



# **International Student Services - ISS Orientation September 2020**

**A brief list of important services**

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**Fleming College**  
Ontario, Canada

## International Student Services

International Student Services (ISS) helps international students from different countries and cultures successfully transition to Canada, from arrival to every moment at Fleming College. We hope you enjoy your studies and have the opportunity to participate in the various activities that will take place throughout the year.



The International Student Services website contains important information for you, including:

- English Support Group
- Arrival Services
- International Student Orientation
- Peer Mentoring
- Volunteer Opportunities
- Health Insurance
- Events
- Immigration
- Contact for the International Student Services Team

These student services are all available to all students, including International students:

- Academic Supports
- Accessible Education
- Athletics + Recreation
- Campus Store
- Career Services
- Counselling
- Equity, Diversity and Inclusion
- Financial Aid
- Get Involved
- Health Services
- Housing + Food
- I.T. Services
- Indigenous Student Services
- International Student Services
- Library
- Rights + Responsibilities
- Security, Parking + Transportation

Log in to MyCampus Portal and click on **STUDENT LIFE** tab for more information and access to services websites.

Follow ISS Fleming on Facebook for important messages and to connect with other International students. Feel free to connect in person with ISS in Peterborough, Room C 2 100 or in Lindsay, Room 280B.

- **Visit:** <https://department.flemingcollege.ca/iss/>
- **Virtual chatrooms:** Visit our Facebook page <https://www.facebook.com/flemingISS/> for our weekly schedule and instructions on how to connect with us.

# International Student Checklist

Greetings Fleming International Students at Sutherland Campus and congratulations on being accepted to Fleming College!

The International Student Services Team is excited to have you and virtually welcomes you to Canada!

Below is checklist for before and after you start your classes at Fleming.

## Registration/Check In – Required in order to receive a timetable:

**New students:** Please follow the Fall 2020 Registration Instructions for New International Students. These instructions have been emailed by the International Admissions team to all students.

**Returning students:** No process is required to register. Full semester fee payment will register you for a timetable.

- ☐ Pay any outstanding fees to the college if required
- ☐ Log in to the Portal. Go to <https://mycampus.flemingcollege.ca/web/portal/home>, click on “Get Started!” button and follow the instructions to log in. Alternatively, please read the instructions on page 4 and 9 of this booklet.  
  
Log in to the Portal, read your emails, check your timetable, and select general elective courses (if applicable)
- ☐ Attend **International Student Orientation** on **September 1 and 2, 2020**. Visit the **International Student Orientation Website** to log in to various sessions.
- ☐ If applicable, download your Bus Pass **when you receive a notification in your Fleming email**. Emails will be sent up to 48 hours after College registration is complete.
- ☐ Attend **Fleming Student Orientation** (Domestic and International students) **date to be confirmed** – This Orientation includes **Program Specific Orientation** with the Coordinator and Faculty in your school.
- ☐ If you are in Canada: Download your Morcare health card when you receive a notification in your Fleming email. If you do not receive an email **by September 22<sup>nd</sup>**, please contact [stefania.gemmiti@flemingcollege.ca](mailto:stefania.gemmiti@flemingcollege.ca)
- ☐ If applicable, book an appointment with Service Canada to apply for your SIN card once their open. Visit their website <https://www.canada.ca/en/employment-social-development/corporate/portfolio/service-canada.html>
- ☐ Join the International Student Services’ advisors at our virtual chat. Find weekly scheduled times at <https://www.facebook.com/flemingISS/> Download Webex at: <http://flemingcollege.webex.com> and enter the **Meeting ID** from the virtual chatroom schedule posted on Facebook.

