, the University Health Insurance Plan is mandatory for you and your family who come to Canada. For information on coverage and current premium rates, please see [www.uhip.ca](http://www.uhip.ca). The cost is approximately \$660.00 for 12 months. The yearly coverage starts September 1st and lasts until August 31st. If you arrive Thunder Bay before September, you will be provided with a monthly coverage.

## The University Health Insurance Plan (UHIP)

UHIP is the University Health Insurance Plan in place for international students and others who are not covered by Ontario's provincial health care plan. You are covered as long as you are registered and active in a program of full-time study at Lakehead University.

Prescription drugs are covered (check website for percentage) by the mandatory health insurance plan provided by the Lakehead University Students' Union for undergraduate students. There is an additional fee for this mandatory insurance. Check LUSU's website for more info, <http://www.lusu.ca/thunderbay/health-dental-plan/>



## SHORT-TERM ACCOMMODATION

There are a variety of hotels, hostel and bed & breakfast options available to you for short-term accommodation. You can access further information on locations and prices at <http://www.travelinontario.com/ThunderBay.cfm>

If you need accommodation from the beginning of May to the third week in August, you can book a room at Lakehead through Conference Services. For further information see <http://conferenceservices.lakeheadu.ca/guest-accommodations/>

## ON-CAMPUS ACCOMMODATION

Information regarding on-campus accommodation is mailed to you along with your Letter of Acceptance and the Superior Arrival Handbook. PLEASE BE AWARE THAT THERE IS A DEADLINE FOR RESIDENCE APPLICATIONS AND DEPOSITS. Additional information about living on campus in one of Lakehead's residences is available on the Department of Residences website at: <https://www.lakeheadu.ca/current-students/residence>

## OFF-CAMPUS ACCOMMODATION

Information about off-campus housing is available on the Off-campus housing website at: <http://offcampus.lakeheadu.ca/roch/index.php>. We cannot assist you in finding off campus housing, however many landlords require you to sign a one year lease, so please read the legal documents thoroughly before signing them.

## WHAT TO PACK

Temperatures in the winter months can vary from -10 to -30 degrees Celsius.

Temperatures in the summer can vary from 14 to 35 degrees Celsius. As you can see, you will need a variety of clothing (pants, sweaters, shorts, coats and t-shirts).

Do not worry if you do not have all the right clothes. You can buy anything you need here and it is advised that you buy winter clothing here so that is made for “Canadian winters” .

Lakehead International suggests that the students pack light and travel easy. There are a lot of resources here where you can buy affordable items necessary for students. Try not to bring too much to Canada.



## DRIVER'S LICENCE

If you intend to drive in Canada, you should obtain an international driver's license in your country before coming to Canada. It will be valid for 90 days. After that, you will have to apply for an Ontario driver's license. For more information see [www.mto.gov.on.ca](http://www.mto.gov.on.ca)

## LUSU (LAKEHEAD UNIVERSITY STUDENTS' UNION)

LUSU will be there in your student experience, quality of life as a student, or anything else related to academics, education, or your experience transitioning to or from university. LUSU is here to help you. For information, please visit [www.lusu.ca](http://www.lusu.ca)



# THUNDER BAY

Located on the north shore of Lake Superior, under the protective watch of the Sleeping Giant, Thunder Bay is rich in people and resources, and connects Northwestern Ontario to the world. Thunder Bay has five Sister Cities through which economic development, education, friendship, goodwill, education, and tourism are promoted.

We value our high quality of life and promote a clean, green, beautiful and healthy community that provides economic opportunity, respects diversity and provides affordable and safe neighborhoods that are accessible to all. The 4th Annual Demographic International Housing Affordability Survey ranked Thunder Bay number one out of 227 international cities in Major Urban Markets for affordable housing.

Thunder Bay is the largest community on Lake Superior. With a population of 109,140, it is the most populous municipality in Northwestern Ontario.



The City of Thunder Bay provides a balance of services that improves our quality of life and supports our economy in a responsible manner. From parks and recreation to transportation, clean drinking water or waste management, Thunder Bay is always working to live up to our motto, Superior By Nature. To meet the future needs of our community, Thunder Bay is taking a strategic approach that makes the most of our City's strengths. Together, our community is working to achieve our top priorities:

- A stronger and more diversified economy
- A cleaner, greener, more beautiful and proud Thunder Bay
- A high quality of life, and
- Being one of the best-run cities in Canada.

## Time Zone

Thunder Bay is in the Eastern Time zone (UTC -5hrs), the same as Toronto and New York. It observes Daylight Saving Time like everyone else. Thunder Bay lies far west in its time zone. In high summer, the sun sets after 10pm in the summer months. In December, conversely, the sun does not come up until 8:47 in the morning.



## SUPERIOR ORIENTATION

It is very important that all new international and exchange students attend the "Superior Orientation" workshop organized by Lakehead University International to learn about the academic and culture at Lakehead University, banking, payment and fees, as well as learn about the international clubs on campus and the many social activities for international students. Orientation is mandatory for all international students so please plan to arrive ahead of time. Details of dates are provided in your welcome letter.

## Electrical Outlets

Like every other city in Canada, Thunder Bay provides 120v electricity from the electrical outlets. The outlets are flat based, but it is easy to buy a converter from any department store in Thunder Bay.

