Welcome to the University of Alberta!

University of Alberta International is committed to helping you adjust to life in Canada and to providing a supportive environment while studying at UAlberta.

Our International Student Services team— at the International Services Centre— provides services, events, and programming that will help you accomplish your academic and personal goals. Our team of international experts is ready to coach you towards a successful university experience. We enjoy sharing our expertise and knowledge about on-campus and off-campus communities.

The International Services Centre is the place to visit for personal one-on-one advising. Our advisors can answer questions on various issues: study permits and visas, financial support, health care, and more. We also offer support and strategies for coping with homesickness, adjusting to a new culture, building a community of friends, and relating to others.

Visit us online or at the International Services Centre (142 Telus Centre). uab.ca/iss
MEDICAL CARE
Where to find an M.D.

• The University Health Centre (UHC) is an on-campus full-service medical clinic. To see a doctor, you need your ONEcard and health insurance card. UHC is still open to help through virtual care services (i.e. receiving a physician’s phone call). If you have medical concerns, fill out the Google Form for service. The UHC will follow up with a phone call. Visit: ualberta.ca/services/health-centre

• To find a doctor off-campus, use the “Find a Physician” search on the College of Physicians & Surgeons of Alberta website.

• Visit a walk-in clinic for minor injuries or routine medical examinations.

• Referral to a specialist can only be through a family doctor.

• Get help and quick information by phone; call Health Link at 811.

• Call 9-1-1 or visit the Hospital Emergency only for severe injuries and life-threatening illnesses.

Quick Tip!
Pharmacists can prescribe some prescription medication at the pharmacy.

• If you are studying at UAlberta for 12 months or longer, sign-up for your Alberta Health Insurance within 90 days of your arrival. Visit the International Students Services’ website for more details: uab.ca/iss

If you experience any COVID symptoms, self-isolate and call 8-1-1.
• Connect to the University Wireless Service (UWS) wifi while on campus.
• Get a cell phone / Get a SIM card for your phone.
• There are many mobile/internet services available with various plans, promotions and prices. Compare prices before signing a contract.
• Buy a SIM card at a mobile phone store.
• Download the UAlberta app to stay connected to your campus community.
• Check your UAlberta email often for important messages and information.

Quick Tip!
To buy a SIM card you need a Photo ID (Passport), Canadian address, and a credit card.

• Photocopy your study permit and passport for safe-keeping.
• Apply for an Alberta ID card — this is different from a driver’s license. You can apply for this card at any authorized registry agent.
• Your ONEcard is your student identification card.
• Find your virtual ONEcard at: onecard.ualberta.ca/virtual-ONEcard
Continued, Identification:

Quick Tip!
You need a SIN to file your Canadian tax return and to claim the Goods and Services Tax refund.

• SIN Number: If you have written authorization to work shown on your study permit, make sure to get your SIN number as soon as possible. You can apply online at canada.ca.

• Registry agents offer registration, information and licensing services on behalf of the government. You can apply for your Alberta Health Insurance, driver’s license and tests, or an Alberta ID at any authorized agent. To find an agent, call 780-427-7013 or check bit.ly/AlbertaRegistry.

• Alberta Health Insurance Card: You can register for this card within 90 days of your arrival in Alberta. Present this card when visiting your doctor, clinic or emergency. You can apply for your Alberta Health Insurance at any authorized registry agent.

Scam Alert!
Government offices never contact you by phone or email to ask for your personal information, including your SIN, MyCRA account, bank account, study permit, etc.
BANKING & MONEY

Know your budget

- Avoid rush hour: fewer people travel during off-peak times, rush hour is 6 - 9 am and 3 - 6 pm.
- Canadian banks offer student accounts that generally have lower fees. You need to present your ONEcard or proof of enrollment at the University. You may also need to show proof of residence (a lease or bill with your name and address).
- Before choosing a bank, be sure to review the types of accounts and services, interest rates and service charges.

LOCAL TRANSPORT

Tips to Stay Healthy on Transit

- Public health restrictions are subject to change, visit: alberta.ca/coronavirus-info-for-albertans
- You must wear a mask/face covering when using public transit and vehicles for hire.
- Stay home if you are not feeling well.
- Practice good hygiene, wash/sanitize your hands before and after a trip.
- Avoid rush hour: fewer people travel during off-peak times, rush hour is 6 - 9 am and 3 - 6 pm.
- Allow extra time to travel: If the bus/train is full, wait for the next one. Double-check the schedule with the Edmonton Transit System (ETS) To Go app. Weather can make transit run slower!
- Let other bus/train passengers exit first before boarding bus/train.
- Maintain physical distance (if possible), spread out as much as possible on the bus/train.
Quick Tip!
Carry a small pocket-sized bottle of hand sanitizer with you at all times.