# MyCampus

## Accessing the MyCampus Portal

From the Fleming College website <http://flemingcollege.ca/>, click on the **MyCampus Login** link found in the top right corner of the webpage. Alternatively, you can go directly to the MyCampus Portal using the following URL: <https://mycampus.flemingcollege.ca/>

If this is your first time accessing an authenticated Fleming college service you will not have a username. To obtain your Fleming College username, use the **New Student** feature located on the MyCampus login page. This process requires you to provide your date of birth and student number. After completing this authentication process, you will receive a personalized message detailing your Fleming college username and email address. Your default password follows the pattern####YYYYMM where #### is the last 4-digits of your students number, YYYY is your 4-digit year of birth, and MM is your 2-digit month of birth (01 – 12).

The homepage features your weekly schedule, Fleming news, upcoming events, Registrar's Office notices, the academic schedule dates, and important College-wide announcements during special circumstances, such as school closures and IT service notices.

On the homepage of MyCampus you will find a **Virtual Tour** link at the top right corner of the page (below your name) that will step you through each of these features. Additionally, the MyCampus Portal links to other important services such as your email, MyCourses (D2L) course resources, and **MY FILES/Fileway (H:)** for accessing your files stored on the Fleming network.

## Have Questions?

**Contact us at** (705) 749-5530 ext. 1145 or 1-866-353-6464

**Email:** [international@flemingcollege.ca](mailto:international@flemingcollege.ca)

See our website for helpful immigration information:

<https://department.flemingcollege.ca/iss/>

Follow us on **Facebook** and **Instagram**:



Sutherland Campus: International Student Services – Fleming College

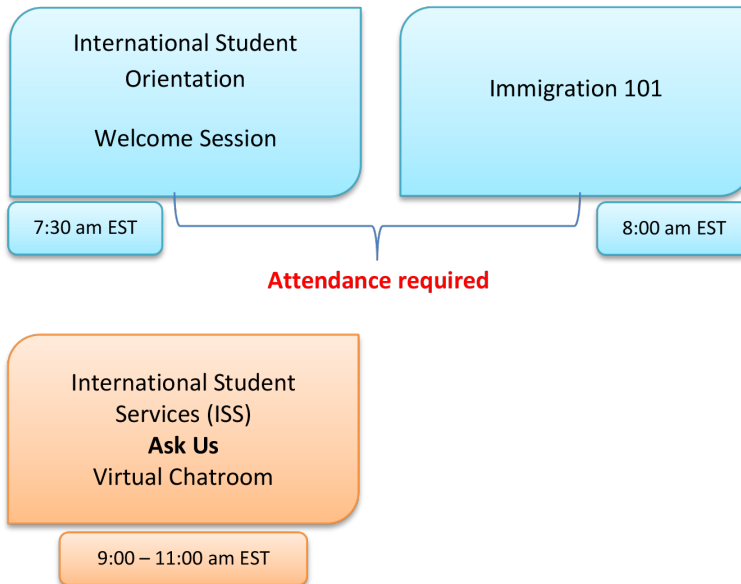


fleming\_iss

September 2020  
Sutherland, Frost and Haliburton Campuses

**INTERNATIONAL STUDENT VIRTUAL  
ORIENTATION**

**Tuesday, September 1<sup>st</sup>**



**ON DEMAND SESSIONS**

Sit back and watch on-demand sessions at your leisure starting on Tuesday, September 1<sup>st</sup> until Friday, September 11<sup>th</sup>.

Welcome from your  
Academic School

Find a place to live

Your Health Plan - Morcare

Navigate on D2L – The  
Student Learning Platform

Equity, Diversity & Inclusion  
– Your human rights in  
Canada

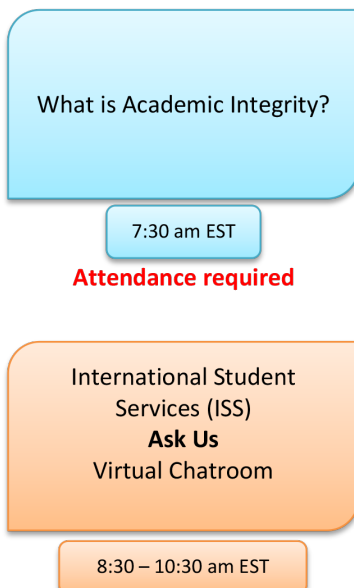
Improve your chance of  
getting a job

Academic Supports available  
to help you

Is there a Canadian Culture?

