



International Student Guide

2019-20



REDEEMER
UNIVERSITY COLLEGE



Congratulations on your acceptance to Redeemer University College! Redeemer is home to students from all over the province, country, continent and globe who come to study at our Christian liberal arts and sciences institution. We look forward to working with you over the coming months as you transition into Canadian culture.

Table of Contents

1.	Student Study Permit Process.....	2
a.	Passport and Study Permit.....	2
b.	Where to begin?	2
c.	Required documents	2
2.	Next Steps:	4
a.	Applying for housing and choosing a food plan	5
b.	Register for courses	6
c.	Health insurance.....	6
d.	Payment plan	7
	i. How to check your account balance.....	7
	ii. How to make a tuition payment.....	7
e.	Copy of study permit	8
f.	International Student Orientation	9
3.	Getting ready for Redeemer.....	10
a.	Before you arrive	10
	i. What to pack?	10
	ii. Clothing.....	11
	iii. Transporting money.....	11
	iv. Going through border customs.....	11
b.	Arrival and Transportation	12
	i. From the Airport.....	12
	ii. While at Redeemer.....	12
c.	What's around?	14
d.	Financial matters	16
	i. Budgeting	16
	ii. Textbooks	16
	iii. Banking	16
	iv. Employment	17
	v. Social insurance number (SIN)	18
	vi. Taxes	18
	vii. Shopping	18
e.	Health Care	20
	i. Health Insurance	20
	ii. Emergencies	21
f.	Housing	22
	i. Meal Plan	22
	ii. Summer Time	23
g.	Academics	24
h.	Communications.....	25
	i. Cultural Differences	25
	ii. Churches and Faith	26
i.	Where to find help.....	27
	i. ISAAC.....	27
	ii. Counselling.....	27
	iii. Acceptance and fitting in	28
	iv. Homesickness.....	28
	v. Facing insensitivity	28

Student Study Permit Process

It's time to begin thinking about what immigration documents you will need during your time at Redeemer. While you may have started this process already, it's important to keep working towards getting all of your necessary documents in order. Keep in mind that processing time can vary depending on your country of origin.

Passport and Study Permit

International students in Canada require a valid passport and study permit to legally study in Canada. Some countries may also require a temporary resident visa to be able to enter Canada.

Where to begin?

The Citizenship and Immigration Canada website (www.cic.gc.ca) will help you navigate the application process for your travel documents. This website offers detailed information about requirements, life in Canada, and opportunities associated with student status.

Required Documents

According to the CIC website, you will need the following documents to apply for a student study permit:

1. Proof of acceptance

As part of your admission package, you will first receive a Conditional Offer of Admission. Once you pay your deposit to Redeemer, our Registrar will be able to provide a Final Offer of Admission, which is your proof of acceptance to Redeemer. To apply for your permit, ensure that you submit a copy of your Final Offer of Admission, not the conditional offer. This letter should be copied and used to support your study permit application.

2. Proof of identity

You must provide your passport or other acceptable travel document. The most commonly used proof of identity is a passport.

3. Proof of financial support

You will have to show adequate proof of finances which, as a student, is an amount equal to or greater than one year of tuition fees plus \$10,000 for a 12-month period (or \$833 per month). This shows your ability to support yourself as a student in Canada. Financial aid from Redeemer can contribute to the \$10,000. After financial aid has been granted (usually around mid-late March), you can request a letter proving financial assistance from Redeemer which can be requested through the Financial Aid office (financialaid@redeemer.ca) or through your Admissions Counsellor.

4. Letter of explanation

It may be necessary to include a letter explaining why you are applying for a student study permit.

As an institution, we are legally not allowed to aid you in the process but will ensure that the documents you require from us are sent in a timely manner to Citizenship and Immigration Canada. You can apply for your permit online at www.cic.gc.ca. Should you require more information, the CIC website is your best source of information.

A *study permit* is not a visa. It does not give you the right to board your flight to Canada. Along with your permit, you will need an Electronic Travel Authorization (eTA) to fly to Canada. If you received your initial permit on or after August 1, 2015, you were automatically issued an eTA along with your permit.

Note for citizens of the United States of America: You may apply for your student study permit at the point of entry into Canada. However, you must have all completed application forms and supporting documents with you at that time. In order to apply for a study permit at an air port of entry, a lawful permanent resident of the U.S. travelling to Canada must apply for and obtain an eTA prior to boarding their flight to Canada. If everything is in order, they will give you your permit at customs.

