



**Internationalization Office
Memorial University of Newfoundland**

Office Hours and Contact Information

CA2004, Second Floor, Global Learning Centre
57 Allandale Road (Burton's Pond)
St. John's, NL A1B 3S7
Canada

9:00 am to 4:30 pm
(Closed between 1:00 pm to 2:00 pm, Summertime: 9:00 am to 4:00 pm)
Monday – Friday

E-mail: international@mun.ca
Website: www.mun.ca/international
Telephone: +1 709-864-8895

***The information provided in this handbook is accurate as of March 2026.
However, the content is subject to change.***

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Land Acknowledgement

A land acknowledgement is offered to recognise Indigenous peoples' enduring connection to their traditional territories; to recognise the history of the land that is currently shared by many peoples, and to recognise stewardship as a shared commitment of all those who reside therein. The practice of territorial acknowledgement is itself a replication of an Aboriginal practice, predating European contact.

We acknowledge that the lands on which Memorial University's campuses are situated are in the traditional territories of diverse Indigenous groups, and we acknowledge with respect the histories and cultures of the Beothuk, Mi'kmaq, Innu and Inuit of this province.

About the Internationalization Office (IO)

Memorial University is committed to internationalization, international co-operation, student mobility and cultural sensitivity. We welcome international visitors and strive to collaborate with educational institutions, businesses, governments, foundations, benefactors and alumni around the world in order to enrich research and teaching, and to ensure we offer outstanding programs for faculty and students.

For Memorial students looking to go on an exchange, look no further. You may choose semester-long exchanges, summer schools, or even field schools in more than 130 destinations throughout the globe. There are dozens of scholarship opportunities to assist students in making their international adventure a reality.

For international students, Memorial is an ideal exchange destination. As of December 2025, there were over 3,400 international students at Memorial, comprising 20 percent of the student population. Memorial has consistently reported strong levels of student satisfaction, with many students indicating they would recommend the university to a friend. We have hundreds of programs to choose from, and our small classroom sizes provide students the opportunity to learn in an enriching and welcoming environment. Memorial also welcomes visiting scholars, researchers, and international delegations.

1. IO Programs

The Internationalization Office provides a variety of programs to support international students' transition to Memorial University and Newfoundland. These programs are communicated to students via the international student mailing list ("listserv"). If you are not receiving these e-mails, please e-mail international@mun.ca to request that your e-mail address be added.

Arrivals Program

The Arrivals Program supports new international students as they prepare for their journey to Memorial and begin settling into their new environment. From pre-arrival planning and airport greetings to early transition and settlement support, the program is here to help you feel welcomed and ready for your new academic life. For more information, speak to the IO Arrivals Advisor (arrivals@mun.ca) or visit [our website](#).

Social Activities

We have a social room next to our office which is for both Canadian and international students' use. Relax with our staff at weekly **Discussion Group** (every Wednesday 3 – 4 pm) and **Coffee Club** (every Friday 3 – 4:30 pm). All are welcome – come in and meet new people, play games or just hang out. On occasion, our office as well as other groups on campus organize off-campus excursions.

Family Program

If you are here with your family, you may participate in the Family Program, which includes social activities and support for spouses. Information about additional family events and services will be sent to you via the international student listserv. Please visit [our website](#) for more information.

WUSC Local Committee

With the support of the Internationalization Office, a group of talented and dedicated students at Memorial University have united to open a chapter of the World University Service of Canada (WUSC) at the St. John's campus. In partnership with WUSC headquarters in Ottawa, this local committee is dedicated to raising awareness about the global refugee crisis and fundraising to bring the student refugee program at MUN. Please connect with us if you are interested in learning more about the WUSC-MUN chapter by emailing at aabu@mun.ca.

2. IO Services: What We Offer

Immigration Advising

As an international student, there are a number of documents you need to study in Canada. You are responsible for maintaining your immigration status and complying with immigration regulations while you're here. There are number of ways we are able to assist you in navigating immigration:

1. [You may book an appointment with an immigration advisor for one-on-one conversation](#)
2. [You may attend an information session](#)
3. You may email us at immigrationadvising@mun.ca

Health Insurance Administration and Advising

The IO administers a [foreign health insurance plan](#), which you are automatically enrolled in upon registration. The IO can help you apply for other forms of health insurance, such as the provincial Medical Care Plan (MCP), and help you understand the Canadian healthcare system. Refer to our [health insurance FAQ](#) or reach out to our Health Insurance Advisor with queries.

Career Advising

The Internationalization Office has an International Student Career Advisor, who can provide you with career advice as a student or a new graduate. The Career Advisor concentrates on external engagement and coordinates professional development and career advising events to help connect international students to the labour market. The Career Advisor also offers one-on-one consultations to students (resume and cover letter, interview skills, job searching, career exploration, LinkedIn profile, etc.). For more information, visit [our website](#).

Tax Assistance

The IO has created a comprehensive [step by step guide](#) for filing taxes as a new or returning student. For more information about filing taxes, please email international@mun.ca.

Academic, Personal or Financial Advising

If you are experiencing any academic, financial, or personal challenges, the IO Outreach Advisor can help. Drop by to see the advisor or e-mail international@mun.ca to book an appointment.

Learning Abroad

The IO has staff members to assist you in searching for international exchange placements and learning abroad opportunities, offered through our more than 150 partner institutions around the globe. Please see more information on the [Go Abroad page](#). Email goabroad@mun.ca for more information and to learn about the possibilities to go abroad as part of your degree.

Sponsored Student Programs

The IO provides supports to sponsored students. Sponsored students are international students whose studies are funded either partially or fully by their home governments or national government agencies. They will complete the entirety of their studies at Memorial University. Support generally includes funding for tuition, fees, and living expenses.

The Sponsored Student Advisor provides one-to-one advising, supports students in meeting their requirements of sponsorship and acts as a point of contact for both the students and the sponsoring agency. Further information may be found on [our website](#).

3. IO Contact Information

Mackayla Spencer (Outreach) Pronouns: she/her	709-864-6165	Global Learning Centre, CA-2005	menspencer@mun.ca
Natasha Clark (Immigration & Health Insurance) Pronouns: she/her	709-864-7278	Global Learning Centre, CA-2010	nclark@mun.ca
Arif Abu (Immigration & Inclusion) Pronouns: he/him • they/them	709-864-8013	Global Learning Centre, CA-2011	aabu@mun.ca
Harim Jun (Arrivals) Pronouns: she/her	709- 864-2910	Global Learning Centre, CA-2012	hjun@mun.ca
Ema Shiroma-Chao (Career) Pronouns: she/her • they/them	709-864-4053	UC-4002G CA-2014	emas@mun.ca
Deepika Vashisth (Family and Sponsored students) Pronouns: she/her	709- 864-7505	Global Learning Centre, CA-2007	ddeepika@mun.ca
Kathryn Lear (International Programs Coordinator (Inbound Mobility) Pronouns: she/her	709-864-2170	Global Learning Centre, CA-2008	kathryn.lear@mun.ca
Dayna Howlett (International Programs Coordinator) Pronouns: she/her	709- 864-4041	Global Learning Centre, CA-2009	dayna.howlett@mun.ca
Chris Hibbs (Manager, Internationalization Office and International Partnerships) Pronouns: he/him	709-864-8671	Global Learning Centre, CA-2006	chibbs@mun.ca
Lynn Walsh (Interim Director) Pronouns: she/her	709-864-2330	Global Learning Centre, CA-2001A	lwalsh@mun.ca

For the full list, please visit [our website](#).

About Your First Month

Attend Welcome Information Sessions

All new international students are strongly encouraged to attend IO Welcome Information Sessions, which typically take place before the start of the semester. These sessions cover essential topics such as immigration requirements, arrival and housing, health insurance, career services, and family and outreach support. Designed to help you feel confident, informed, and prepared for your time at Memorial, these sessions provide important guidance and an opportunity to ask questions early. For updates and session dates, visit [our website](#).