**INTERNATIONAL STUDENT VIRTUAL  
ORIENTATION**

**Wednesday, September 2<sup>nd</sup>**



## Additional Information for students in Canada only

### Bus Pass and Transit Information

All full time Fleming College Sutherland Campus students pay a Transportation Fee that includes the Digital Bus Pass:

- The Digital Transit Pass provides access to all Peterborough Transit busses on all routes (including Trent University Express buses) and is managed by the Student Administrative Council (SAC).
- After you have registered at Fleming, SAC will send email instructions to your @flemingcollege.ca email account to download the app on your mobile phone. You must use your own invitation to be eligible.
- Any issues please contact SAC via email at [info@flemingsac.ca](mailto:info@flemingsac.ca)

Add [thebus.ca](http://thebus.ca) to your bookmarks and find out about bus times, stop locations, and subscribe to Service Alerts directly to your phone.

### Social Insurance Number

Service Canada is currently closed for SIN card applications. Visit their website to monitor when services will be open at: <https://www.canada.ca/en/employment-social-development/corporate/portfolio/service-canada.html>

For additional support, please fill out the service request form at <https://sr-ds.powerappsportals.com/caseintakeen/> .

\*Students must have a valid study permit with off-campus work conditions. English Language Bridge students are not eligible for off-campus work and cannot obtain a SIN until they start post-secondary studies.

# Virtual Services

Department	Hours of operation (ET)	Days of operation	Virtual Chat Access link / email	Instructions
Academic Advising for <b>International Students</b>	8:30 a.m. to 12:30 p.m. 12:30 p.m. to 4:00 p.m.	Monday to Friday	<a href="https://flemingcollege.webex.com/international@flemingcollege.ca">https://flemingcollege.webex.com/international@flemingcollege.ca</a>	Students download Webex at <a href="https://flemingcollege.webex.com">https://flemingcollege.webex.com</a> Schedules are posted on Facebook weekly at <a href="https://www.facebook.com/flemingISS/">https://www.facebook.com/flemingISS/</a> and on our ISS Newsletter.
Academic Integrity Supports	8:00 a.m. to 4:00 p.m.	Monday to Friday	<a href="https://flemingcollege.webex.com/meet/marcia.steeves">https://flemingcollege.webex.com/meet/marcia.steeves</a>	<a href="mailto:marcia.steeves@flemingcollege.ca">marcia.steeves@flemingcollege.ca</a> to book an appointment ahead of time if possible.  <a href="https://flemingcollege.ca/libguides.com/academic-integrity">https://flemingcollege.ca/libguides.com/academic-integrity</a>
Accessible Education	8:30 a.m. to 4:30 p.m.	Monday to Friday	<a href="https://flemingcollege.ca/student-experience/accessible-education-services">https://flemingcollege.ca/student-experience/accessible-education-services</a> For general questions regarding AES, please email <a href="mailto:Jennifer.beauchamp@flemingcollege.ca">Jennifer.beauchamp@flemingcollege.ca</a>	<a href="https://department.flemingcollege.ca/aes/">https://department.flemingcollege.ca/aes/</a>