Next Steps



It's a good idea to keep moving through Redeemer's admission process while waiting for your study permit to be processed. The next few pages will explain in detail your next steps to becoming a student.

1. Applying for housing and choosing a meal plan

Where to find forms: www.redeemer.ca/apply (you'll need to login!)

Once you completed your Notice of Acceptance on the application portal (www.redeemer.ca/apply), you will have noticed more steps have appeared on the portal for you to complete before arriving on campus: Life at Redeemer Form, Register for Courses, and Student ID & Food Plan, etc.

The *Life at Redeemer* form is where you apply for on-campus housing and provide important information such as health information, possible learning concerns, and emergency contact information to the Student Life Department. Once received, the Student Life Department assigns students to their on-campus residence. You will be informed of your housing placement in mid-August.

Who to talk to if you have questions:

Student Life Department regarding housing;
Learning Services regarding learning accommodations

Students living on campus are required to be part of a meal plan. You can select your meal plan and upload a photo for your student ID card on the application portal (www.redeemer.ca/apply). As a dorm, students grocery shop together at The Market, Redeemer's on-campus grocery store. Students budget, shop at The Market and prepare food with their dorm mates. Your student ID card, also called your R/UC Express Card, will have a preselected amount of dining dollars loaded onto it. Students can purchase food items for themselves at Refresh (the cafeteria), Tim Hortons (the coffee shop) and The Market (the grocery store) with their dining dollars.

Who to talk to if you have questions: Student Life Department regarding dorm meal plans; Campus Services regarding choosing a meal plan and student ID cards

2. Register for Courses

Where to book appointment: www.redeemer.ca/course-registration

Each incoming first-year student books a one-on-one course registration appointment with an Academic Advisor who is able to answer any questions you have about your program, course selections, or other academic concerns. International students are able to book a phone meeting with the Academic Advisor. Once you fill in the form to book an appointment, the Events Coordinator in Admissions will be in contact with you to confirm the details and tell you how to call in for your appointment.

You will receive (by mail or email) a *First Year Course Registration Guide* which will walk you through the planning of your courses. You will use this guide during your appointment with an Academic Advisor to ensure that you are able to register for the courses you need to!

Who to talk to if you have questions: Events Coordinator in Admissions regarding booking your appointment; Academic Advisor in the Registrar's Office regarding course or program changes.

3. Health Insurance

All students are required to have medical insurance. Students not covered under a Canadian Provincial Health plan must provide evidence of medical insurance. All US/International Students are automatically enrolled in a health insurance plan, but those who have proof of health insurance that covers them while studying in Canada may opt out.

You can learn more about the health insurance coverage through Redeemer on page 20 of this booklet.

Who to talk to if you have questions: Student Life Department for questions and more information.

4. Payment plan

Student financial statements of account will be updated on WebAdvisor after August 1 (fall semester) and December 1 (winter semester). Your statement will show the fees that you need to pay for the term less any financial aid that you will be receiving. Adjustments will continue to be made to the accounts as registration, housing, financial aid, and other fees are updated so please check your statement before making payments. Payments will also show on your statements but please allow a few days for processing.

How to check your account balance on WebAdvisor:

- Go to www.redeemer.ca/webadvisor
- Choose 'Students', then 'Log In'
- Enter your user ID and password, then submit
- Under the financial information, choose 'My Account Statement', then choose 'OK'
- When you are finished viewing your statement, click on 'OK'
- Be sure to check WebAdvisor for account updates on a regular basis

Who to talk to if you have questions: Business Office regarding tuition payments and account statements; I.T. Helpdesk (helpdesk@redeemer.ca) regarding accessing WebAdvisor and lost passwords

How to make your tuition payment:

Flywire:

- www.flywire.com/school/redeemer

Telephone Banking (from a Canadian banking account):

- You can set up Redeemer University College as a payee through bill payment on internet or telephone banking. Your account number is ST followed by the 7 digit account holder number on the top left side of your statement (eg. ST0001234). If your student ID number is 1234, then your account number for online banking is ST0001234.
- The major banks as well as most credit unions are set up to receive payments for Redeemer.
- If you prefer, you can also go into your bank and make a

- payment through the bank teller.
- Please remember if you are paying via online banking after regular business-day hours, or on a weekend/holiday, your payment will be processed by the bank on the next business day. Redeemer will count this as the date of payment.
- Important: Please allow 3 Business Days for processing. We do not send email confirmation when payments are received. Please check your online statement to see the payment reflected on there.