Register for Your Courses

You may register for your courses and manage your student account using the Memorial's Student Self-Service, which you may access through [my.mun.ca](#). If you are having difficulty registering, you may visit the following offices:

- **Undergraduate student:** The Academic Advising Office can provide you with advice on which courses to take to meet your degree requirements. You can contact them by booking an appointment using [MS Bookings](#) or emailing advice@mun.ca.
- **Graduate student:** Make sure you follow the steps outlined [here](#). If you have any questions, contact the School of Graduate Studies at sgs@mun.ca.

If you are an exchange student, please contact your Exchange Coordinator – they will assist you with course registrations for your relevant semester.

Pay Your Fees

Your fees are generally due at the beginning of each semester. You may pay your fees through online banking, if you add Memorial University as a payee and use your student number as your account number. Methods of payment are outlined [here](#).

If you are a graduate student and you are receiving funding, you may arrange for payroll deduction with the School of Graduate Studies. More info available [here](#). Please contact sgs@mun.ca for any inquiries.

Obtain a Provincial Photo ID or Driver's Licence (optional)

If you plan to drive in Newfoundland and Labrador, you will need a driver's license issued by the province. Students who do not drive may wish to apply for a non-driver provincial photo identification card, which is commonly used as everyday ID instead of carrying a passport. To apply, please visit [here](#).

Please approach the [Motor Registration Division](#) for more information on these forms of identification.

Obtain a Social Insurance Number (if applicable)

A Social Insurance Number (SIN) is issued by the Government of Canada and is used to track and receive income. It may also be required by your bank or when applying for loans or credit. Many international students are eligible to get a SIN. To apply for a SIN, you can apply online [here](#). Details about how to apply for SIN can be found in the Immigration and Health Insurance section of this guide.

Register for MCP (if inside Canada)

MCP, or the Medical Care Plan, is free medical care insurance provided by the Government of Newfoundland and Labrador. Not all international students will be eligible for this medical care coverage. If you are eligible, you should apply after you arrive. Please find more details and the application procedure [here](#).

Learn About Important Semester and Holiday Dates

For information about deadlines to pay fees, midterm breaks and other important semester dates, check out the [University Diary](#) or the [events calendar](#).

About Memorial University

As Newfoundland and Labrador's only university, Memorial has a special obligation to the people of this Province. Established as a living memorial to the Newfoundlanders who lost their lives on active service during the First World War and subsequent conflicts, Memorial University draws inspiration from these sacrifices of the past as we help to build a better future for our province, our country, and our world.

At Memorial University, more than 17,000 students from over 115 countries come together to discover. From the classics to advanced technology, Memorial offers certificate, diploma, undergraduate, graduate and postgraduate [programs](#) across six [campuses](#) and [online](#). A global network of more than 118,000 accomplished alumni throughout the world strengthens Memorial University's capacity and reputation for leadership in [research](#), teaching, and public engagement.

1. Important University Policies

All registered students at Memorial University must abide by the university regulations as outlined in the [University Calendar](#). The University Calendar covers both academic and non-academic regulations. The details of these regulations are too elaborate to include here; however, as a new student, it is important to be aware of the university's policy on plagiarism.

Plagiarism means presenting another person's work as your own and is considered an academic offence. A [guide on avoiding plagiarism](#) may be found with the faculty of Engineering and Applied Sciences. This is often addressed in course syllabi handed out at the start of the semester.

In addition to plagiarism, the Student Code of Rights and Responsibilities (former Student Code of Conduct) is also of note. The details of this policy may be found [here](#). Outside of these regulations and codes, Memorial has established policies and procedures that govern a multitude of disciplines and practices. For information about university policies, visit www.mun.ca/policy.

Useful Abbreviations on Campus

- **CEP:** Campus Enforcement and Patrol
- **CITL:** Centre for Innovation in Teaching and Learning
- **GSU:** Graduate Students' Union (graduate students)
- **IIC:** Bruneau Centre for Innovation and Research
- **IO:** Internationalization Office
- **ISC:** International Student Resource Centre (a student-run group/resource on campus)
- **MUNSU:** Memorial University of Newfoundland Students' Union (undergraduate students)
- **QEII:** Queen Elizabeth II Library
- **SGS:** School of Graduate Studies
- **UC:** University Centre
- **ITS:** Information Technology Services

2. Important Academic and Semester Dates

It is important to familiarize yourself with the University Diary. The diary contains essential information about important dates, such as the last day to add or drop a course each semester. If you have questions about your scheduled break or the procedure for taking a leave of absence, please contact the Internationalization Office for clarification.

You can find the University Diary [here](#).

3. University Directory

The online university directory helps you find contact information for Memorial University employees and departments. You can access the directory [here](#). To familiarize yourself with university services, we recommend reviewing the A–Z listing of campus resources and participating in a campus tour.

You can book a [personalized campus tour](#) to get to know the St. John's campus. Your guide can show you classroom locations, walk you through your class schedule, and introduce key campus landmarks. The university also has campus maps [available online](#). During inclement weather, many campus buildings are connected by a network of tunnels and skywalks, known as the [MUNnel System](#), which allows you to travel across campus indoors—often in under 10 minutes.

About Living in St. John's

1. Housing

In this section, you will read about your housing options: living on-campus, living off-campus, and temporary accommodations.

a. Living on-campus

On-campus housing is managed by Student Residences. For inquiries, you can e-mail them at housing@mun.ca, call them on 709-864-7590, or visit their office (Room 313, Hatcher House). More information is available on their [website](#).

b. Living off campus

If you wish to live off campus, it is your responsibility to contact rental properties and make the necessary arrangements. The IO can assist you in this regard.

The IO can direct you to websites for housing searches, answer questions about living off-campus, living with roommates, and dealing with landlords. For inquiries and assistance, please email our Arrivals team at arrivals@mun.ca.

Tips on Searching for Off-Campus Housing

1. Where to look?

You may peruse the following resources to search for an accommodation:

- [The IO Listing](#) - Internationalization Office internal listings by community submissions
- [Facebook Marketplace](#) and Facebook groups
 - Look for active groups (lots of members, lots of post activity). For example:
 - [MUN Off-Campus Housing Sale](#)
 - ["In Search Of" local, local, reasonable, pet friendly housing in NL](#)
 - [Apartments and Houses for Rent in St. John's and Surrounding Area](#)
 - [Homes for Queers Newfoundland](#)
 - [Renting in NL](#) (compiled resource list)
- [Kijiji](#)
- [Wester-Land Apartments](#)
- [NL Classifieds](#)

2. Decide what type of accommodation suits you best.

- If you are looking for a place to rent, make sure to review the information [here](#). On this page, you will find tips, suggestions and resources to help prospective tenants in their search for an off-campus space.
- Consider whether utilities, laundry access, kitchen appliances and furniture are included in your rent, or if you must pay for them.
- POU stands for Pay Own Utilities, such as heating, electricity, and Wi-Fi access.

3. Message and/or call landlords to arrange a viewing.

- In-person inspection is the best way to avoid scams.
- If you're not in the city yet, you could
 - ask someone you know to inspect the place for you
 - ask the landlord to do a showing via a live video call (not pre-recorded videos!)

4. Make an agreement.

- A lease or fixed-term agreement covers a fixed amount of time – 6, 8, or 12 months. You are responsible for monthly payment for the entire term of the lease. You may [sublet](#) the room to someone else with the landlord's written permission.
- If your [rental agreement](#) is based on a month-to-month agreement, you need to give a notice of one full rental period to terminate it.
- For the landlord to terminate the month-to-month agreement, they must give you three months' notice.
- Put all agreements in writing. Learn more about renting in [Renting 101](#).
- Ask your landlord for their telephone number and full mailing address, including the postal code. Keep in mind that the landlord is required to give you this information.
- [When paying your landlord](#), always make it traceable. Retain these records as for your personal records.
- You are expected to pay the first month's rent and a [security deposit](#) (or damage deposit), which is equal to or less than three-quarters of your first month's rent.
- A **security deposit** is money you pay to your landlord at the start of your tenancy. The landlord holds this deposit until you move out and may use it to cover the cost of any damages to the property caused by you or your guests. Under provincial regulations, the required security deposit cannot exceed three-quarters (3/4) of one month's rent. When you move out, you and your landlord will review the condition of the rental unit and determine how the security deposit will be returned or applied.
- When you move in, take as many pictures or videos as necessary to keep a record of the accommodation's initial condition. This can prevent unpleasant future disputes.
- Take care of your place. You are responsible to clean up regularly.