TAXIS AND UBER
Read Tips for booking Taxis, Ubers, etc.

- All vehicles-for-hire can only carry one passenger, unless riders are members of the same household, in a close personal relationship, or the passenger requires a caregiver.
- You cannot pick up friends along your route; you can only go from point A to B per trip.

ACCOMMODATION
Where to live

- You are responsible to find your own housing – choose a location close to campus or within easy access to public transit.
- On-campus: Stay up to date with residence news and events; contact housing by email, for all questions and concerns about residence: housing@ualberta.ca
- Off-campus: In a private accommodation, be sure to review contract details and only sign the lease after you have viewed the property.
- Be sure to ask about cost of utilities and damage deposit.
- Tap water in Edmonton is potable.

Quick Tip!
If the room is in an owner-occupied property, the Landlord and Tenant Act does not apply.
Edmonton has four distinct seasons.

The temperature can vary considerably from 30 degrees Celsius at the peak of summer to -40 degrees Celsius in the winter.

Weather can sometimes change quickly, even within a single day. It is best to be prepared.

Here's a guide on what you need to wear for each season:

**FALL / AUTUMN**
- A light jacket for wind protection
- Long pants
- Hat & gloves for cool mornings and evenings
- An umbrella

**WINTER**
- Heavy warm, windproof and waterproof winter coat. Fit should allow for extra layers underneath
- Layers including thermal underwear for under your clothes
- Boots/Shoes with deep thread to reduce slipping and insulation
- Gloves/Mitts/Wool Hat/Scarf, important to wear throughout the season
• Bring a face mask. Some stores may ask you to wear a face mask to enter.

• Most grocery stores offer a delivery service for a small fee. If you are in self-isolation/quarantine, we strongly recommend using a delivery service.

• Join the Campus Food Bank WECAN food basket program.

SHOPPING
Explore Edmonton’s shops

• Medium weight jacket for unpredictable weather

• Rubber boots

SUMMER

• Brimmed hat (baseball or sunhat)

• Sunglasses and sunscreen

• Grocery stores: Many supermarkets offer reasonable prices, such as No Frills, Superstore and Walmart.

• U of A Bookstore: Order new and used textbooks online. In-store shopping and online order pick-up is now available. Learn more: bookstore.ualberta.ca

• Tech Stores: Go to Best Buy, Vision Electronics, London Drugs, Staples and Memory Express.

• Save on shopping at second-hand stores: visit Value Village, or Goodwill.
The Campus Life page on the UAlberta website is the best place to find out what to expect and how to connect with resources on campus. Visit the Campus Life page: ualberta.ca/campus-life.

Check Bear Tracks for which classes have an in-person component. Courses with an in-person component have an updated Class Note to indicate that there is in-person content.

Get support to be an optimal online learner through the Academic Success Centre.

Make use of your Faculty Advisors and TA’s to get help with course content.

For technical support on taking online classes, contact IST for help.

**DON’T FORGET!**

- Pay your tuition fees
- Take note of fee deadlines, the add/drop classes deadline and the course withdrawal deadline
- The Student Services Centre is your starting point, visit their website uab.ca/asksc
- Graduate students can connect to the Faculty of Graduate Research and Studies ualberta.ca/graduate-studies
- Make a study plan – the Academic Success Centre can help
- Take workshops on note-taking and study skills
- Attend the English Conversation Club uab.ca/ecc

Quick Tip!

Consult with an academic advisor in your faculty to create your academic plan.
INTERNATIONAL STUDENT SERVICES
What next?

• Do Online Orientation. You can continue to use the modules as a reference and they are accessible throughout your academic career.

• Read Global Beat. We send a bi-weekly newsletter specifically tailored for international students. Inside, you’ll get IRCC updates, and information about programs and events.

• Check library hours and safety measures before accessing library services.

• Access the library services online and make an appointment with a librarian: library.ualberta.ca/ask-us

• Curbside pick-up is available!

• Connect with I-Advise. Our International Student Advisors are open for appointments. You can schedule a time that works best for you.