Debit:

- Please make sure that the transaction limit and the daily limit on your debit card is sufficient to cover the balance. You can go to your bank and ask to get these limits temporarily increased before you make the payment.
- Important: International debit cards often act like credit cards in Canada, which means we would be unable to accept this payment method.

Cheques/Cash (CAD\$ or USD\$):

- Current and post-dated cheques should be made out to Redeemer University College or Redeemer U.C.
- The service charge for non-negotiable cheques is \$20.
- The U.S. exchange rate is adjusted regularly. If you are planning to pay in U.S. funds, we will need to divide the term balance by the exchange rate to get the U.S. dollar equivalent. Please check with the Business Office on the rate and calculation before making a payment

5. Copy of study permit

Citizenship and Immigration Canada (CIC) requires that Redeemer have copies of your study permit on file. Within your first week at Redeemer, please bring your study permit to the Registrar's Office to be photocopied and returned to you.

6. International Student Orientation

We would like to cordially invite you to our International Student Orientation! It will begin the week before classes begin (August 29 - 31, 2019). It allows our international students to spend time getting used to campus before other students arrive and is a great opportunity to get to know the International Student staff. We will update you once we have finalized the schedule for the weekend. Past orientations have included events such as: exploring the city of Hamilton, BBQ & campfire, shopping trip, and information sessions for banking, cell phones, and doctor/health services. We will let you know the earliest date that you may arrive on campus to drop off your belongings in your residence and settle in; however, if you would like to arrive earlier in order to recover from travelling/jet lag, please let your Admissions Counsellor know so you can discuss your options. Meals will be provided during orientation either from our group activities or from your RAs at your residence. Be sure to have comfortable clothes and shoes available for walking around and exploring! We're looking forward to having you here for our International Student Orientation!



Getting Ready for Redeemer

As an international student starting at a new school and joining a new community, you face unique situations and circumstances that other students don't have to consider. Redeemer's staff is here to support you and help you during your time here. You should always feel welcome to contact any of the people mentioned in this booklet should you ever have any questions or concerns.

Before you arrive

Our campus is located in Ancaster, Ontario which is part of the City of Hamilton. If you want a better understanding of our climate, you can refer to websites like theweathernetwork.com and review yearly statistics or even look at what the weather is like currently.

What to pack?

Two things to keep in mind: what you can bring with you through customs and on the plane and what you can buy once you are here. Familiarize yourself with the regulations of the Canada Border Services Agency (or CBSA). These are the people who determine what you can and cannot bring with you through customs.

These are the recommendations for items to bring for all on-campus students (though some may be unreasonable if travelling by plane):

Please bring (or plan to buy):	Possibly bring (or plan to buy):
<ul style="list-style-type: none">• standard twin-sized sheets, blankets/comforter• pillow and pillow case• clothing for warm and cold weather• laundry basket and detergent• alarm clock• desk supplies• hangers	<ul style="list-style-type: none">• bike and bike lock• outdoor sports equipment• camping/porch chairs• computer/laptop• TV/movies/music• exercise equipment• small decorations• extension cords• surge protectors• adapters for international electronics

Please note: these items are not required, but will be useful for living on-campus. If you cannot bring it all with you in your suitcase, there will be time to purchase necessities during International Student Orientation. It is also recommended that you talk with your future dormmates and RA about what you will be bringing so you don't have too many duplicates of certain items.

Clothing

When you first arrive in September, shorts, t-shirts and sandals will be fine as it will likely be warm during the day. However, the evenings cool off fairly quickly. The academic building and residences are kept at approximately 20-22 degrees Celsius (or 70 degrees Fahrenheit) year round.

Eventually, you will need a winter jacket, mittens/gloves, hat, warm socks, and a good pair of winter boots. The winters here can become very cold and snowy (typically beginning late October - early November). Wearing layers of clothes is helpful for adjusting to the indoor and outdoor temperatures.

Transporting money

If you plan to bring a large amount of money with you into Canada, keep in mind that if you carry more than \$10,000 CAD (in any form, such as currency, bank notes, traveller's cheques, etc.) you will need to declare it at the border. You may find that wiring the money or transferring it electronically is a safer and easier option.

When you first arrive in Canada, you will need to have some Canadian money to purchase the things you were unable to bring with you. Setting up a Canadian bank account can take up to two weeks, so the cash you bring will need to supply you during that time before you can make electronic transfers of your money.