- Garbage is collected once per week. Thus, you need to store garbage inside or outside in sealed garbage can(s). You should place the garbage bin on the designated spot on the morning of collection day. To find out when the garbage collection day is in your area, check the following [website](#) or ask your landlord.
- Recycling is picked up once every two weeks. Garbage and recyclable materials must be kept separate. Check out the [St. John's recycling program](#) for more information.
- Seriously consider getting **Tenant Insurance**. Tenant insurance can protect your personal property in the case of theft, fire and other such losses. Memorial University alumni receive exclusive rates from [belairdirect insurance](#).
- You are responsible for damages caused by you or your guest(s).
 - Report repairs to your landlord. If repairs are not completed in a reasonable time, you may make a formal request for repairs by contacting the Residential Tenancies Division.
 - Find more useful tips on topics such as living with roommates, rental practices and services across Canada [here](#).
- Below is a simple list of emergency numbers:
 - General emergency: **911** (will connect you to police / ambulance / fire department)
 - Campus Enforcement and Patrol (on-campus): 709-864-4100
- Other useful non-emergency numbers:
 - Police: 709-729-0950
 - Fire Department: 709-722-1234
 - Campus Enforcement and Patrol (on-campus): 709-864-8561
- If you have a question about the formal terms of your agreement, or if you do not understand part of your contract, you may contact the Residential Tenancies Division on 709-729-2608. You can find a copy of the Residential Tenancies Act of NL [here](#). Also, more tenancy resources can be found [here](#).

5. Moving Out

- Clean up your place before you move out (this includes the refrigerator, stove, carpets, etc.). The apartment **should be as clean as it was when you moved in**.
- Take pictures or a video of your place before returning the keys to your landlord.

6. Questions to Ask Landlords

Make sure you ask a lot of questions! There are no stupid questions. This may be your potential new home, so you want to make sure that all your questions are answered to your satisfaction.

- When were the kitchen and the bathroom(s) last renovated?
- Have there been any pest problems?
- How old is the boiler (if applicable) and when was it last serviced?
- How is garbage disposed of? When is recycling collected in this neighborhood?

- When did the property last have a professional deep cleaning?
- What furniture is available? How old is it?
- How willing are they to replace faulty appliances and furnishings?
- What is the neighborhood like? Is it safe and quiet?
- How many people currently live on the property?
- Is smoking allowed on the property? Is a pet allowed?

If you are not satisfied with the tour and the answers provided to you by the landlord, you have every right to express that you are not interested. **Do not feel pressured to say yes if you have reservations.**

If you feel comfortable making a deposit before seeing the apartment, then you can go ahead and do so (only if you feel comfortable). If you do not feel comfortable making a deposit before seeing the property in person, ask the landlord if you can meet in person to view the property. In the meantime, you can stay in a hotel or AirBnB.

c. Temporary Accommodations

International students who have not yet arranged permanent housing in St. John's must book temporary accommodations. This includes students whose applications for on-campus housing have been waitlisted. It is your responsibility to book. If you are looking for temporary accommodation, Airbnb is probably your most suitable option. In addition, there are several hotels located throughout the city that can accommodate you. A list of accommodations around the St. John's area can be found [here](#).

*Please note Memorial **does not** have any temporary accommodation available.

2. Banking

There are five major banks in Canada. Most of these banks have branches near campus. Please refer to the following table and map for location and contact details.

Bank name	Telephone	Website	Closest Location
Scotiabank	709-576-1199	www.scotiabank.com	Churchill Square
Royal Bank of Canada	709-576-4545	www.rbcroyalbank.com	UC on-campus
CIBC	709-576-8777	www.cibc.com	Churchill Square
TD Canada Trust	709-758-1850	www.tdcanadatrust.com	80 Elizabeth Avenue
Bank of Montreal	709-758-2110	www.bmo.com	384 Elizabeth Avenue

To open a bank account after you arrive, you will need:

- your passport
- your student ID card
- your SIN (if applicable, depending on the account type)

You may need to make an appointment to open a bank account, so check their websites before you go.

The bank will provide you with a debit or Interac-enabled ABM (automated banking machine) card, which you can use at bank machines and stores to pay for purchases.

Online Banking: Most banks offer online banking services as well, allowing you to manage your account from your computer, tablet, or smartphone. With online banking you can:

- check your account balance and transaction history
- transfer money between accounts
- pay bills
- deposit checks using your mobile device
- set up account alerts to monitor your account activity

Online banking is convenient and secure, making it easy to manage your finances from anywhere.

3. Shopping

There are several shopping areas in St. John's.

1. **Avalon Mall:** A large indoor shopping center in St. John's featuring a wide variety of retail stores, restaurants, and food vendors. It also includes a Cineplex movie theater for entertainment. For directions, you can search Avalon Mall, St. John's, NL (Postal Code: A1B 1W2) on Google Maps.

2. **Kelsey Drive:** Large box stores located off Kenmount Road. Includes a Walmart, Canadian Tire, and Sobeys (grocery store). Google postcode A1B 5C7.
3. **Churchill Square:** Very close to campus (especially from the IO). Includes Shoppers Drug Mart with an integrated post office, and Tim Hortons. Google postcode A1B 2X1.
4. **Stavanger Drive:** large box stores. Includes a Walmart, Best Buy, Staples, and Dominion (grocery store). Google postcode A1A 5N6.
5. **Village Mall Shopping Centre:** an indoor shopping mall. Has Rossy (discount department store) and a dollar store. Google postcode A1E 2C2.
6. **Shoppes at Galway:** large box stores located near Mount Pearl, in the far west end of St. John's. Includes Costco, a dollar store, Tim Hortons and more. Google postcode A1H 0N4.

All these areas are accessible by bus. Visit [Metrobus](#) to find out which bus to take and their schedules and fares. In most cases, you'll be able to find bus routes and times on Google Maps but be mindful of delays and detours. You can also take a taxi or use Uber.

Here are some tips on shopping in Canada:

Returning items

- Some stores will allow you to return items while others will not. Ask them about their return policy.
- Bring the item with price tag attached and the original receipt with you when you make a return.

Sales Tax

- Everywhere you go, you will have to pay sales tax on what you purchase.
- The Harmonized Sales Tax (HST) is 15% in NL, which means that you must pay that percentage of the purchase price on the item you are buying. Most food items (excl. prepared food) are tax-exempt.

Store Hours

- Opening hours can vary. Most grocery stores, shopping malls, and clothing stores are open until 9 or 9:30 pm. Most stores will close on statutory holidays, such as New Year's Day, Canada Day, Labour Day, and Christmas Day. Check store websites for current operating hours.