• Join the English Conversation Club. The best way to improve your English is to practice, and what better way than with your peers? Each week a new topic is determined by the previous week’s group. The conversation is lively, and you will quickly find student connections.

• Join student clubs and groups. The U of A has over 450 unique student-run organizations and clubs. With so much variety, there’s something for everyone!

• Prepare an emergency grab bag. Think ahead and put a bag together for emergencies. visit: uab.ca/ergrab

LIBRARIES
Online access
HOW TO STAY SAFE ON CAMPUS

We’re closely following public health measures and cleaning standards, but we need your help to minimize any risks.

BEFORE YOU GO, PLAN AHEAD

- **Health check.** Use the COVID-19 Alberta Health Daily Checklist. If you’re feeling sick, stay home, notify your supervisor or instructor, and follow Alberta Health Services advice.

- **Minimize time on campus.** Travel directly to your destination—your classroom, lab, or office. Take advantage of remote student and campus services.

- **Stay informed.** Visit UAlberta.ca/COVID19 regularly to learn what resources or safety protocols apply to you.

- **Support accurate tracing.** Use the ABTraceTogether mobile app to help prevent the spread of COVID-19 while protecting your privacy.

WHILE ON CAMPUS

- **Practice good hygiene.** Wash or sanitize your hands before and after touching surfaces.

- **Keep your distance.** Stay at least 2 metres (about the length of a hockey stick) from people outside your household or cohort.

- **Wear a mask.** Face masks are mandatory in all indoor common areas and everywhere 2 metre distancing is not possible. Follow all PPE protocols for your work area.

- **Be patient.** Don’t overcrowd shared or enclosed spaces like elevators, washrooms, and hallways.

- **Follow provincial gathering limits.** Most on-campus events have moved online.

When in doubt, look for the official campus safety signage nearby.

Coming back to campus safely. UAlberta.ca/COVID19
<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Success Centre</td>
<td>780-492-2682</td>
<td><a href="mailto:success@ualberta.ca">success@ualberta.ca</a></td>
</tr>
<tr>
<td>Accessibility Resources+</td>
<td>780-492-3381</td>
<td><a href="mailto:arrec@ualberta.ca">arrec@ualberta.ca</a></td>
</tr>
<tr>
<td>Campus Pharmacy</td>
<td>780-492-2634</td>
<td><a href="mailto:alwalker@ualberta.ca">alwalker@ualberta.ca</a></td>
</tr>
<tr>
<td>Campus &amp; Community Recreation</td>
<td>780-492-2555</td>
<td><a href="mailto:recreation@ualberta.ca">recreation@ualberta.ca</a></td>
</tr>
<tr>
<td>Career Centre</td>
<td>780-492-4291</td>
<td><a href="mailto:yourcareercentre@ualberta.ca">yourcareercentre@ualberta.ca</a></td>
</tr>
<tr>
<td>Counselling &amp; Clinical Services</td>
<td></td>
<td><a href="mailto:doshelp@ualberta.ca">doshelp@ualberta.ca</a></td>
</tr>
<tr>
<td>East Campus Residence Services Office</td>
<td>780-492-3345</td>
<td><a href="mailto:housing@ualberta.ca">housing@ualberta.ca</a></td>
</tr>
<tr>
<td>English Language School</td>
<td>780-492-5530</td>
<td><a href="mailto:elsinfo@ualberta.ca">elsinfo@ualberta.ca</a></td>
</tr>
<tr>
<td>Faculty of Graduate Studies and Research</td>
<td></td>
<td><a href="mailto:grad.mail@ualberta.ca">grad.mail@ualberta.ca</a></td>
</tr>
<tr>
<td>General Dental Clinic (delivered by dentistry students)</td>
<td>780-407-5550</td>
<td></td>
</tr>
<tr>
<td>Graduate Students’ Association</td>
<td>780-492-2175</td>
<td><a href="mailto:gsa.frontdesk@ualberta.ca">gsa.frontdesk@ualberta.ca</a></td>
</tr>
<tr>
<td>GSA Health and Dental Plan</td>
<td>1-825-203-9645</td>
<td></td>
</tr>
<tr>
<td>InfoLink Help (Students’ Union)</td>
<td>780-492-4212</td>
<td><a href="mailto:infolink@su.ualberta.ca">infolink@su.ualberta.ca</a></td>
</tr>
<tr>
<td>Libraries Main Desk</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lister Centre Residence Services Office</td>
<td>780-492-3345</td>
<td></td>
</tr>
<tr>
<td>ONEcard Help</td>
<td>780-492-7924</td>
<td><a href="mailto:onecard@ualberta.ca">onecard@ualberta.ca</a></td>
</tr>
<tr>
<td>Parking Services</td>
<td>780-492-7275</td>
<td><a href="mailto:parking@ualberta.ca">parking@ualberta.ca</a></td>
</tr>
<tr>
<td>Peer Support Centre (Student Union)</td>
<td>780-492-4268</td>
<td><a href="mailto:psc@su.ualberta.ca">psc@su.ualberta.ca</a></td>
</tr>
<tr>
<td>Protective Services (Lost and Found)</td>
<td>780-492-2943</td>
<td></td>
</tr>
<tr>
<td>Protective Services (UAPS)</td>
<td>780-492-5050</td>
<td></td>
</tr>
<tr>
<td>Safewalk</td>
<td>780-492-5563</td>
<td><a href="mailto:safewalk@su.ualberta.ca">safewalk@su.ualberta.ca</a></td>
</tr>
<tr>
<td>Sexual Assault Centre</td>
<td>780-492-9771</td>
<td><a href="mailto:sexualassaultcentre@ualberta.ca">sexualassaultcentre@ualberta.ca</a></td>
</tr>
<tr>
<td>Office of Registrar</td>
<td></td>
<td>uab.ca/asksc</td>
</tr>
<tr>
<td>Student Ombuds</td>
<td>780-492-4689</td>
<td><a href="mailto:ombuds@ualberta.ca">ombuds@ualberta.ca</a></td>
</tr>
<tr>
<td>SU Health &amp; Dental Plan</td>
<td>1-866-795-4430</td>
<td><a href="mailto:service@studentcare.net">service@studentcare.net</a></td>
</tr>
<tr>
<td>University Health Centre</td>
<td>780-492-2612</td>
<td><a href="mailto:hws@ualberta.ca">hws@ualberta.ca</a></td>
</tr>
</tbody>
</table>
Useful Contact Numbers
Keep this list handy — it includes important emergency numbers

