



International Student Services - ISS Orientation May 2021

A brief list of important services

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
- Health Insurance
- 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. Once we are allowed back on campus, feel free to connect in person with ISS in Peterborough, Room C 2 100.

- **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.
- Download the **Fleming Mobile – Involvio LCC App** from your mobile app store

International Student Checklist

Greetings Fleming International Students 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 May 2021 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 **May 10, 11 & 12, 2021**. Visit the **International Student Orientation Website** to log in to various sessions at <https://flemingcollege.ca/international-education/orientation>
- 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) – **on May 13, 2021**. This Orientation includes **Program Specific Orientation** with the Coordinator and Faculty in your school. Access meeting links at [Orientation at Fleming College : Fleming College](#)
- Attend the **Student Services Session** on May 13, 2021 at 1 p.m. Access it at [Orientation at Fleming College : Fleming College](#)
- Complete the **International Orientation 2020-21 D2L modules**, available starting on May 18 (see page 5).
- 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 June 2**, please contact international@flemingcollege.ca
- Apply for your SIN card online. Visit their website <https://www.canada.ca/en/employment-social-development/services/sin/apply.html> You will need a Canadian permanent address to apply.
- 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 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.

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 to Fleming?** 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 DASHBOARD (left green banner) you will find:

- Your student **EMAIL**
- **myCourses (D2L)** for access to course resources and your classes
- **My Files:** Your personal storage space for your files stored on the Fleming network
- Under **STUDENT RESOURCES** you will find important student information, such as:
 - **My Student Centre** and access to:
 - Timetable
 - Search / Enroll and Enrollment Shopping Cart (add/swap/drop classes)
 - Textbook List
 - Final grades
 - Finances – My Account: Account Summary, Fee Notifications, Make a payment, and Tax Consent and Forms
 - Personal Information: Contact information and access to change it
Please update your address to your new address as soon as you have confirmed your living arrangements
 - Student Self Service Options: Confirmation of Enrolment (Letter) and Transfer Credit Requests
 - Timetable Resources: Course Selection List, General Education Classes, Add/Drop/Swap Help
 - Financial Aid and Fee Payments: Scholarships and Bursaries, Tuition and Ancillary Fees

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

May 2021
Sutherland, Frost and Haliburton Campuses

**INTERNATIONAL STUDENT
VIRTUAL ORIENTATION**

Monday, May 10th, 2021

Attendance required  **Drop-in** 

International Student
Orientation

Welcome Session

7:30 am EST
4:30 pm IST

Student Panel

8:30 am EST
5:30 pm IST

Meet your peer mentors
and team building activities

10:00 am EST
7:30 pm IST

Tuesday, May 11th, 2021

Immigration 101

Welcome Session

8:30 am EST
5:30 pm IST

D2L

Your Learning Platform

10:00 am EST
7:30 pm IST

Find a Place to Live

Registered Session

11:00 am EST
8:30 pm IST

ASK US

Virtual Chatroom

11:00 am EST
8:30 pm IST

ON DEMAND SESSIONS

Sit back and watch on-demand sessions at your leisure starting on Monday, May 10th until May 28th, 2021

Your Health Plan - Morcare

Equity, Diversity & Inclusion
– Your human rights in
Canada

Improve your chance of
getting a job

Canadian Culture

Virtual Tours

INTERNATIONAL STUDENT VIRTUAL ORIENTATION

Wednesday, May 12th, 2021

Attendance required  Drop-in 

What's Academic Integrity?

7:30 am EST
4:30 pm IST

Academic Support Available
to International Students

8:30 am EST
5:30 pm IST

The Social Café

9:30 am EST
6:30 pm IST

ASK US
Virtual Chatroom

10:30 am EST
8:00 pm IST

INTERNATIONAL ORIENTATION D2L MODULES

WHY IS IT IMPORTANT TO COMPLETE THEM?

Moving into a new country is an incredible adventure. However, there will be challenges as well, which are part of your learning path as a temporary resident in Canada.

To help you overcome these challenges, we created the International Orientation D2L modules. The objective of these modules is to help you familiarize with the D2L learning platform, provide you with knowledge of key information that will help you succeed as a Fleming student, understand your rights and responsibilities, learn about diversity and the cultures that formed our country and influence Canadian today. The modules are easy to follow with an opportunity to check your understanding by completing quizzes. There's no failing grade and you can repeat the modules as many times as you need. At the end, you will receive a certificate of completion to add to your portfolio.