4. Food and Groceries

Food commonly found in grocery stores in Canada may differ from the types of food you are used to. You may bring items with you from home, and there are some specialty food stores where you will be able to find certain ethnic foods:

- [Panda Foods](#) (3rd floor, University Centre)
- [Just Goody Mart](#) (336 Freshwater Rd)
- [Taste East](#) (62A Allandale Road)
- [Andaluzia Market](#) (86 O'Leary Ave)

- [Wandebo African Store](#) (38 Ropewalk Ln)
- [Food for Thought](#) (84 Gower Street), 709-738-3801
- [Farmers Market](#) (245 Freshwater Road), Saturdays 9am-4pm

In addition to these stores, large supermarkets such as Sobeys and Dominion have international or specialty food sections. To locate the nearest grocery store, you can use Google Maps. Here are some popular stores and what you can buy there:

- **Sobeys:** A wide range of groceries, fresh produce, bakery items, and international foods.
- **Dominion:** Groceries, fresh produce, bakery items, and a variety of specialty foods.
- **Walmart:** Groceries, household items, electronics, clothing, and more.
- **Dollarama:** Affordable household items, snacks, and various everyday essentials.
- **Costco:** Bulk groceries, household items, electronics, and more.
- **Wholesale Club:** Bulk groceries, fresh produce, cleaning and kitchen essentials
- **No Frills:** Discount groceries, fresh produce, and household essentials.
- **Shoppers Drug Mart:** Groceries, pharmacy items, beauty products and household essentials.
- **Lawtons Drugs:** Groceries, pharmacy items, beauty products and household essentials.

To find the nearest stores using Google maps:

1. Open the Google Maps app on your smartphone or visit the Google Maps website on your computer.
2. In the search bar, type the name of the store you are looking for (e.g. "Sobeys" or "Walmart").
3. Google Maps will display a list of nearby locations along with their addresses, hours of operation, and contact information.
4. You can also use the "Nearby" feature to find stores close to your current location by typing "grocery stores" or "household items" in the search bar.
5. Select a store from the list to see more details, including reviews and directions.
6. Use the "Directions" button to get step-by-step navigation to the store.

5. Telephone/Internet Service

In Canada, you can choose from a variety of providers for telephone and internet services. The major providers include Bell, Rogers, Telus, and Eastlink, among others. These providers offer a range of plans to suit different needs, including high-speed internet, mobile phone plans, and bundled services. When selecting a provider, consider factors such as coverage, speed, data limits, and pricing. Many providers offer online tools to help you compare plans and find the best option for your needs.

Mobile Telephone

There are several mobile telephone providers in Canada. You should compare their plans to find out which one is best for you. Here are a few providers' information:

Rogers	Lucky	Koodo	Bell
Virgin Mobile	Fido	Telus	Eastlink

Internet Service

There are various providers of internet services in St. John’s. You can purchase these services by visiting their websites, calling them, or visiting a store location. Some popular providers include:

- Bell Aliant
- Rogers
- Eastlink
- Xplore

In many rental housing options, internet service is often included. Be sure to check with your landlord or property manager to see if this is available, as it can save you time and money.

Internet on Campus

Memorial University offers free wireless internet for faculty, students, and staff. To use this service, you will need your MUN username and password. For more information, please see [here](#).

6. Transportation

Metrobus

The city transportation system is called Metrobus. It costs \$2.50 per ride, but you may purchase a 10-ride, monthly or semester pass. You may pay exact cash fare (change cannot be given) or use a bus pass, called an mCard. For information on bus routes, schedules, and fare options visit the [Metrobus website](#).

mCards

The mCard is an interactive smart card used to pay transit fares when riding with Metrobus. It is the same size as a debit or credit card. When you board a bus, simply hold the mCard in front of the on-board reader to pay the fare. mCards can be purchased for a \$5 fee at various locations. For a list of sales outlets and to purchase or reload your mCard online, visit the [Metrobus e-Store](#).

Fare Options

For detailed information on fare options, including adult fares, 10-ride passes, monthly passes, and semester passes, visit the [Metrobus Fares page](#).

The main bus stop on campus is located at the University Centre (Routes, 1, 9, 10, 13*, 14, 15, 16, 23, 24*, 26, 29, 33). There are other bus stops along Elizabeth Ave. You may view the schedules at the bus stops, [online](#), or pick up a copy at the Queen Elizabeth II Library or the Attic (Room 3008, University Centre).

From University Centre to Avalon Mall Routes: 10, 15, 16, 23 and 33	From University Centre to Village Shopping Centre Routes: 1, 13 and 33
From University Centre to Downtown Routes: 10 and 15	From Elizabeth Ave to Avalon Mall Route: 2
From University Centre to Signal Hill Route: 29	From University Centre to Marine Institute Routes: 1, 9, 13, 14, 23, 29

*These routes do not operate during summer (late June – early September)

Metrobus On Demand

[Metrobus On Demand](#) is a pilot shared-ride service that lets riders request trips in real-time through a mobile app or over the phone. It doesn't follow a specific schedule or route like traditional public transit. For more information on how to use the service, visit the [Metrobus On Demand page](#).

Taxis

Taking a taxicab is an easy way to get around St. John's. The initial rate is \$4.50 and goes up based on distance traveled and waiting time. You can book a taxi by calling the company, using their mobile app, or booking online. While it is not common to hail a taxi on the street, this can sometimes be done in the downtown area.

For more information on taxi services, including rates and booking options, visit the websites of the following companies:

- [City Wide Taxi](#) – 709-722-7777
- [Jiffy Cabs](#) – 709-722-2222

Ride-Sharing Services

Ride-sharing apps are also available in St. John's, providing a convenient alternative to traditional taxis. Some popular options include:

- [Uber](#): Request a ride anytime through the Uber app.
- [Kabby](#): A local ride-sharing service made for Newfoundland, launched in Spring 2024.

Cars

If you would like to acquire one, you are required to hold a valid driver's license. The Motor Registration Division is responsible for issuing licenses and registering vehicles. For more information on licensing and registration, visit the [Motor Registration Division website](#).

If you own a car, you must register with the Motor Registration Division and purchase auto insurance. It's advisable to compare quotes from multiple providers to find the best rates and coverage. Consider bundling your auto insurance with other types of insurance for discounts and check for available discounts. Make sure you understand the different types of coverage and choose the ones that best meet your needs. Regularly review your policy to ensure it still meets your needs and to see if you can find better rates.

For more information on obtaining a driver's license as a newcomer, visit their [New Residents and Visitors page](#).

7. Visiting a Doctor - Where to Go

- The Student Wellness and Counselling Center (SWCC) is in the University Centre. To book an appointment with a physician or nurse, use their online booking system - [HealthMyself - Patient Portal](#), available 24/7. This link will direct you to an online booking system called Pomelo by Telus Health. Your activation code is the first 4 digits of your MCP health card number.

If you have never had an appointment at the medical clinic or do not have an MCP number, please call 709-864-8500, option 3, to set up an account. For all other medical inquiries, please email swccfrontdesk@mun.ca or call 709-864-8500 and select option 3. Please note that appointments cannot be booked via email.

- The [Community Walk-in Clinic at 50 Mundy Pond Road](#) takes walk-in appointments.
- In case of emergency - for example, a serious injury or severe illness - you may go to the [emergency room in the Health Sciences Centre](#).

If you need to find a family doctor accepting new patients in St. John's, you can register with [Patient Connect NL](#) – the provincial registry for residents of Newfoundland and Labrador who do not have a primary care provider. The goal of Patient Connect NL is to connect individuals to a primary care provider as soon as one becomes available. You can register online or by calling 1-833-913-4679.

For more information on finding doctors and healthcare services, visit the [Newfoundland and Labrador Medical Association](#) and the [College of Physicians and Surgeons of Newfoundland and Labrador](#).

8. Budgeting & Finances

Budgeting for your stay at Memorial University is very important. Here are some resources and examples to help you plan your finances.

- **Tuition and Fees:** For up-to-date information on tuition and fees for undergraduate students, visit the [Memorial University Undergraduate Tuition and Fees page](#). For graduate student tuition and fees, visit the [Graduate Tuition and Fees page](#).
- **On-campus Living:** If you wish to stay on-campus, refer to the [Residences Fees](#) for information on the cost of living on campus.

For the most up-to-date and detailed information on the cost of living, please visit the School of Graduate Studies' [Cost of Living](#) page.

About Immigration and Health Insurance

As an international student, you are likely in possession of a Study Permit. Some international students will not have a Study Permit if they are only coming to study in a program that is less than six months. Other students may be coming to do a research placement and hold a Work Permit.