Going through border customs

When going through border customs at the airport, the process will be smoother if you have all your paperwork and documents ready. A declaration card will be given to you on the plane. As an international student, there is also the possibility of a secondary immigration check.

Arrival and Transportation

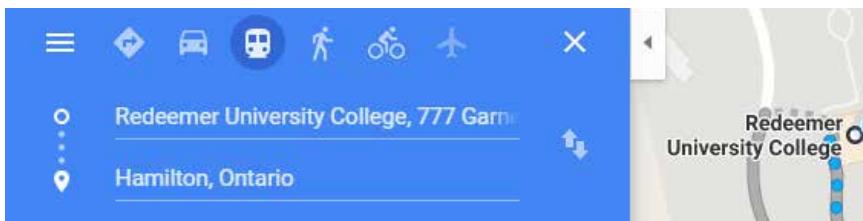
From the Airport

You will most likely arrive at the Toronto Pearson Airport. This airport is located about one hour from Redeemer. The first time you arrive, there will be a designated time that a Redeemer representative will be available for transport back to Redeemer. In the long-term, the #40 GO Bus and Airways Transit provide good alternatives for transportation to and from the the Toronto airport. You can connect with your Admissions Counsellor if you need additional information about transportation to Redeemer.

While at Redeemer

Bus

Each student receives a bus pass (called Presto Pass) that allows them to use the Hamilton bus systems, called the Hamilton Street Railway (HSR). There are several bus stops within walking distance of campus where students can board and get anywhere they need to go in Hamilton. You can pick up a bus map form the Student Senate Office or use Google Maps to find the correct bus numbers and times that will get you where you need to go. Be prepared to make it to the bus station several minutes early as the buses can be 5-10 minutes early (or late!). The bus passes issued are valid from the fall semester until the end of the winter semester in April.



Taxi

Hamilton taxis are available and are a safe and trusted option for travel. However, taxi fees are quite expensive. The average taxi fare to downtown Hamilton is around \$30 Canadian dollars.

Uber

Uber is a convenient, inexpensive and safe taxi service. Hire a private driver to pick you up and take you to your destination with the tap of a button on any smartphone device. A nearby driver often arrives to pick you up within minutes.

Bicycle

Bikes are a good way to get around if you don't have far to go. However, in the winter this is not a recommended means of transportation as roads and sidewalks may be covered in snow (and it can be COLD!). Bikes can be loaded on to the front of all Hamilton buses so you can do a combination of busing and biking. Cyclists under 18 are required by law to wear an approved bicycle helmet when riding a bike on a roadway or sidewalk.

Walking

The Meadowlands, a local shopping area, is within walking distance from the school. It includes stores, restaurants, pharmacies, banks and a theatre. If you walk at night, you may feel more comfortable walking with someone else.

Trips

There are many local attractions that are within a short trip from Redeemer. Toronto and Niagara Falls are popular destinations you may be interested in visiting. You can reach many of these destinations by GO Buses or trains for reasonable fares. There is a GO Bus station in downtown Hamilton. If you make these trips more regularly, you can load money onto your PRESTO pass and keep reloading for easy access to many transit systems through the Greater Toronto Area (GTA) and Hamilton area.



What's Around?

Redeemer is located approximately 70km south of Toronto, 70km northwest of Niagara-on-the-Lake, and on the southwestern tip of Lake Ontario called the Niagara escarpment. Redeemer is in the community of Ancaster, a suburb of the City of Hamilton. Ancaster benefits from the convenience of the nearby city, but still functions like a smaller town.



The Meadowlands

At the north end of Kitty Murray Lane is a large shopping centre that most students refer to as "the Meadowlands." You can get the majority of the things you need there and it is a reasonable walk or bike-ride away. Available in the area are:

- banks
- grocery stores
- movie theatres
- restaurants
- book stores
- clothing stores
- craft stores
- hardware stores
- etc

Garner/Rymal Rd.

The road that Redeemer is located on is lengthy and has multiple name changes. Redeemer is on Garner Road East which turns into Rymal Road West as you enter into Hamilton. West of Redeemer you can find a shopping plaza with a Walmart and Canadian Tire. East of Redeemer you will find Bennett's Apples & Cider—a popular destination for desserts! The intersection of Rymal Road with Upper James Street is referred to as Ryckman's corners which has the nearest walk-in medical clinic and a Service Canada centre where you can get a social insurance number (SIN) card.