Once you log into the **MyCampus** (See page 4 for instructions), select **myCourses (D2L)** to access the **International Orientation 2020-21** starting on May 18, 2021.

Additional Information for students in Canada only

Sutherland (Peterborough) Campus Students' 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

Add thebus.ca to your bookmarks and find out about bus times, stop locations, and subscribe to Service Alerts directly to your phone.

Lindsay and Haliburton Campus Students' Bus Pass and Transit Information

Frost (Lindsay) and Haliburton campus are not currently offering any bus pass or transit pass for the 2021-2022 academic year. We encourage you to check out:

Lindsay Transit Webpage: <https://www.kawarthalakes.ca/en/living-here/lindsay-transit.aspx>

And the Haliburton Transit Webpage: <https://www.transportationhaliburtoncounty.ca/>

Lindsay Campus Students' Gym (Recreation) Membership

Students in person at Frost (Lindsay) campus pay a semesterly fee (\$65) for access to the gym membership at the Lindsay Recreation Complex (133 Adelaide St S, Lindsay, ON K9V 4S3). This entitles you to access the fitness center (<https://www.kawarthalakes.ca/en/things-to-do/fitness.aspx?mid=23666>) Swimming pools (<https://www.kawarthalakes.ca/en/things-to-do/pools-and-swimming.aspx>) and other amenities (pending COVID-19 restrictions).

Social Insurance Number

Apply for your SIN card online or by mail. Visit their website <https://www.canada.ca/en/employment-social-development/services/sin/apply.html> If you apply for a SIN online or by mail and your application meets the requirements, you will receive a letter with your SIN by mail within 20 business days from the date the application is received. If **more than 25 business days** have passed and you would like to find out the status of your application contact the SIN program:

Canada Toll-free: 1-866-274-6627

Canada TTY: 1-800-926-9105

Hours of operation: Monday to Friday from 8:30 a.m. to 4:30 p.m. local time

Closed statutory holidays.

Outside Canada: 1-506-548-7961 (long-distance charges apply)

TTY: 1-800-926-9105

Hours of operation: Monday to Friday from 8:30 a.m. to 8:30 p.m. Atlantic time

Closed statutory holidays.