Regardless of the document you hold, it is important that you keep your documents up to date and understand the conditions of your stay. For example, did you know that:

- Study Permit holders must maintain their enrolment and actively pursue their studies.
- To be able to work using a Study Permit, you must be a full-time student.
- There are differences between on- and off campus work, including the number of hours you may work.
- Your Study Permit will expire either on date printed on the document or 90 days from when you complete your studies.
- Not being continuously full-time may impact your eligibility for a Post-Graduation Work Permit.

The Internationalization Office can help answer any questions you have about your immigration status as an international student; that is to say, Temporary Residence. We cannot advise on Permanent Residence applications, refugee applications, citizenship issues, passport applications, or applications for non-Canadian visas.

If you have any questions about your temporary resident status in Canada, you may ask a Regulated International Student Immigration Advisor (RISIA) or Regulated Canadian Immigration Consultant (RCIC) with the Internationalization Office. During regular academic semesters, immigration workshops are held, and one-on-one appointments are available. For contact information, workshop schedule, and information on how to book an appointment, see [here](#).

Please note that only a lawyer, RISIA or RCIC can give Canadian immigration advice.

Below are some important links to information about renewing your Study Permit, applying for an entry visa (TRV), an Electronic Travel Authorization (eTA), and applying for a Work Permit.

Extend your Study Permit

www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/extend-study-permit.html

Work while and after you study

www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/work.html

Work as a co-op student

www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/work/intern.html

Post-Graduation Work Permit

www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/work/after-graduation.html

Spousal/Common Law Partner Work Permit

www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/work/help-your-spouse-common-law-partner-work-canada.html

Applying for Entry Visa (TRV) from within Canada

www.canada.ca/en/immigration-refugees-citizenship/services/visit-canada/apply-new-temporary-resident-visa-within-canada.html

Applying for an Electronic Travel Authorization (eTA)

www.canada.ca/en/immigration-refugees-citizenship/services/visit-canada/eta/apply.html

1. Social Insurance Number (SIN)

A Social Insurance Number (SIN) is a nine-digit number required to work in Canada. To apply for a SIN, you must have valid immigration status in Canada. There is no fee for the application. For detailed application instructions and required documentation, please visit the [Service Canada website](#).

All international students will receive a SIN beginning with a “9,” which includes an expiry date. This expiry date typically matches the date on your documentation from Immigration, Refugees and Citizenship Canada (IRCC) authorizing you to work in Canada.

You must update your SIN record if you receive new employment authorization documents from IRCC to ensure the expiry date on your SIN matches the expiry date on your IRCC document. For information on updating your SIN, visit the [Service Canada website](#).

You can now also apply for a SIN online, which is a quick and convenient option. Simply upload your digital documents securely, and if eligible, you can view your SIN on your [My Service Canada Account \(MSCA\)](#) once your application has been processed.

At the beginning of Fall and Winter semester, Service Canada representatives visit the Internationalization Office (IO) to assist students with SIN-related questions. They also review SIN applications and issue SIN confirmation letters to eligible students. Details will be shared on our website each semester.

2. Foreign Health Insurance

As a registered international student, you are automatically enrolled in the university's Foreign Health Insurance Plan. The fee for Foreign Health Insurance is included in your student account along with your tuition and other university fees. The current cost of the Foreign Health Insurance is \$261.59 per person per semester. Post-docs, visiting scholars, dependents, and non-registered students (for example, on a scheduled break) are not automatically covered under Foreign Health Insurance.

If you are a visiting scholar, post-doc, have a spouse or children accompanying you in Canada, or are not registered but need the insurance, you may opt yourself and/or your dependents into the Foreign Health Insurance Plan by visiting www.guard.me/mun.

You are eligible to cancel your Foreign Health Insurance if:

- You are sponsored by an approved group which provides insurance, such as WUSC, CIDA or CBIE
- You are a refugee claimant and covered under the federal government
- You are studying by distance education outside of Canada
- You are here for a short period of time and have proof of coverage from GuardMe.

To cancel, you must complete an opt-out form and show proof of alternative coverage before the deadline (usually the end of the first two weeks of classes). To opt out, go to www.guard.me/mun.

You are eligible to cancel your foreign health insurance and transfer your insurance to a student union plan if one of these statements applies to you:

- I am a full-time graduate student with MCP valid for a minimum of 6 months from the date of issue.
- I am a full-time ESL or undergraduate student with MCP valid for a minimum of 6 months from the date of issue.

Student union health insurance plans have different coverage than the foreign health plan and are usually less expensive. For information about student health insurance plans, [visit our website](#), or speak to IO staff. Things to consider when deciding whether to transfer insurance plans include what benefits are gained and lost from transferring, if you will spend time outside of the province, and if you have family joining you later.

If you have opted out of the foreign health and transferred to your student union plan, you must ensure your MCP is valid. Your student union health insurance is only valid if your MCP is valid. MCP provides coverage in NL. In order to receive coverage outside of NL, you must obtain Out of Province Coverage from MCP. If your MCP is no longer valid, you should reverse your opt out.

Foreign Health Insurance Coverage Period

The coverage begins the first day of the first month of the semester and ends the last day of the last month of a semester. If you are continuously registered or opt in, there is no gap in your coverage, but a new policy ID is issued to you every semester.

If it is your first semester of study and you arrive earlier than the coverage start date, it is advised that you purchase early arrival insurance. It is very important that you have insurance in case of emergency, or you get sick, or else you will have to pay expensive medical bills. You can purchase early arrival insurance from the Foreign Health Insurance provider by going to www.guard.me/mun and selecting Early Arrival.

Your Foreign Health Insurance Policy

It is very important that you read and understand your health insurance policy, know where to see a doctor and how to claim money back from the insurance company. The complete policy is available online at www.guard.me by logging in using your policy number. Your policy number, details of the policy, and information on how to submit a claim, is e-mailed to your @mun.ca e-mail account by GuardMe at the end of the first month of every semester you are enrolled in the coverage.

Below is a quick reference guide to your policy.

What's covered?

- One optional complete physical exam per year.
- One eye exam per every two years.
- Emergency medical treatment: seeing the doctor when you are sick, essential tests and operations (when recommended by a doctor).
- Emergency dental treatment: seeing the dentist when you are suffering from pain (certain restrictions apply).
- Travelling on vacation: if you have been in Canada for more than one-half of the length of time of your insurance coverage in a year, then you are fully covered when on vacation anywhere in the world (except if you return home or travel to the United States – stateside coverage is limited to 30 days).
- Prescribed medications: you will receive 100 percent of your money back when you buy prescribed medicine covered under the insurance plan (limited to a 30-day supply).

Some common items NOT covered:

- Medicines and prolonged care for chronic conditions (that is, an illness or condition you had prior to coming to Memorial or one that developed while studying here).
- Pregnancy, delivery and pre-natal care, where conception occurred more than 30 days prior to coverage start date.
- Over-the-counter medication (those that you may purchase without a prescription) – e.g. headache medicine, cough syrup, etc.
- Glasses or contact lenses.
- Routine care for your teeth. For example, cleaning and check-ups.
- Tests and surgeries that are not essential or not recommended by a doctor.
- Any elective procedure.

**If the service you receive is medically necessary, you may be eligible to submit a claim for these services under the non-emergent rider.*

Claiming Prescriptions

After you have paid for your medicine or for your visit to the doctor, you may need to complete a claim form to be reimbursed, if the provider did not bill GuardMe directly. A claim may be made online at www.guard.me.

3. MCP (Medical Care Plan)

MCP is a medical care plan provided by the Government of Newfoundland and Labrador. It covers the costs of visiting a doctor or hospital. As an international student studying in Newfoundland and Labrador, you may be eligible for this coverage. If you are eligible for this coverage, you must apply for it.

To be eligible:

- You must have a valid Study Permit for 12 months or longer, and
- Be enrolled full-time in a program of study at a post-secondary institution in Newfoundland and Labrador.