Limeridge Mall

Down one exit from Upper James on the Lincoln Alexander Parkway (commonly called “the Linc”), is Upper Wentworth Street where there is a large shopping mall and other amenities.

Downtown Hamilton

A short drive or bus trip can bring you to downtown to the heart of Hamilton on King Street and James Street. There is a big city block that contains Jackson Square Mall, the Farmer's Market (open year-round), Nations Fresh Foods (international foods and groceries), the Central Public Library, and First Ontario Centre (sports and entertainment venue). Also downtown is Passport Canada, city hall, the police station, and several museums, theatres, and churches. Throughout the year, there are a variety of trips and volunteer opportunities offered through Redeemer.

Financial Matters

Budgeting

When estimating how much cash you should bring, consider the things you may need to purchase such as bedding, toiletries, and other miscellaneous objects for your comfort in your new residence.

Textbooks

Take into consideration that textbooks can cost you up to \$500/semester. The Redeemer bookstore accepts VISA, MasterCard and debit cards, but if you wish to buy books second-hand from other students, cash will be expected. You may check the textbook list to find out costs ahead of time or find the Facebook group called **Redeemer University College - Buy & Sell** where students sell or request their books at a cheaper rate.

Banking

Canadian banks are trustworthy. If you wish to set up a Canadian bank account (which is necessary to work in Canada), expect it to take at least two weeks. It is a good idea to open an account at a bank and keep extra money there. It is not recommended to have large sums of money lying around.

Student accounts are provided on a complimentary basis for most banks. Cheques are quite uncommon and most stores will not accept them. Debit cards are commonly used for many financial transactions but do be aware of service fees (in some cases).

The following banks are located in the Meadowlands and are likely your best options:

TD Canada Trust	Toronto Dominion Bank
Scotiabank	Bank of Nova Scotia
BMO	Bank of Montreal
CIBC	Canadian Imperial Bank of Commerce

Visit the local branch of your bank of choice with the following information and the bank representative should be able to help you open an account:

- Immigration documents (permanent resident card, confirmation of permanent residence IMM Form #5292, or temporary immigration permit/study permit IMM form #1442, 1208, 1102)

- Identification documents (valid passport, Canadian driver's license, Canadian Government Identification card)
- Letter of acceptance from Redeemer, or your student ID card, or an international credit card in your name

Employment

If your study permis allows, you may work full time hours (30-40 hours per week) on or off campus during non-school times such as the summer. All student-workers receive minimum wage which, currently, is an approximate rate of \$14.00 CAD per hour.

You can apply for an on campus job at www.redeemer.ca/on-campus-job. Student employees are paid through direct-deposit into their personal bank account. For this, a Canadian bank account is required. If you have accepted an on-campus job position, you should open a bank account as soon as possible so that payroll can be set-up before the first pay period.

Food services at Redeemer are supplied by a company called Sodexo. Employees of Sodexo are technically not employees of Redeemer so applying there may be a good option if you wish to work up to 20 hours per week on-campus during the school year. They hire for Refresh, Tim Hortons, the Market, and catering services. To start one of these jobs in September, it is recommended that you submit a cover letter and resume in the summer, before the school year begins. You can submit your resume and cover letter by email to your Admissions Counsellor (who will then pass it on to the corresponding supervisors), or you can submit by mail or in person at Redeemer's cafeteria. Most students receive 2-10 hours a week, depending on availability.

Redeemer jobs are given to students who demonstrate financial need. Because international students cannot access Canadian loans or grants, they are often prioritized to receive employment. However, this does not guarantee you will have employment.

Social Insurance Number (SIN)

To obtain a job, you are required to have a Canadian Social Insurance Number (SIN) in order to be paid. Information about what is needed to obtain a SIN is found at www.servicecanada.gc.ca/eng/sc/sin/. A link to the application form is found on that website. You will also be required to have a letter from Redeemer stating that you have been offered a job at the institution. This letter can be requested from the Human Resources Office. Students are encouraged to bring their application documents to a Service Canada Office in Hamilton. There is one located in the Upper James South Plaza (accessible by bus).

Taxes

Any money you earn in Canada is subject to Canadian income tax. Statements of earnings (T4 slips) are issued by the end of February for the previous calendar year and income tax returns must be filled out before April 30. Ask your supervisor or employer for your T4 slip. Filing tax returns can be confusing but there is software approved by the CRA (Canadian Revenue Agency) such as Turbotax. The CRA website also has a list of approved software.