Career Services	8:30 am to 4:30 p.m.	Monday to Friday	<a href="https://flemingcollege.webex.com/meet/lou_anne_hanes">https://flemingcollege.webex.com/meet/lou_anne_hanes</a>	Browse <a href="http://www.flemingcollegecareerservices.ca">www.flemingcollegecareerservices.ca</a> for resources, information & applications. Email <a href="mailto:careerservices@flemingcollege.ca">careerservices@flemingcollege.ca</a> for further information or to make an appointment with the appropriate Career Educator.
Counselling	8:30 a.m. to 4:30 p.m.	Monday to Friday	Counselling Reception 705-749-5527 Toll Free: 866-353-6464 extension 1527	<a href="https://flemingcollege.ca/student-experience/accessible-education-services">https://flemingcollege.ca/student-experience/accessible-education-services</a> <a href="https://department.flemingcollege.ca/aes/">https://department.flemingcollege.ca/aes/</a>
D2L Support	7:30 a.m. to 5:00 p.m.	Monday to Friday	<a href="mailto:itsupport@flemingcollege.ca">itsupport@flemingcollege.ca</a> <a href="https://department.flemingcollege.ca/its">https://department.flemingcollege.ca/its</a> 705-749-5530 extension 4111 Option #1	
Diversity and Inclusion	8:00 am to 12:00 p.m. & 1:00 to 4:00 p.m. EST or by appointment	Monday to Friday or by appointment	<a href="mailto:diversity@flemingcollege.ca">diversity@flemingcollege.ca</a> See our website for a list of current services: <a href="https://flemingcollege.ca/student-experience/diversity">https://flemingcollege.ca/student-experience/diversity</a>	Support to individual students or groups/clubs with any diversity/human rights concern, available by email, phone or Webex online meeting. Please email <a href="mailto:diversity@flemingcollege.ca">diversity@flemingcollege.ca</a> to make a meeting appointment.
Financial Aid	8:30 am to 4:30 p.m.	Monday to Friday	<a href="https://flemingcollege.ca/financial-aid">https://flemingcollege.ca/financial-aid</a>	Once you've made your decision to attend Fleming College, you have to plan for all the necessary financial resources you will need to be successful. You are making a valuable investment in your future. The Financial Aid Office can assist you by providing you with financial options.
Health Services Sutherland Campus	Mon – Fri: 8:30 am – 4:00 p.m. (closed over lunch hours)	Monday to Friday	<a href="https://flemingcollege.ca/student-experience/health-services">https://flemingcollege.ca/student-experience/health-services</a> <b>Sutherland</b> Room – A2 113 Phone: 705-749-5557 extension 1504 Fax: 705-749-5532	Health Services is OPEN for telephone and email requests at this time. Any questions or concerns, please call a Health Services Team member as medical care is available via telemedicine. Leave a message or email with clear return contact information, and a Health Services team member will contact you