To apply:

- Complete an application form and provide a copy of your Study Permit and an updated letter of enrollment to the MCP office.
- An updated letter of enrolment may be obtained from [Student Self-Service](#) for undergraduate and graduate students.
- To learn more about MCP registration, please visit [the MCP website](#). Applications can be submitted in one of the following ways:
 - E-mail: mcpregistration@gov.nl.ca (Application Submission only),
 - 24-hour mail drop slots at MCP office locations,
 - Mailed, or
 - Faxed to one of the following numbers: 709-758-1694 or 709-292-4052Find details about office locations or addresses on their website.

What MCP covers:

- Visits to a physician's office, hospital or beneficiary's residence (whether the problem is related to a chronic or emergency condition),
- Surgical, diagnostic and therapeutic procedures, including anesthesia and pre- and post-operative care,
- Complete maternity care,
- Radiology interpretive services, and
- Certain surgical/dental procedures which are medically necessary to be performed in hospital by a dentist or oral surgeon.

To learn more about MCP coverage, please visit [their website](#).

About Canada

1. Canada and Its People

Immigration has been a key part in Canadian society's growth throughout our nation's history. 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.

Founding Peoples

The founding peoples of Canada include:

- Indigenous peoples,
- Franco-Canadians, and
- Anglo-Canadians.

Indigenous peoples

Indigenous peoples have lived here before any European explorer, pioneer or settler arrived. There are three different groups of Indigenous peoples: First Nations, Inuit and Metis.

Franco-Canadians

Descendants of French settlers, this term includes Acadians, Quebecers, people in smaller French-speaking communities across Canada.

Anglo-Canadians

Most Anglo-Canadians are descendants of the English, Welsh, Scottish and Irish. This includes settlers, soldiers and migrants who came to Canada from the 17th to the 20th century. Generations of these pioneers brought British political customs and traditions to Canada.

Newcomers

Most Canadians were born in Canada and are descended from the original founding peoples. But, over the past 200 years, many newcomers have helped to build and defend this country's way of life. Today, many ethnic and religious groups live and work in peace as proud Canadians. Until the 1970s, most immigrants came from European countries. Since then, the majority have come from Asian countries.

2. The Indigenous Peoples of Canada

Also known as the Aboriginal Peoples or First Peoples of Canada, the Canadian Constitution recognizes three groups of Indigenous Peoples: First Nations, Inuit and Métis. Each group is distinct from each other, with exceptional histories, languages, cultural practices, oral traditions and spiritual beliefs. According to the 2016 Canadian Census, there are more than 1.6 million people in Canada who identify as Indigenous.

Many history classes teach the settler-colonial perspective that Canada was ‘discovered’ by Europeans approximately 500 years ago. This disregards the fact that Indigenous Peoples have existed and thrived long before John Cabot sighted the coast of North America in 1497.

The First Peoples in Canada have contributed to Canadian society in many ways, yet they have faced a number of struggles imposed upon them by over 500 years of European colonisation and government policies. For more information on Indigenous history and conversations, students may refer to the Indigenous and Northern Affairs Canada [website](#).

Indigenous Peoples in Canada and all Canadians are now at a crossroads in history. Current times require educating the public and understanding the history and oral histories of Indigenous Peoples in Canada. As Canadians, we are also on a path to building healthy relationships with Indigenous peoples and communities, and we encourage newcomers to learn about the resilience, cultures and traditions of Canada’s diverse Indigenous Peoples. One way to do this is to refer to the Truth and Reconciliation [website](#).

3. Canada’s Newest Province: Newfoundland and Labrador

In 1949, Newfoundland and Labrador joined the Canadian Confederation. Newfoundland and Labrador is Canada's most easterly province and is made up of two constituent parts:

- Newfoundland, an island in the Atlantic Ocean
- Labrador on mainland Canada

This place is home to the oldest European settlements and is one of the oldest cities in North America. Yet, it has been a Province of Canada for barely 65 years. A vast land with a relatively small population, Newfoundland and Labrador has some of the friendliest people you'll ever meet.

Here you may experience solitary wilderness one day and immerse yourself in a vibrant culture the next. This is a land of rich history and natural wonders: stunning coastlines, breaching whales, icebergs, and some of the most incredible skylines you'll ever see in your life.

With a temperate climate, Newfoundland and Labrador is the perfect place to enjoy outdoor adventures like hiking and kayaking in the late spring, summer, and fall, as well as sports like snowboarding, skiing, and snowmobiling in the winter. From vibrant cities to quaint, historical outposts, mountain ranges, rivers, waterfalls, and winding coastlines – there are always fascinating places to see and countless things to do.

We are proud to be one of the safest and most welcoming places in the world to live and work. Our people work hard, but they also enjoy their families and communities. Throughout the year, communities all over the province have special events to celebrate:

- Food,
- Traditions,
- Music and arts

Common Newfoundland Phrases

Newfoundland has a deep connection to its Irish and English heritage, and nowhere is that more obvious than in the island's slang, which today still closely mirrors the Gaelic and West Country dialects spoken by early settlers. Add a dash of isolation and you end up with phrases that sound like a foreign language to the rest of the country.

For those of us who've come from away, here's a quick guide to some common Newfoundland phrases.

“Whadda y’at?”

Translation: “What are you up to?”

“Where y’ longs to?”

Translation: Where are you from?

“Who knit ya?”

Translation: Who's your mother/parents?

“I’m gutfounded. Fire up a scoff.”

Translation: I'm hungry. Make me some food.

“Long may your big jib draw.”

Translation: May you have good fortune for a long time.

“Stay where you’re to ‘til I comes where you’re at.”

Translation: Stay where you are until I get there.

“It’s a mausey/mauzy day.”

Translation: It's a cloudy, foggy day.

4. Canadian and Newfoundland & Labrador Holidays

- New Year's Day - January 1
- January Holiday - January 2
- St. Patrick's' Day – March 14
- Good Friday – Friday before Easter Sunday
- Victoria (Commonwealth) Day - Monday, May 23
- Discovery Day* - nearest Monday to June 24
- Memorial Day - July 1
- Regatta Day – first Wednesday in August (or as designated)
- Labour Day – first Monday in September
- National Day for Truth and Reconciliation - September 30

- Thanksgiving – Second Monday in October
- Remembrance Day - November 11
- Christmas Day - December 25
- Boxing Day – December 26

** Name under review. Also called June day.*

About Cultural Adaptation

It is expected that in addition to the transition to university life, some international students will go through a process of acculturation stress (commonly known as culture shock). There may be many aspects to Canadian life, such as climate, relationships, food and the education system, that are unfamiliar and difficult to understand.

Some things you may experience acculturation stress about are:

- Weather,
- Food,
- Religious communities,
- Classroom, and
- University regulations.

Some signs that you may be experiencing acculturation stress are:

- Loss of appetite or overeating,
- Inability to sleep or sleeping too much,
- Tiredness and irritability,
- Feeling alone and isolated,
- Substance abuse, or
- Feeling powerless.

Here are some ideas on how to deal with acculturation stress:

- Know that your reactions are normal and be patient; acculturation stress may not disappear within a few days, but it will pass.
- Get to know the people who work in student support areas and speak with them about your experiences. Some of these offices include the Internationalization Office, the Student Wellness and Counselling Centre, and Student Experience Office.
- Try to attend activities organized for international students. The IO organizes weekly events: **Discussion Group** (every Wednesday 3 – 4 pm) and **Coffee Club** (every Friday 3 – 4:30 pm).
- Stay in contact with family and friends back home, using online programs like Skype, or social networking sites like Facebook.
- Keep your habits from home. If you attend places of worship, find out about multi-faith centres in St. John's. If you observe holidays in your home country, celebrate them here.
- If you had food from back home that you miss, try to make them at home or order from a restaurant. Check out the food and groceries section for some potential stores.
- For a map listing religious and multi-faith centres in St. John's, the [university's Chaplaincy](#) may also be of help.