Shopping

There are a lot of stores located around Redeemer and in Hamilton. You'll find that many are located in shopping centres like malls or shopping plazas which prevents you from having to travel to multiple locations.

When shopping in Canada, the price stated on the sticker is the price the store will expect you to pay, plus tax. In Ontario, we pay Harmonized Sales Tax (HST) which is 13%. All items are priced on a pre-tax basis. For example, if you are purchasing a t-shirt that has a price tag reading \$14.99, you will actually be paying $\$14.99 \times 1.13\% = \16.94 after tax. Generally speaking, grocery items are not taxed. Most retail stores will accept cash, VISA, Mastercard and debit cards. Bartering is not a common practice.

While living on campus, the majority of your food will be purchased on campus at the Market, but you may wish to supplement this with things the Market does not have (for example, certain cultural foods from home!). Stores such as NoFrills and Food Basics tend to be less expensive than Sobeys,

Metro, Foodland and Fortinos. There is an excellent and inexpensive grocery store and market in downtown Hamilton called Nations Fresh Foods which has a wider variety of foods more than the typical store and parking at the mall is free if you show that you spent \$20+ there!

You can always ask your RA if you have questions about where to shop and where to best meet your shopping needs.

Health Care

If you require medical attention while at Redeemer, most concerns can be handled by a walk-in clinic but, for more serious illnesses and injuries, there is a local urgent care centre as well as several hospitals with emergency care. Call 9-11 if you require an ambulance or 9-9-11 if calling from a dorm phone.

If you are unsure about what to do, you can call Tele-health Ontario where you can speak with a registered nurse who can give you advice at 1-866-797-0000.

For medical care that requires long-term attention, Redeemer is connected with a general practitioner in the area who may be able to see you:

Dr. Bonnie Loewith
277 Wilson Street E
Ancaster, ON
905-648-7973

Bring your health insurance card with you whenever you use a health service and you should not need to pay anything upfront.

Health Insurance

All international students must have health insurance while studying in Canada. This must be purchased as provided by the school's provider, unless you can show current coverage under OHIP (Ontario Health Insurance) or any Provincial Health Insurance Plan. Your application will be automatically processed granted we have your name, date of birth, address, email address, and start date of coverage—this information will be provided to the insurance company.

This insurance plan is comprehensive and should cover most, if not all, of what you need during your time at Redeemer. It includes most prescription medications and emergency services. You will receive a card to display when you access health services such as doctor offices, pharmacies or hospitals. You may have to pay up front and then be reimbursed.

In most cases, some medical offices require you to pay up front. It is advised when going for a check-up to have funds available and ask for an original receipt for the insurance company. In this situation, it means that you will apply for a claim from the insurance company directly. The Student Life Department is happy to help you with this process should the need arise.

The cost for insurance is approximately \$50/month and students are expected to have coverage for all 12 months of the year.

It's important to read the C-HIP's policy carefully to understand what is covered and what is excluded.

Questions or concerns should be directed to the Student Engagement Coordinator in the Student Life Department at Redeemer (contact information can be found on the back of this booklet).

Emergencies

If you have an emergency requiring firefighters, an ambulance, or police, from campus you could call 9-9-11. After calling 9-9-11, you should also contact Redeemer Security at extension 4444 or 905-961-4444.

Housing

On Campus Residences

To further build the community here at Redeemer, it is required that all students born on or after January 1, 2000 live on campus in university residences. First year students are placed in the residence with six or seven other first year students of the same gender. They also live with one or two Resident Advisors (RA) that are upper class students. Your RA should be getting in touch with you this summer and giving you more details about moving in. Feel free to connect with them and ask them questions!

More information about living on campus can be found in the Residence Life Handbook at www.redeemer.ca/residence-handbook

Please note: the residences are closed during the Christmas break. If you don't have a place to stay, your RA can assist you in finding suitable accommodation. Often students stay with a dormmate's family, a church friend, or a staff member.

Meal Plan

As a dorm, students grocery shop together at The Market, Redeemer's on-campus grocery store. Students budget, shop at The Market and prepare food with their dorm mates. Your student ID card, also called your R/UC Express Card, will have a preselected amount of dining dollars loaded onto it. Students can purchase food items for themselves at Refresh (the cafeteria), Tim Hortons (the coffee shop) and The Market (the grocery store) with their dining dollars.