*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 International Students	8:30 a.m. to 12:30 p.m. 12:30 p.m. to 4:00 p.m.	Monday to Friday	https://flemingcollege.webex.com/international@flemingcollege.ca	Students download Webex at https://flemingcollege.webex.com Schedules are posted on Facebook weekly at https://www.facebook.com/flemingISS/ and on our ISS Newsletter.
Academic Integrity Supports	8:00 a.m. to 4:00 p.m.	Monday to Friday	https://flemingcollege.webex.com/meet/marcia.steeves	marcia.steeves@flemingcollege.ca to book an appointment ahead of time if possible. https://flemingcollege.ca/libguides.com/academic-integrity
Accessible Education	8:30 a.m. to 4:30 p.m.	Monday to Friday	https://flemingcollege.ca/student-experience/accessible-education-services For general questions regarding AES, please email Jennifer.beauchamp@flemingcollege.ca	https://department.flemingcollege.ca/aes/
Career Services	8:30 am to 4:30 p.m.	Monday to Friday	https://flemingcollege.webex.com/meet/lou_ann_e.hanes	Browse www.flemingcollegecareerservices.ca for resources, information & applications. Email careerservices@flemingcollege.ca 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	https://flemingcollege.ca/student-experience/accessible-education-services https://department.flemingcollege.ca/aes/
D2L Support	7:30 a.m. to 5:00 p.m.	Monday to Friday	itsupport@flemingcollege.ca https://department.flemingcollege.ca/its 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	diversity@flemingcollege.ca See our website for a list of current services: https://flemingcollege.ca/student-experience/diversity	Support to individual students or groups/clubs with any diversity/human rights concern, available by email, phone or Webex online meeting. Please email diversity@flemingcollege.ca to make a meeting appointment.
Financial Aid	8:30 am to 4:30 p.m.	Monday to Friday	https://flemingcollege.ca/financial-aid	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	Mon – Fri: 8:30 am – 4:00 p.m. (closed over lunch hours)	Monday to Friday	https://flemingcollege.ca/student-experience/health-services Sutherland Room – A2 113 Phone: 705-749-5557 extension 1504 Fax: 705-749-5532 Frost Room – 254 Phone: 705-324-9144, extension 3232 Haliburton Phone: 705-324-9144, extension 3232	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 info@frostsac.ca or fsapresident@flemingcollege.ca
I.T. Services	8:30 a.m. to 5:00 p.m.	Monday to Friday	itsupport@flemingcollege.ca https://department.flemingcollege.ca/its 705-749-5530 extension 4111 Option #1	
Indigenous Student Services	8:00 a.m. to 5:00 p.m.	Monday to Friday	ashley.safar@flemingcollege.ca mary.macleod-beaver@flemingcollege.ca	
International Admissions	8:30 a.m. to 4:30 p.m.	Monday to Friday	Internationaladmissions@flemingcollege.ca	Application information: https://flemingcollege.ca/international-education/how-to-apply
International Student Services	8:30 a.m. to 12:30 p.m. 12:30 p.m. to 4:00 p.m.	Monday to Friday	https://flemingcollege.webex.com/international@flemingcollege.ca	Students download WebEx at https://flemingcollege.webex.com Meeting Room # 738130377 (a.m.) Meeting Room # 732299090 (p.m.)
Library	8:00 a.m. - 5:00 p.m.	Monday to Friday	Email: library@flemingcollege.ca ask ON Chat help: http://flemingcollege.ca.libguides.com/home	Chat Help Hours Monday – Friday: 9am - 10 p.m. Saturday – Sunday: 11 a.m. - 5 p.m. Guaranteed Fleming Staff on Chat: Monday - Friday 11 a.m. to 4 p.m.
Registrar's Office	8:30 a.m. - 4:30 p.m.	Monday to Friday	Email records@flemingcollege.ca	Student registration, timetable changes/additions, proof of enrolment, Student Records, grades, transcripts, transfer credit, graduation and convocation.
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: security@flemingcollege.ca (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	studentaccounts@flemingcollege.ca	Fees owing, how to pay, refunds, invoices, etc. Paying Fees: https://flemingcollege.ca/tuition/how-to-pay-your-fees
Student Administrative Council - Sutherland	8:30 a.m. to 4:30 p.m.	Monday to Friday	info@flemingsac.ca	Please email info@flemingsac.ca 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: studentexperience@flemingcollege.ca ccr@flemingcollege.ca https://department.flemingcollege.ca/student-experience/	Peer Mentoring, orientation and transition questions and Co-Curricular Record involvement opportunities
Tutoring and Academic Skills	By appointment	Monday to Friday	https://flemingcollege.ca/student-experience/tutoring-and-academic-skills	Online appointments via website. Student Learning and Study Skills, Drop-in Tutoring, Peer Tutoring, Job opportunities as a peer tutor

*ET: Eastern Time (Peterborough)

Campus Culture



Fleming College is comprised of 3 different main campuses, Sutherland in Peterborough, Frost in Lindsay, and Haliburton School of Art + Design in Haliburton, all situated in the province of Ontario.

Each campus will provide students with a unique culture and diverse focus. Please read below to get an idea what life on each campus will be like.

SUTHERLAND

Sutherland is our largest campus, with about 5,000 students from various cultures and backgrounds. Busy, vibrant and multi-cultural, Sutherland provides students with opportunities to learn and explore, both in academic and real-life learning environments and through campus activities and volunteering. Faculty are engaging, passionate, and experienced professionals who put their students' experience first and are eager to help with an open-door policy. Explore our walking trails between classes, play in our outdoor sports fields or attend sports programs and classes at the Wellness Centre. There's never a shortage of what to do or opportunities to make new friends.

FROST

Fleming College's School of Environmental & Natural Resource Sciences is a close-knit community of environmentally-minded individuals with a variety of backgrounds and students – including out of high school, second career, mature students, and international students. The faculty consists of experienced professionals and researchers from industry sectors relating to the environmental sciences, including aquaculture, habitat restoration, waste management, wildlife management, forestry management, mining and much more. Situated in the typically rural town of Lindsay, Frost is one of the top environmental college campuses in Canada. Students spend more time learning outside than in the classroom and form friendships that can last well beyond the college experience.