- Participate in Memorial events: attend a Seahawks game or partake in student club or society events.
- Become involved with Memorial sports programs or establish a routine of daily exercise. As part of your fees, you pay a recreation fee to use the fitness facilities on campus.
- Learn as much about your new environment and Canadian culture as you can. Continue reading the following two sections of the Handbook that outline some basic information about climate, food, the classroom and social issues in Canadian culture.
- Become a volunteer. Contact the Student Volunteer Bureau on campus to find out how. Visit them on the 3rd floor of the University Centre or e-mail svb@mun.ca.
- Get involved with student clubs and societies on campus to meet other students. A few groups are listed below. For a complete list of these groups, visit the [MUNSU website](#) as well as the [GSU website](#).
 - [Black Student Association \(BSA\)](#),
 - [Bangladesh Student Association \(BSA-MUN\)](#)
 - [Chinese Students' and Scholars' Association](#)
 - [Egyptian Student Association \(ESA\)](#)
 - German Society, german.society.mun@gmail.com
 - Hong Kong Student Society, munhksa@gmail.com
 - [India Youth Association \(IYA\)](#)
 - [Korean Student Association \(KSA\)](#)
 - Libyan Student Club, lsc@mun.ca
 - Malaysian Students' Society, malaysianstudentsociety@gmail.com; reojg@hotmail.com
 - [MUN Japanese Culture Club](#)
 - [MUN Vietnamese Association](#)
 - [MUN Iranians](#)
 - [Muslim Students Association](#)
 - [Nigerian Student Association](#)
 - [Pakistani Student Association](#)

Zimbabwean Students' Society (ZIMSOC), zimsocl19@gmail.com.

- Connect with a Resource Centre on campus for support. A few groups are listed below. For more a complete list of Resource Centres, visit the MUNSU website at <https://munsu.ca/resource-centres>
 - International Student Resource Centre, isc@munsu.ca, 709-864-2002, UC-6002
 - MUN Sexual and Gender Advocacy (MUN-SAGA), saga@munsu.ca, 709-864-7619, UC-6022
 - Intersections: A Resource Centre for Marginalised Genders, munsuintersections@gmail.com, 709-864-4366, UC-1009.
 - Student Support Office: A Resource Center that provides supports to students in crisis situations, studentsupport@mun.ca, 709-864-7594, UC-4018.
- For a more comprehensive guide on how to deal with acculturation stress, check out this article by the Government of Canada: <https://travel.gc.ca/voyager/publications/vivre-a-l-etranger>

Community Organizations

Here is a list of community organizations that provide services specifically for newcomers and other faith-based organizations:

1. [Association for New Canadians \(ANC\)](#)
2. [YMCA Newfoundland and Labrador \(YMCA-NL\)](#)
3. [Multicultural Women's Organization of NL \(MWONL\)](#)
4. [Muslim Association of Newfoundland and Labrador \(MANAL\)](#)
5. [The university's Chaplaincy](#)
6. [The Francophone Immigration Network \(RIF-TNL\)](#), Fédération des francophones de Terre-Neuve et du Labrador. For information about services and activities in French, contact the RIF-TNL at immigration@fftnl.ca or follow them on Facebook and Twitter @VIVREaTNL.

The Classroom

The Canadian classroom may be more informal than the classroom environment you have been used to. While the atmosphere is casual, professors and students treat each other with respect.

- You are expected to arrive for class on time.
- Raise your hand to make a comment.
- Remain silent while others are speaking.
- Refer to your professor as doctor or professor. If the professor says it is acceptable, you may address them by their first name.
- Professors expect students to be active participants in class, so be prepared to voice your opinions during class discussion. Many professors will grade their students based on their level of class participation.
- In addition to familiarizing yourself with the Canadian classroom, you may also need some assistance in developing or improving your study skills in your second language. The Student Wellness and Counselling Centre offers many workshops. The Writing Centre can help you review a paper before it is due.
- If you are struggling in class, you are encouraged to talk to your professor as they may have some suggestions for you.
- If any disputes arise with professors, you are encouraged to get in touch with your respective student union. They have an advocacy platform that can help you make academic appeals.

1. Canadian Social Practices

Moving to a new country means being introduced to a new set of customs. Below are some important social practices in Canada that may differ from your experiences at home, such as:

- Communication,
- Cigarettes, alcohol and drugs,
- Eating at restaurants,
- Relationships,
- Gender identity, expression and sexual orientation,
- Harassment.

As you immerse yourself in a new culture, it is important to keep your own set of values. If your faith or lifestyle prevents you from eating certain foods, or from drinking alcoholic beverages, you should not be embarrassed or feel obligated to explain that to your host or hostess.

2. Communication & Relationships

Courtesy

Canadians say “please,” “thank you,” and “excuse me” as a means of courtesy.

- “Please” if you are asking for something of another person.
- “Thank you” to show your appreciation when someone has done something for you.
- “Excuse me” is used when you need to ask someone’s help for something or when you walk across the path of another person.

Greetings

- Generally, you call your peers by their first name and those older than you by Mr. or Ms., followed by their last name.
- Handshakes are typically extended on the first introduction only.

Eating at restaurants

- When you finish your meal at a restaurant, it is customary to leave a tip or gratuity for your server. Tips are amounts of money that are usually given to someone who works in a restaurant, bar, hotel, or salon when they have given you good service. Tips are usually 15 percent of the total bill before sales tax. This applies to food delivery apps as well, such as Insta Cart and Skip the Dishes.

Cigarettes, alcohol and other drugs

In Newfoundland and Labrador, alcohol, cannabis and cigarettes are legal but remain regulated. Other uncontrolled drugs and substances remain illegal.

- You must be 19 years of age or older to purchase alcohol, cannabis or cigarettes.
- It is illegal to smoke in any enclosed public space.
- If you are visiting someone at their house, ask permission before lighting a cigarette.
- Spirits can only be purchased at liquor stores during regular store hours, and beer may be purchased at convenience stores and gas stations from 10 am—2 am.
- When purchasing alcohol, cannabis or cigarettes, you must show ID to prove that you are of legal age.
- It is illegal to drink in a public place, such as a park or on the street.
- It is illegal to be drunk and disorderly in public.
- It is illegal to drive while under the influence of alcohol or drugs.

If you are caught by the police performing any of these illegal activities, you could be fined, put in jail, lose your driver's licence or even be deported.

While cannabis is legal in Canada, consuming it in Canada can have impacts on your eligibility to visit some countries or even have consequences when you return home.

For a more in-depth look at the Cannabis Policy of Newfoundland and Labrador, click [here](#).

If you do not want to drink alcohol, smoke or do drugs, you should **never** feel pressured to do so.

If you do decide to engage in any of these activities, please be advised that there have been reported cases of odorless, colourless and tasteless drugs that have been dropped into drink without the person's knowledge by someone who wishes to harm them. Here is [the list](#) provided by the Royal Canadian Mounted Police.

Relationships

Canadian cultural norms surrounding relationships, whether they are platonic or intimate, may differ or very similar from what you are accustomed to. When you are establishing/maintaining a relationship with someone else, you must keep the following in mind:

- Everyone, regardless of gender identity, age, class, religion, ethnicity, ability, language, sexual orientation, and any other distinguishing characteristics, deserves the same level of respect.
- Consent must be given clearly, freely, and enthusiastically by all parties engaged in a relationship. This means that you may not force someone to be friends with you or become your romantic partner. They must choose to be those themselves.
- If you are uncomfortable with someone's behaviour, you may tell them "no" in a straightforward manner. This also applies to you, if someone is uncomfortable with your behavior and they tell you. For example, if you are on a date and the person you are seeing is pressuring you to have sex with them, you do not have to continue with the date.

- If you feel like something is wrong in a relationship, you may talk about it with someone. There are services that provide confidential advice and needed resources, both on and off-campus.