All students living in regular student residence must purchase one of the following plans:

Gold Plan

The Gold Plan includes weekly communal meals (30 weeks), midnight breakfasts (one offered during each exam period), exam treat nights (two offered during each exam period), \$965 residence Market grocery dollars, \$1050 personal dining dollars and an administrative fee. **Cost: \$2,748***

Silver Plan

The Silver Plan includes weekly communal meals (30 weeks), midnight breakfasts (one offered during each exam period), exam treat nights (two offered during each exam period), \$965 residence Market grocery dollars, \$850 personal dining dollars and an administrative fee. **Cost: \$2,548***

Bronze Plan

The Bronze Plan includes weekly communal meals (30 weeks), midnight breakfasts (one offered during each exam period), exam treat nights (two offered during each exam period), \$965 residence Market grocery dollars, \$650 personal dining dollars and an administrative fee. **Cost: \$2,348***

Summer Time

Many international students return home after completing the academic year. However, some students decide to stay in Canada to seek employment and/or explore the area more.

Housing:

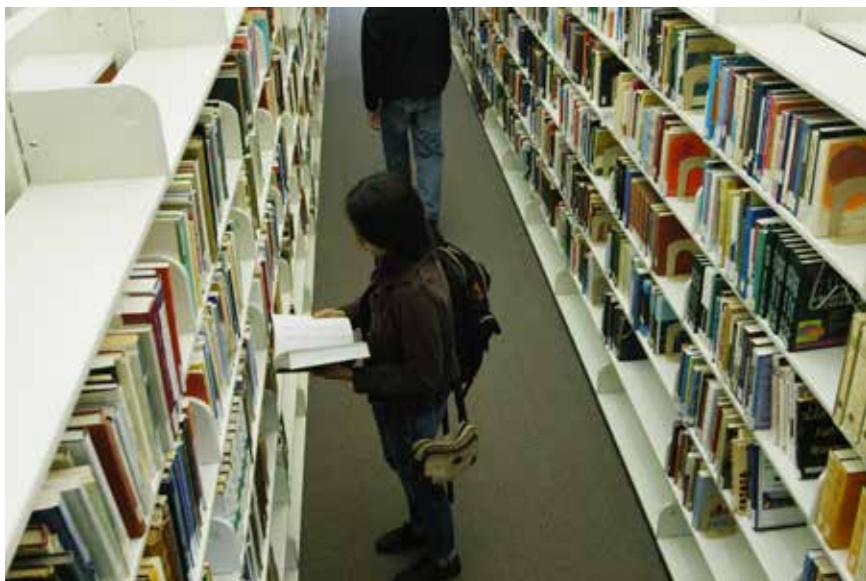
Summer housing is available at a reduced rate from the regular school year for students who wish to stay on campus. Unlike during the school year, there is no meal plan that comes with lodging and the Market is closed.

Employment:

Redeemer has on campus jobs available that are similar to the ones offered during the academic year. These jobs are at full time rate which is approximately a 37.5 hour work week (8am-4pm, 5 days a week). Typically paid at minimum wage which is currently \$14.00 an hour. Applications for these jobs are announced and made available mid-January. Students can also apply for employment off-campus during the summer.

* These are 2019-2020's costs. It's possible these numbers may change year-on-year.

Academics



For more information, refer to the Academic Calendar, found at www.redeemer.ca/academic-calendar.

Communications

WiFi - Phone - Calling Cards - Skype

Redeemer provides complimentary campus-wide WiFi service for its students. Email and Skype can reliably be used on campus.

If you are considering a Canadian cell phone plan, your least expensive option is most likely a Pay-As-You-Go plan. With just texting, expect to pay around \$15/month—the more options you choose, the more money you should expect to pay. Sometimes cell phone packages include free local calls and unlimited texting in their plans, but make sure you ask about international calling charges and texting fees. Bundled plans that include data, unlimited texting and free local calls can cost anywhere from \$40-70 a month. We recommend talking with your dormmates and RA about their experiences with certain cell phone companies before signing a contract. At the Limeridge Mall, the major cell phone companies have booths where you can purchase a phone and talk to representatives.

Dorms are equipped with landlines that allow free calls to anywhere in Canada. For international calls, you can purchase calling cards at the Redeemer Bookstore or at many other retail locations.

Cultural Differences

In Canada, it is customary to arrive on time to social engagements. If you do not arrive on time, your hosts may worry that something has happened to your or that you forgot about the engagement. You are expected to arrive promptly to appointments with doctors, professors, etc. If someone has arranged to pick you up, it is important to be ready at the time set.