## Thunder Bay Transit

Thunder Bay Transit provides low-cost public transportation within the City and has buses that are 100% accessible. You can save both the environment and money by riding City buses. Transit provides a route map, individual pocket schedules, fares and other information to assist riders. The maps and schedules are available at the main depot at 570 Fort William Road, from City Hall, and at many bus pass outlets throughout the City. Through the telephone number below, you can get information on specific bus routes and schedules, including when the next bus will arrive at your stop and which bus(es) to take you to your destination. Special 'Night Stop' services and services for persons with disabilities are provided. Transit installs and maintains bus stop signs, bus shelters and the two major terminals. Your student card will be the place where you will put on your bus pass so you can ride the buses during the academic year without additional charges.

## OFFICE INFORMATION

Lakehead University Front Office (001)(807) 346-7848

[international@lakeheadu.ca](mailto:international@lakeheadu.ca)

International Student Advisor (001) (807) 343-8068

[internationaladvisor@lakeheadu.ca](mailto:internationaladvisor@lakeheadu.ca)

Associate Director Lakehead University International (001) (807) 346-7848

[Associatedirector.international@lakeheadu.ca](mailto:Associatedirector.international@lakeheadu.ca)

Balmoral 1294, NO 1003

Open Monday to Friday

8:30 a.m. To 4:30 p.m.

## USEFUL WEBSITES

Canadian Government - [www.canada.gc.ca](http://www.canada.gc.ca)

Currency Converter - [www.xe.com/ucc/](http://www.xe.com/ucc/)

Canadian News [www.cbc.ca](http://www.cbc.ca)

Time Zone Website [www.worldtimezone.com](http://www.worldtimezone.com)

City of Thunder Bay [www.thunderbay.ca](http://www.thunderbay.ca)

# CHECK LIST

- ☐ Obtain passports, visas and other travel documents - Obtain/renew all required documentation well ahead of time, and make copies.
- ☐ View the details of your itinerary - Verify your date, time, fare and seat assignment, and make any necessary changes.
- ☐ Check your photo ID(s) - The government issued identification you present at the boarding gate must be valid for the duration of your travels, and must include your name, date of birth and gender. For international travel and flights between Canada and the U.S., identification must also include a photo. Remember that the name on your ID must match your name as it appears on the ticket. Learn more about travel document requirements.
- ☐ Buy travel insurance (if you need it) - Enjoy extra peace of mind when travelling away from home.
- ☐ Plan your Onboard Café and Duty-free purchases (if applicable) - Purchase Onboard Café vouchers in advance and pre-order Duty-free items for your next international flight, or wait and make your selection during your flight.
- ☐ Let the airline know about your special needs if you have any - Travelling with a guide dog? Need wheelchair access? For any special needs, let airplane customer services know 48 hours or more before your flight.
- ☐ Follow travel updates - Check online to see if there are any travel updates such as weather or security alerts that you should be aware of.
- ☐ Read rules and restrictions that apply to infants and children (if you are travelling with one) - Read up on the latest safety regulations that apply to travel with an infant or child, and learn how to organize travel for an unaccompanied minor.
- ☐ Be aware of security requirements - Be aware of any security requirements in effect for the places and times you're travelling.
- ☐ Familiarize yourself with customs and immigration information - View useful customs and immigration information and links for Canada, and satisfy all the requirements that apply to you.
- ☐ Request a special meal for your flight - Find out about special meal availability on international flights.
- ☐ Get vaccinated - Schedule an appointment with your doctor 6-8 weeks before travelling for vaccinations that are recommended or required for the places you plan on visiting. Visit the Public Health Agency of Canada for more information.

- ☐ Bring contact information for your embassy and/or consulate abroad - Bring the address and phone number of your home country's Embassy, High Commission or Consulate for each country you plan to visit.
- ☐ Pack your carry-on baggage - Familiarize yourself with the latest carry-on baggage restrictions and regulations of the airline you intend to fly with. Always pack valuable items such as money, travel documents, keys, and medication in your carry-on baggage so that, in the unlikely event that your checked baggage is misrouted, you will not be without them. Be-aware medication must be properly labeled or accompanied by a prescription.
- ☐ Pack your checked baggage - Familiarize yourself with the latest checked baggage restrictions and regulations, and learn more about additional checked baggage (including oversized and overweight items), sports equipment, hunting equipment and musical instruments.
- ☐ Leave gifts unwrapped - In the event that security and/or customs agents need to inspect the contents of your baggage, all the items in your possession should be unwrapped and easy to access so that the inspection process can be conducted as quickly and efficiently as possible.
- ☐ Read about restricted and prohibited items - Find out what qualifies as a restricted or prohibited item when it comes to packing your carryon or checked baggage.
- ☐ Check in for your flight - Check in online or with your mobile device anytime within 24 hours of departure. You can also print your boarding pass from the comfort of your home or receive an electronic version of it on your mobile device. Check with your airline if you have the option to take advantage of such great options.
- ☐ Get to the airport on time - Familiarize yourself with official deadlines for check-in and boarding. Failure to meet them may result in reassigned seating and cancellations.
- ☐ Check your flight status - Check your flight status online, or by calling your airline's customer services.