Some of these resources are:

The Sexual Harassment Office

ER6039, Earth Sciences Building

<https://www.mun.ca/sexualharassment/contact-us/>

Planned Parenthood

47 St. Clare Ave

St. John's, NL, A1C 2J9

709-576-1009 | <https://www.plannedparenthoodnlshc.com/contact.html>

NL Sexual Assault Crisis and Prevention Center

15 Hallett Crescent Suite 101, St. John's, NL, A1B 4C4

709-747-7757 | <https://endsexualviolence.com/contact/>

Student Wellness and Counselling Center

UC-5000, University Centre

709-864-7595 | <https://www.mun.ca/studentwellness/>

Gender identity, expression and sexual orientation

2SLGBTQI+ stands for two-spirit, lesbian, gay, bisexual, transgender, questioning, intersex, and so on. This acronym encompasses the breadth of gender identity, expression, and sexual orientation. The Charter of Rights and Freedoms protects the rights and guarantees equal treatment of all **2SLGBTQI+** individuals in Canada.

This means that:

- You have the right to enter into marriage with any consenting adult, regardless of your gender identity, gender expression or sexual orientation.
- You have the right to legally change your name to match your gender identity and expression (this change may not be recognized by your country of nationality). At present, Newfoundland and Labrador does not have a Change of Sex Designation procedure for persons born outside the province.
- You have the right to seek employment, housing, medical care, and other public and private services without adverse regard as to your gender identity, gender expression or sexual orientation.
- You have the right to seek asylum in Canada if you fear that your country of nationality may persecute you on the basis of your gender identity, gender expression or sexual orientation.

On campus resources:

- Intersections (formerly the Women's Resource Centre) is a centre for marginalised genders (anything outside of cis male). Volunteers trained in crisis intervention are available for informal peer support and can provide referrals to various campus and community services. Anyone needing a safe space, a confidential source of information, or simply someone to talk to is welcome to stop by! **They are located at UC-1009 and may be reached on 709-737-4366 or via e-mail at munsuintersections@gmail.com.**
- SAGA (Sexual and Gender Advocacy) provides a support and social group for members of the 2SLGBTQI+ community. Their office is a safe (and confidential) place to be yourself, hang out with other members of the community, and meet new people! They also have a growing library of resource materials and queer fiction and poetry that is available to anyone who needs it. **They are located at UC-6022, and may be reached on 709-864-7619 or via e-mail at saga@munsu.ca.**

Harassment

Harassing or discriminating against people on any of the basis of sexual orientation, religious affiliations, physical or mental disabilities, age, race, ethnicity, political opinion, or gender identity, is an offence under the Canadian Human Rights Act and the Newfoundland Human Rights Code.

If you feel that you have been a victim of harassment, the Internationalization Office can help you. Please contact our Outreach Advisors (<https://www.mun.ca/international/staff-directory/>). You may also directly contact the [Sexual Harassment Office](#) or [Student Wellness and Counselling Centre](#).

3. Weather

St. John's has a temperate climate. Winter temperatures range from -10 to 0 °C. On average, the annual rainfall is 1,191mm, and annual snowfall is 322cm. During the summer months, the temperature can go from cool to hot with an average of 20.25 °C.

Even on the hottest day, it may be quite windy. It is important to dress appropriately for all seasons, but students should especially consider their clothing during the winter months, since winter weather may be unforgiving.

Winter Weather

Winter weather means high wind chills, heavy snowfalls, blizzards, freezing rain and extremely cold temperatures. This can make it difficult to get around outside. Winter in Newfoundland and Labrador can last for months.

Snow can arrive in November and may stick around until April. This can mean little sunshine, which can impact mood. If you have concerns about this or want to learn more, speak with an [International Student Advisor at the IO](#) or contact the <https://www.mun.ca/studentwellness/Student Wellnes and Counselling Centre>.

It is important to dress appropriately in the winter and to take care when travelling, whether it be by car or on foot.

- Expose as little skin as possible in very cold weather.
- Wear wool socks and waterproof boots to keep your feet warm.
- If you enjoy walking or running, consider getting lightweight winter boots. Alternatively, you could also get hiking boots or trail runners and pair them with thick wool socks.
- Keep your hands covered by wearing warm mittens or gloves.
- Protect ears and forehead by wearing a warm winter hat.
- Protect your neck by wearing a scarf or turtleneck sweater.
- Layering your clothes will help to keep you warm, since wearing layers of loose-fitting clothing such as a fleece, will trap body heat.
- It is also a good idea to layer in other seasons as well, as the weather can change quite dramatically during the day.
- When choosing a winter jacket, make sure it is
 - ✓ Waterproof or water resistant,
 - ✓ Large enough that you may wear a sweater underneath,
 - ✓ Has a high collar or hood, and
 - ✓ Is long, nearly knee-length.

Pedestrian Safety: Sidewalks often disappear in winter and pedestrians may be forced to walk on the streets.

- Walk facing oncoming traffic and be prepared to climb up onto the snowbank, if necessary.
- If walking in the evening or at night, wear reflectors or lights so that you are visible to motorists.
- Never assume that a motorist can see you.
- Be aware that roads may be covered in snow and ice and motorists will not be able to stop quickly.
- To cross the street, walk to an intersection and press the button on the pole. Wait for the light to change to white (i.e., a white walking man symbol) and cross the street in the allocated time. Jaywalking can lead to serious injuries, not to mention you can be fined if caught.
- Be aware of black ice when walking or driving. This is a thin layer of transparent ice that forms on the roads and sidewalks and can often be very difficult to spot. For more information on what it is and how to avoid it, check out: <https://safetylineloneworker.com/blog/black-ice-winter-safety>.
- If you are living off campus, have a bag of salt for your front porch. The salt melts the snow quicker, making it easier to shovel. You can find salt in stores like Canadian Tire or Walmart.

Advice from Senior Year Students

Q. Do you have any advice on how students can maximize their Memorial experience while studying remotely?

Suha (4th year Psychology, Bangladesh): My first piece of advice would be to be resourceful. One of the best things about MUN is that there are resources available for almost everything. You are not always going to have the answers; the trick is to learn to figure out where to find it when you do not. Secondly, another amazing way to make friends and find your community is to volunteer. There are so many volunteer opportunities around campus and in the community. Even though we are doing everything virtually now, there are still tons of opportunities to get involved! Explore causes you care about. Plus, it always looks great on a resume! 😊

Q. What are your favourite things about Memorial University, and St. John's as a whole?

Hanya (2nd year Engineering, Egypt): The Memorial community has one of the most diverse environments you will ever come across. You get to meet people from all different places and stages of life. The opportunity to learn about other cultures and expand your horizons and views about the world is amazing. Everyone's got interesting stories; you just have to ask!

Q. What is one thing you wish you knew about living in St. John's that you would like to pass onto other students?

Kunal (4th year Business, India): Three words— St. John's is fun. Many students fly in with a closed mind and a preconceived notion about St. John's being a boring place with nothing to do. I flew in with this mindset; I was wrong. St. John's is one of the most vibrant and bustling cities with a lot of things on the go! The university at its peak has at least a few events on the go every day, including game nights, society events, parties, karaoke nights amongst so much more! Beyond the campus, there are a ton of hiking trails, biking trails, restaurants, and cultural activities to take part in. St. John's, despite being a smaller city relative to Toronto or Vancouver, bustles with just as much life and diversity which means you will most certainly find another person in the city from the same city, country or culture as you!

Q. What advice do you have for other students on how to overcome culture shock (formally known as acculturation stress)?

Zarin (2nd year Engineering, Bangladesh): As international students, we arrive in Canada expecting culture shock. However, we do not really feel it until we are placed in a foreign situation. Humans are built to fight change and survive, so being in a foreign environment pushes you to expand your horizons and grow. You can never grow in your comfort zone. So, see this as an opportunity to expand your mindset and experiences. The more you learn, the better you understand the world! One advice I would give is to find classmates/friends in your class, groups or neighbourhood with similar cultural backgrounds and share your experiences with each other. This way you will learn more ways to navigate through your journey! Soon you will build a new home.