**\*ET: Eastern Time (Peterborough)**



Department	Hours of operation (ET)	Days of operation	Virtual Chat Access link / email	Instructions
Frost Student Association - Frost	9:00 a.m. to 5:00 p.m.	Monday to Friday		Please email <a href="mailto:info@frostsac.ca">info@frostsac.ca</a> or <a href="mailto:fsapresident@flemingcollege.ca">fsapresident@flemingcollege.ca</a>
I.T. Services	8:30 a.m. to 5:00 p.m.	Monday to Friday	<a href="mailto:itsupport@flemingcollege.ca">itsupport@flemingcollege.ca</a> <a href="https://department.flemingcollege.ca/its">https://department.flemingcollege.ca/its</a> 705-749-5530 extension 4111 Option #1	
Indigenous Student Services	8:00 a.m. to 5:00 p.m.	Monday to Friday	<a href="mailto:ashley.safar@flemingcollege.ca">ashley.safar@flemingcollege.ca</a> <a href="mailto:mary.macleod-beaver@flemingcollege.ca">mary.macleod-beaver@flemingcollege.ca</a>	
International Admissions	8:30 a.m. to 4:30 p.m.	Monday to Friday	<a href="mailto:Internationaladmissions@flemingcollege.ca">Internationaladmissions@flemingcollege.ca</a>	Application information: <a href="https://flemingcollege.ca/international-education/how-to-apply">https://flemingcollege.ca/international-education/how-to-apply</a>
International Student Services	8:30 a.m. to 12:30 p.m. 12:30 p.m. to 4:00 p.m.	Monday to Friday	<a href="https://flemingcollege.webex.com/international@flemingcollege.ca">https://flemingcollege.webex.com/international@flemingcollege.ca</a>	Students download Webex at <a href="https://flemingcollege.webex.com">https://flemingcollege.webex.com</a> Meeting Room # 738130377 (a.m.) Meeting Room # 732299090 (p.m.)
Library	8:00 a.m. - 5:00 p.m.	Monday to Friday	Email: <a href="mailto:library@flemingcollege.ca">library@flemingcollege.ca</a>  askON Chat help: <a href="http://flemingcollege.ca.libguides.com/home">http://flemingcollege.ca.libguides.com/home</a>	<b>Chat Help Hours</b> Monday – Friday: 9am - 10 p.m. Saturday – Sunday: 11 a.m. - 5 p.m.  <b>Guaranteed Fleming Staff on Chat:</b> Monday - Friday 11 a.m. to 4 p.m.
Security	24 hrs (phone) 8:00 a.m. to 4:00 p.m. (email)	7 days/wk. (phone) Mon-Fri (email)	Phone App: Fleming Safe is a free download from Google Play or Apple App Store Email: <a href="mailto:security@flemingcollege.ca">security@flemingcollege.ca</a> (email is only monitored Mon- Fri 8 a.m.-4 p.m.)	Call 705-749-5530 extension 8000 (24hrs/day)
Student Accounts (International)	8:30 a.m. to 4:30 p.m.	Monday to Friday	<a href="mailto:internationalfees@flemingcollege.ca">internationalfees@flemingcollege.ca</a>	Paying Fees: <a href="https://flemingcollege.ca/tuition/how-to-pay-your-fees">https://flemingcollege.ca/tuition/how-to-pay-your-fees</a>
Student Administrative Council - Sutherland	8:30 a.m. to 4:30 p.m.	Monday to Friday	<a href="mailto:info@flemingsac.ca">info@flemingsac.ca</a>	Please email <a href="mailto:info@flemingsac.ca">info@flemingsac.ca</a> to be directed to the appropriate support.
Student Experience, Peer Mentoring and Co-Curricular Record (CCR)	8:30 am to 4:30 pm	Monday to Friday	Email: <a href="mailto:studentexperience@flemingcollege.ca">studentexperience@flemingcollege.ca</a>  <a href="mailto:ccr@flemingcollege.ca">ccr@flemingcollege.ca</a>  <a href="https://department.flemingcollege.ca/student-experience/">https://department.flemingcollege.ca/student-experience/</a>	Peer Mentoring, orientation and transition questions and Co=Curricular Record involvement opportunities
Tutoring and Academic Skills	By appointment	Monday to Friday	<a href="https://flemingcollege.ca/student-experience/tutoring-and-academic-skills">https://flemingcollege.ca/student-experience/tutoring-and-academic-skills</a>	Online appointments via website. Student Learning and Study Skills, Drop-in Tutoring, Peer Tutoring, Job opportunities as a peer tutor

\*ET: Eastern Time (Peterborough)



## myCAMPUS PORTAL

The **myCampus Portal** is an internal website that can be accessed from Fleming's main web page. It's a one-stop shop for all services that you as a student will require.

### To obtain your username:

- On Fleming's homepage [flemingcollege.ca](http://flemingcollege.ca) at the very top
- click on the link **myCampus**
- Click on **Get Started**
- Enter your Student ID and birth date
- Click on **Continue**
- Once you get your username and login return to myCampus and log in

### On the homepage you will find:

- Your weekly timetable
- Fleming News
- Upcoming Events
- Important Information from the Registrar
- Important Dates, including holidays, as outlined in the Academic Schedule
- IT Service Notices for planned outages
- You will find **HELP** on using IT support and various guides on how to use online resources on the left side of the screen inside the gray area
- **Virtual Tour** link at the top right corner of the page, below your name