HALIBURTON SCHOOL OF ART + DESIGN

The town of Haliburton is a supportive community that has drawn artists from a multitude of disciplines to its creative vibe and natural beauty. Situated in the town of Head Lake, and surrounded by the Haliburton Sculpture Forest, inspiration has no boundaries here. Fleming College's Haliburton School of Art + Design is a small, tight-knit community of passionate creatives. The outstanding faculty are education leaders who have shaped art, craft, design, and media in Canada. No other college in Canada offers such breadth in creative programming. Students are mentored and challenged to ignite their artistic visions, self-expression, discovery, and to become the artistic professionals they are meant to be.

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

Haliburton:

No Room - 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.

If you are residing in a province other than Ontario, please contact us at international@flemingcollege.ca for important information and limitations regarding your coverage.

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

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 or drop us an e-mail at 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, visit 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 9th 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

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. If you don't receive an email, please contact us at international@flemingcollege.ca. 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.

If you are residing in a province other than Ontario, please contact us at international@flemingcollege.ca for important information and limitations regarding your coverage.

2. How do I change my program or timetable?

You may be able to change your program prior to the 5th day of classes if seats are available and you qualify. Please contact internationaladmissions@flemingcollege.ca. 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 timetable, 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 my One Card (Student ID Card)?

Follow the process at <https://myphoto.flemingcollege.ca/>

4. How do I get travelling maps and routes for Peterborough, Lindsay and Haliburton?

Travelling maps and bus timings for are available online.

Peterborough - <https://www.peterborough.ca/en/city-services/routes-and-schedules.aspx>.

Lindsay - <https://www.kawarthalakes.ca/en/living-here/lindsay-transit.aspx>

Haliburton - <https://www.haliburtoncounty.ca/en/living-here/transportation-options.aspx#College--Education--Training>

5. How do I open a banking account?

To open a bank account you need to have a SIN (Social Insurance Number) card. Make an appointment with your bank and bring your SIN, your passport, student permit, GIC details to your bank and your mother's maiden name (before she got married).

6. Where can I get authentic groceries?

- **Peterborough:** FreshCo (950 Lansdowne Road W.), Walmart (950 Lansdowne St.) and SuperStore (769 Borden Avenue)
- **Lindsay:** Food Basics (363 Kent St West), Loblaws (400 Kent St West), La Mantia's Country Market (50 William St S), and Reid's Valu-Mart (42 Russell St West).

- **Haliburton:** Foodland (188 Highland St), Independent (5121 County Rd 21)

Connect with students who are already here or with International Student Services.

7. **Where do I get a cell phone/SIN card? What documents do I need?**

- **Peterborough:** Lansdowne Place (645 Lansdowne Street West).
- **Lindsay:** Lindsay Square (401 Kent Street West)
- Make sure you bring your passport and proof of residence. *You will find several mobile stores and services.*
- **Haliburton:** The Source (160 Highland St) or Independent (5121 County Rd 21).

Make sure you bring your passport and proof of residence.

8. **Where can I buy winter clothes?**

- **Peterborough:** Walmart, Winners (190 Lansdowne St. W.) and Marks Work Warehouse (1230 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.)
- **Lindsay:** Winners (401 Kent St. W.), Marks Work Warehouse (363 Kent Street W.), or a second-hand store such as Vicky's Values Unique Boutique (50 Mary St. W)
- **Haliburton:** Glecoff's Family Store (187 Highland St), Algonquin Outfitters (218 Highland St). You can also find them at the local second hand stores, Thrift Warehouse (123 Mallard Rd), Lily Ann's 4Cs (33 York St)

9. **Where can I find help with housing?**

Be Familiar with the Tenants Act and what tenants need to know about housing law, visit <https://www.cleo.on.ca/en/publications/tenantsaccess> . Please visit our Housing Services site for information and resources about finding a place to rent, understanding your rights and responsibilities and how to be a successful tenant.

You can visit our website at <https://department.flemingcollege.ca/och/> and <https://department.flemingcollege.ca/och/find-housing/> for an extensive list of websites.

Before you sign a lease, make sure to read through it so that you fully understand the lease. For more information about leases please visit <https://stepstojustice.ca/questions/housing-law/what-should-be-my-rental-agreement>.

Places4Students and the Kijiji app is popular among students. Visit: <https://www.kijiji.ca/> and <https://www.places4students.com/>

Do you need direction and guidance? Contact och@flemingcollege.ca or call 705-749-5530 ext. 1125 our Off-Campus Housing Services staff at to ask a question or set-up an appointment.

10. **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
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