### Important Edmonton Numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>24 Hour Distress Line</td>
<td>780-482-4357</td>
</tr>
<tr>
<td>City of Edmonton Services</td>
<td>311</td>
</tr>
<tr>
<td>Community and Social Services Connection Line</td>
<td>211</td>
</tr>
<tr>
<td>Edmonton Police Services Non-Emergency Line</td>
<td>780-423-4567</td>
</tr>
<tr>
<td>EMERGENCY</td>
<td>911</td>
</tr>
<tr>
<td>EPCOR 24 Hour Emergency Power</td>
<td>780-412-4500</td>
</tr>
<tr>
<td>EPCOR 24 Hour Emergency Water</td>
<td>780-412-4500</td>
</tr>
<tr>
<td>Health Link (24/7 Health Advice)</td>
<td>811</td>
</tr>
<tr>
<td>Immigration, Refugee &amp; Citizenship Canada</td>
<td>1-888-242-2100</td>
</tr>
<tr>
<td>Landlord &amp; Tenant Advisory Board</td>
<td>780-496-5959</td>
</tr>
</tbody>
</table>
**EMERGENCY CARD**  
*To Keep in Your Wallet*

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### NEED HELP?

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
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<tbody>
<tr>
<td><strong>U of A Protective Services</strong> <em>(for on-campus help)</em></td>
<td>780-492-5050</td>
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<tr>
<td><strong>Distress Line</strong> <em>(supportive listening, and crisis intervention)</em></td>
<td>780-482-HELP (4357)</td>
</tr>
<tr>
<td><strong>211</strong> <em>(for info to health and government services)</em></td>
<td>DIAL 2-1-1</td>
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<tr>
<td><strong>911</strong> <em>(For life threatening situations, fire, police, help)</em></td>
<td>DIAL 9-1-1 <em>(Emergency)</em></td>
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<td><strong>811 Health Link</strong> <em>(For quick and easy advice from a registered nurse 24/7)</em></td>
<td>DIAL 8-1-1</td>
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- Use the above card as a reference if you require consulate assistance or are in legal trouble.
- Keep the Emergency Card in your wallet.
- Call your consulate if you have lost your passport, need legal help, or to contact your family in the case of an emergency.
- Update your emergency contact information in Bear Tracks

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### Important Websites

<table>
<thead>
<tr>
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<th>Website</th>
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<td>Alberta Health Care Form</td>
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