### On **myCampus** portal links (gray area on the left side of the screen) you will find:

- Your student **EMAIL**
- 'My Courses (WebCT)' for access to course resources
- 'My Files(H:)' for accessing your files stored on the Fleming network
- Under 'My Student Centre' you will find important student information, such as:
  - Your full timetable
  - Financial information such as balance due
  - Final grades
  - Contact information
  - Address update service
  - Instructions and Frequently Asked Questions (FAQs)
  - Resources Tab, with information on Academic Regulations, Services, Coordinator Contacts, Parking and Lockers
  - Please update your address to your new address as soon as you have confirmed your living arrangements

### To set up **mobile alerts** so you can stay informed via your cell phone:

- Go to 'My Courses'
- Click the arrow beside your name on the right side of the header
- In the pop-up list select 'Notification Option' and follow the instructions

## Health Services

Student Health Services, provides comprehensive confidential healthcare to Fleming Students and promotes Wellness through education and preventative health measures.

Our dedicated team of health professional provide quality care in a warm and supportive environment.

Check <https://flemingcollege.ca/student-experience/health-services> for office hours and services  
When making an appointment, please bring your health insurance card and claim form.

Sutherland Campus:

Room A2 113 - Phone: 705-749-5557 x. 5504

Frost Campus:

Room 254 - Phone: 705-324-9144 x. 3232

### SERVICES

- On-site nursing assessment and care by a Registered Nurse
- Part-time physician clinics on campus
- Health, education, testing and lifestyle counselling, i.e. birth control, STI's, HIV/AIDS, nutrition, mental wellness, weight management, smoke cessation, drug and alcohol issues, etc.
- Assistance completing Immunization Forms
- Referrals to specialists and community agencies
- Health promotion activities, i.e. Blood Donor Clinics, Flu Clinics, Health Fair etc.

### HEALTH INSURANCE (MANDATORY FOR INTERNATIONAL STUDENTS IN CANADA)

As an international student in Canada, you are responsible for all medical expenses incurred during your stay in Fleming College and in Canada. A short stay in the hospital can mean thousands of dollars in medical bills and ruin forever your dreams of continuing with your education in Canada.

All international students at Fleming College **in Canada** are required to purchase the comprehensive International Student Plan for full-time students. Students will be insured through Morcare Insurance. Students are not able to opt out, even if they have alternative insurance.

For full-time students, health insurance fees are included in the tuition. Part-time students will have health insurance fees added to their account after day 10.

Visit: <https://morcare.ca/> to download your health card and learn more about plan coverage.

### EMERGENCY FOOD BANK

Available in your Student Association Office: Student Administrative Council (Peterborough).

## Student Associations



### STUDENT ADMINISTRATIVE COUNCIL



The Student Administrative Council Inc. (SAC) is a non-profit corporation that serves the social and political needs of the student body. The payment of your student fee entitles you to a share in the corporation and allows you to elect or run for the Board of Directors. This fee is used throughout the year for various activities. SAC is the official voice of the student body. Board members serve on various college committees and have input into policy decisions of the College. Through our publications and bulletin boards, SAC keeps the students informed about student, campus and college developments.

On the lighter side, SAC sponsors many social events throughout the school year. These include orientations events, various Pub Nights and trips. These events are very popular and help the students to unwind from the stress of studies. As a member of the student body, the board always welcomes your suggestions and comments. We invite you to take time to come and see us in Room C1 430, visit [flemingsac.ca](http://flemingsac.ca) or drop us an e-mail at [info@flemingsac.ca](mailto:info@flemingsac.ca).

### FROST STUDENT ASSOCIATION



The Frost Student Association is a Non-Profit Organization that serves students of both Fleming College's School of Environmental & Natural Resource Sciences (Frost Campus) located in Lindsay, Ontario and Fleming College's Haliburton School of Art + Design located in Haliburton, Ontario.

Through the payment of ancillary fees, full-time students become members of the Frost Student Association. With membership, students are entitled to our myriad of student services in addition to voting power at our Annual General Meeting.

The Frost Student Association additionally serves as an official link between students and Fleming College.

The board welcomes student suggestions and comments in order to improve our service delivery, send us an e-mail at [info@frostsac.ca](mailto:info@frostsac.ca), visit [frostsac.ca](http://frostsac.ca) or come in person to Room 269 (Above Auk's Lodge).