Most Canadians expect cleanliness. Showering regularly is normal—many will shower every day. Strong colognes and perfumes are considered inappropriate; however, mild deodorants or mild cologne/perfume is used by most everyone.

Most Canadians value politeness and expect it when interacting with each other in various social gatherings with strangers. For

example, it is considered rude if someone is aggressive in line-ups or when waiting for a service of some kind. When interacting with faculty, it is appropriate to refer to them as Doctor or Professor.

When working, it is expected that you come to work on time, work in a responsible and diligent manner and call/notify your supervisor when you are unable to work due to illness, etc.

Churches and Faith

While there are numerous faith-related activities and services that occur on campus, we strongly recommend getting connected with a local church. This allows for connections with individuals who are outside of the Redeemer community and can support you in different ways. There is a wide variety of churches that offer different styles of worship, so don't be discouraged if the first church you attend is not what you expected. Keep exploring until you find a place that is comfortable and welcoming.

Through your church, you may find opportunities to serve in the community that can give you unique experiences and allow you to branch out and meet new people.

Some churches offer transportation to Redeemer students (usually posted in Redeemer's email announcements, the *Timeout*). Other options are to carpool with other students, take the bus, or contact that church to see if there's someone in the area that could pick you up.

Where To Find Help

Transitioning into university life can be difficult. Being in an unfamiliar country and culture can make this transition even harder! Many international students find that their friends and family don't quite understand what they are going through; however, if you are struggling with anything, there are people at Redeemer and in the surrounding community that are available to help.

ISA

(International Student Advisors)

ISAs are upper class international students whose role it is to connect with incoming international students to assist with the adjustment. They also plan monthly social events that happen throughout the year. ISAs aim to create a safe space for international students since you have unique experiences and challenges that other students may not fully understand.

Counselling

Sometimes, you can receive the help you need just by talking with Redeemer staff members. However, don't feel ashamed in seeking professional guidance should you need it—it's more common than you think.

Redeemer has counselling services through Shalem Mental Health which is a Christian counselling network that offers free counselling sessions for Redeemer students.

We are also partnered with St. Joseph's Mobile Mental Health team that will be on campus regularly to see students about concerns. Redeemer chaplains are also more than willing to talk to students about their lives.

To connect with any of these services, use the numbers or emails below:

Personal Counselling:

Appointments available for up to 4 sessions for students at no cost through Shalem Mental Health Network

To schedule an appointment:

Call 905-528-0353 (local) or 1-866-347-0041 (toll free, long distance)

Email at office@shalemnetwork.org or to initiate the process, you can text 289-335-3543

Mental Health Services:

The Youth Wellness Centre (YWC) Mobile Team is a unique service from St. Joseph's Healthcare Hamilton. This service is covered by OHIP (health insurance) and is confidential. You can get connected with the team through email by ywcintake@stjoes.ca.

Pastoral Counselling:

Josiah Bokma

jbokma405@redeemer.ca

x4456

Acceptance and Fitting in

You may be coming knowing you'll be a minority as an international student which can require some mental preparation. Don't be discouraged if it takes you longer than your peers to feel at-home and comfortable with your surroundings. Celebrate your differences and confidently interact with those who might be unsure on how to interact with you by taking advantage of opportunities to get involved and being open to new experiences.

Homesickness

Homesickness is a very natural and expected emotion since everything that is familiar and safe is far away. Understand that what you feel is okay and normal, though something you will have to tackle to learn how to live with it—don't isolate yourself for long periods of time. Keep in contact with your friends and family at home and set up specific times to talk to them and give you something to look forward to!

Facing Insensitivity

Take into consideration that many students at Redeemer have limited cultural awareness (they may have never travelled outside of Ontario!) Try not to be offended if your peers ask strange or insensitive questions. If it is a frequent occurrence, gently tell them that it bothers you or talk to your RA. Personal respect advisors are also available if you suspect you are being harassed or discriminated against.

Notes:

Contacts:

Hailey Stulp, Student Engagement Coordinator
Student Life Department
hstulp@redeemer.ca
x4289

Jake Klassen, Admissions Counsellor
Admissions Department
jklassen@redeemer.ca
x4415 (or 1-800-263-6467 toll free)



777 Garner Road East, Ancaster, ON L9K 1J4
PH: 905.648.2131 TOLL FREE: 1.877.779.0913
www.redeemer.ca