# Canadian Climate

There are 4 distinct seasons in Canada:

## Spring

Spring usually begins in March and is an unpredictable season of change. It is comprised of a mix of rain and sunshine.

Average Temperature: 3°C to 16°C

## Summer

The season begins in June and it is warm and sunny. Watch out for the Humidex factor. If going outside, you should consider applying sunscreen to prevent your skin from burning.

Average Temperature: 20°C to 30°C

## Fall (Autumn)

This is a season of Autumn Colors. Fall officially starts in September but temperature can remain quite warm until mid-October. The season can often be cool and rainy with the days getting shorter.

Average Temperature: 7°C to 13°C

## Winter

The winter officially begins in December, but sometime snow falls in October or November. January and February are the coldest months. It is important to wear appropriate clothing, which can be purchased in Canada.

Average Temperature: -15°C to 0°C, however, “wind chill” can make it seem colder.

*Wind chill: is the lowering of body temperature due to the passing-flow of lower-temperature air. Wind chill numbers are always lower than the air temperature for values where the formula is valid. When the apparent temperature is higher than the air temperature, the heat index is used instead.*



## Canadian Culture

**“We are visitors on this land – we are caretakers for future generations”**

### We are a multicultural nation

- What we now call Canada was inhabited for millennia by Indigenous Peoples, now known as First Nations, Métis, and Inuit peoples.
- Two official languages: English and French
- Today, 40% of Canadian population is non-British and non-French
- Canada is home to more than 200 mother tongues
- 1 in 5 Canadians are immigrants
- Canada is huge:
  - 3,855,103 square miles - the second largest country in the world, behind Russia
  - touches the Pacific, Atlantic, and Arctic Oceans
  - 10 Provinces + 3 Territories
  - St John's Newfoundland is closer to the UK than to Vancouver

### Did you know...?

- Canada's lowest recorded temperature was -63 C in 1947
- Canada has more lakes than the rest of the world combined
- At least 10% of the Canadian population is vegetarian or vegan
- Canada has 10% of the world's forest
- Around 90% of Canada's land is uninhabited. We are the 9<sup>th</sup> most sparsely populated nations in the world
- Almost 90% of our population is concentrated within 160 kilometres of the US border
- Our average life expectancy is 81 years
- There are more donut shops in Canada per capita than any other country

### Hockey

Children learn to skate at a young age. They play on frozen lakes and ponds with friends. Hockey brings people together and is seen as a national pastime. Take this opportunity to watch a Peterborough's Pete's hockey game at the Memorial Centre.

You will also learn that **Tim Horton's** is a national coffee chain named after a famous Canadian player. Popular orders include **Double Double** (coffee with two cream and two sugars) and **Timbits** (mini-doughnuts bites).

### Other Sporting Interests in Canada

Soccer is growing in popularity, but also cricket, which was a national sport in 1867. There are a variety of Fleming Teams. We encourage you to get involved by visiting [www.flemingathletics.ca](http://www.flemingathletics.ca)

### Canadian Etiquette

Canadians **line up** for everything. They are **punctual** and are known for **apologizing** frequently.

### Tipping

Tipping is expected in Canadian restaurants, salons and taxis. A typical tip is 15% or more for services.

## Cell Phones

Cell phone plans are the highest in the world. You should make a habit to connect to Wi-Fi as often as possible.

## Communicating in Canada

- Canadians like their personal space and are private people
- There is even a level of formality amongst friends
- Canadians are not as open as other people about personal details of their lives, but they will often speak about the weather, work, sports, and some light travel conversation. You may want to avoid talking about salaries, personal finances, emotions, family details, age, marital status and politics as it can be an uncomfortable topic for Canadians.
- Making eye contact is a sign of respect

## The Weather

- Canadians are obsessed with the weather!
- It is our favourite conversation topic
- Weather patterns vary widely from province to province, season to season, day to day
- Canada's lowest recorded temperature was -63C in 1947
- The capital of Canada, Ottawa, is the second coldest capital in the world!
- **Peterborough Weather:**
  - Coldest month: January (-3/-12 degrees Celsius)
  - Warmest month: July (26/15 degrees Celsius)

## Canadian Money



## Scent Free

Many people are sensitive to strong scents and can have an allergic reaction.

Some services can refuse service if scent is too strong – perfume, cologne, or other scented products

### Welcome to Peterborough!

Population: 84,230

Peterborough is a welcoming and diverse city with more than 3 million visitors annually and more than 2,600 tourism industry jobs. It's also known as being "cottage country" and is the fastest growing city in Canada.

### Welcome to Lindsay!

Population: 20,713

Situated approximately 43 km west of Peterborough, Lindsay is the hub for business and commerce. It's a student-friendly community that offers numerous opportunities to get out and explore in all four seasons.

### Welcome to Haliburton!

Populations: 18,062

Haliburton is known as the tourist and cottage area in Central Ontario. It has beautiful landscape and it is home of talented artists.



## FAQ – Frequently Asked Questions

### 1. How do I get my health insurance coverage card?

You will receive an email from International Student Services when your health insurance card is ready to download. Instructions on how to download your health card are provided in the email. Please wait for the email before attempting to enrol online. Your Morcare health insurance is active on the day you start classes as long as you have registered as a student and are studying in Canada.

### 2. How do I change my program or timetable?

You may be able to change your program at the Registrar's Office if seats are available and you qualify. Important: Before you change your program, please check your Study Permit Conditions and Remarks to ensure you are allowed to change the DLI, level or area of study. If you have doubts, please see an advisor in International Student Services virtual chatroom. Visit <https://www.facebook.com/flemingISS/> for scheduled days and times.

To change your time table, first make sure that your program allows it. Some programs do not allow changes and you will need to follow the timetable you are given. If your program allows for changes, you can use the Add/Drop/Swap feature on the Portal or visit the Registrar's Office.

### 3. How do I get travelling maps and routes for Peterborough?

Travelling maps and bus timings are available online on <https://www.peterborough.ca/en/city-services/routes-and-schedules.aspx> and maps are in your welcome kit.

### 4. Where can I get authentic groceries?

**FreshCo** (950 Lansdowne Road W.) and **Walmart** (950 Lansdowne St.) are the best places to get international products. **SuperStore** (769 Borden Ave.) also has an International isle. Connect with students who are already here.

### 5. Where can I buy winter clothes?

**Walmart**, **Winners** (190 Lansdowne St. W.) and **Marks Work Warehouse** (2-1135 Lansdowne St. W.) offer reasonable prices. You can also buy winter clothes in second-hand stores such as **Value Village** (1101 Lansdowne St.), **Talize** (1154 Chemong Rd.) and **Salvation Army** (863 Chemong Rd.)

### 6. How do I get a cell phone or SIM card?

Go to **Lansdowne Place** (645 Lansdowne Street W.), where you will find several mobile stores & services. Make sure you bring your passport and proof of residence.

### 7. What should I be careful about?

Be aware of fake calls from people asking for money, fake employers or fake IRCC calls. Do not give your SIN number, bank details or personal information to anyone except for your employer. When in doubt, contact the number on the back of your bank card and see the International Student Services for support. Fleming College takes breach of **Academic Integrity** very seriously. Make sure you are familiar with it and complete the Academic Integrity module offered by the Library Services.





# Fleming College

Location: Central Ontario,  
 130 km northeast of Toronto

Campuses: Peterborough  
 Lindsay  
 Haliburton  
 Cobourg

Full-time Programs: 100+  
 Full-time Students: 6,800+

- Certificates
- Diplomas
- Advanced Diplomas
- Graduate Certificates
- Joint Diplomas/Degrees

**Contact**  [International@flemingcollege.ca](mailto:International@flemingcollege.ca)

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