Orientation Winter 2023

International Student Services - ISS

A brief list of important services

flemingcollege.ca

FLEMING

Acknowledgement of the Land

"We are visitors on this land – we are caretakers for future generations"

Acknowledgement of *the Land*

Fleming College respectfully acknowledges that we are situated on the Traditional territory of the Michi Saagig of the Anishinaabe. Oral History teaches us that the Michi Saagig shared the land with the Odawa and Huron nations before Colonial contact. The Michi Saagig are the traditional people of the North shore of Lake Ontario and its tributaries; this has been Mississauga territory since time immemorial.

We are grateful for the opportunity to work, live and learn here and the relationships that Fleming continues to build and works to maintain in a respectful and reciprocal way. We also recognize the contributions of Métis, Inuit, and other Indigenous peoples, both in shaping and strengthening this community and country as a whole. This recognition is connected to our collective commitment to make the promise and the challenge of Truth and Reconciliation real in our Fleming community. Fleming College is committed to fortifying relationships with Indigenous communities while embedding intellectual and cultural Knowledge into curriculum, activities, and systems.

Why do we do a land acknowledgement?

Land acknowledgements have been practiced in what is now known as Canada, for centuries. Prior to settler contact, Indigenous peoples entering a territory which was not historically theirs, would begin by stating their names, where they come from, their individual intentions for being there, followed with a statement to acknowledge the territory as a

sign of respect and accountability, expressing gratitude and appreciation to the people of the territory in which they plan to pass through, visit or stay.

Today, settler Canadians and visitors within Indigenous territories continue this practice for the same reason. During a land acknowledgment, we ask that you pause, be present, be honest, reflect, and consider how you plan to make positive change in your work and everyday lives in order to be respectful visitors within Indigenous lands and territories. It is a moment to reflect on the history of colonialism, and the need to fulfill your responsibilities as treaty people, as Canadians.

Many Canadians still have much to learn about treaties despite their foundational importance to the Canada. Whether your ancestors immigrated here or you are a new Canadian, all people are treaty people. Learn more about Indigenous/newcomer relations: Miller, James Rodger. Compact, contract, covenant: Aboriginal treaty-making in Canada. University of Toronto Press, 2009.

Important Things to Remember:

Fleming is committed to Respectful Relationships with Indigenous People, this includes Indigenous students, staff and community members. As such it is important as members of the Fleming community that you too learn what it means to be a respectful Fleming community member. There are many times at Fleming that you will have the opportunity to learn, participate and engage with Indigenous people, Knowledge and community. You may feel awkward and sometimes out of place, these few tips are meant to give you general information and encourage you to respectfully ask questions or engage in discussions with Indigenous people & community at Fleming and in the greater community. This list is not everything, but it will give you a starting point, if you are ever unsure about your interpretation of what is going on or if you can participate, ask your host or member of the Indigenous Perspectives Team, they will appreciate your care and concern.

- It is very important to be present in a non-judgemental way. If given the opportunity to participate in a practice or ceremony, for example, in a 'smudge' and it contradicts your own spiritual or religious beliefs, you may politely decline, saying "No, Thank you."

- Ask permission to record or take a picture of an Indigenous practice, place or people, prior to doing it. Be prepared for different answers, some individuals may be okay with recordings or pictures, others may not. Each Nation, Territory and individual have their own beliefs and you should ask every time.

- Sharing and generosity is an important part of Indigenous culture. This includes food and beverages. Often times, Indigenous hosts will provide food or drinks to visitors and guests. It is polite to accept these gifts but also acceptable to decline and explain that you may have dietary restrictions whether it is for health reasons or lifestyle choice. Honesty is always the best practice! If you simply find the thought of eating something strange or new to your regular lifestyle, for example 'bannock', try to be adventurous and try it or accept a piece to try later.

Indigenous Perspective Designation

How can you add an Indigenous Perspective designation to your diploma?

The Indigenous Perspectives Designation (IPD) is replacing the Indigenous Emphasis Initiative formerly offered at Fleming College. The purpose of the IPD is to provide students who choose to access this optional learning with a more in-depth knowledge of Indigenous (First Nations, Métis and Inuit) peoples, their cultures, histories, traditions and contributions to our shared society.

What do students gain by completing the IPD?

After graduation, students with an IPD have a strong foundational knowledge on relevant competencies in their discipline relating to Indigenous peoples in Canada. An imperative piece of the Indigenous Perspectives Designation is community engagement. Students attend and participate in Indigenous events, initiatives and activities, which gives students the opportunity to promote respectful relationships, applied learning and professional partnerships. Students graduate with the ability to distinguish the historical and contemporary Nation-to-Nation relationship between Indigenous and non-Indigenous peoples, synthesize key foundational concepts of Indigenous knowledge, thought and world-views, and articulate relevant events, situations and issues within the shared history of Indigenous and non-Indigenous peoples. For more information about the Indigenous Perspectives Designation, please visit**:**

https://flemingcollege.ca/programs/indigenous-perspectives-designation

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Welcome to your new home

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.

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.

Haliburton
Populations: 18,062

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

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 of 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 multicultural, 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.

Housing

You are responsible for finding your own accommodations for the duration of your studies. You should begin your search for housing NOW and make sure you budget for it. Housing costs in our campus communities can range from $650.00 - $950.00 per month for a room for rent and $1000.00 and up for a one-bedroom apartment. A two-bedroom rental unit can start at $1500.00 and go up, where a 3 plus bedroom rental unit can rent for $2500.00 and up – when renting a self-contained unit, you may have to pay heat and hydro on top of your monthly rent. It is essential that you create an honest budget so you can afford your monthly housing costs – this includes rent, food, household items etc.

If you are not able to secure housing before you arrive, you may need to consider temporary housing such as staying in a motel (this will be an extra cost that you might not have considered) or with other friends.

OFF-CAMPUS HOUSING OFFICE

Fleming College Off-Campus Housing Office has great resources for finding accommodations in the community. Get started with their online resources: https://flemingcollege.ca/student-experience/off-campus-housing

ON-CAMPUS RESIDENCE

For more information about On Campus Housing please visit the residence website at http://flemingcollege.ca/student-life/housing

Sutherland Campus, Peterborough: sutherland-residence@flemingcollege.ca

Frost Campus, Lindsay: frost-residence@flemingcollege.ca

HOME STAY

If you would like to live with a local family, try these providers:

The Canada Homestay Network (Peterborough): www.canadahomestayinternational.com

email: peterboroughinfo@canadahomestaynetwork.ca

MLI Homestaywww.MLIhomestay.com

email: homestay@mliesl.com

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 essential information for you, including:

- 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
- Transportation dependent on campus
- Health Services
- Housing + Food
- I.T. Services
- Indigenous Student Services
- International Student Services
- Library Services
- Rights + Responsibilities
- Student Success
- Security, Parking + Transportation*

International Student Check list

Greetings Fleming International Students and congratulations on being accepted to Fleming College!
The International Student Services Team is excited to have you and welcomes you to Canada!
Below is a 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 January 2023 Registration Instructions for New International Students. These instructions will be 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 "New to Fleming?" button and follow the instructions to log in. Alternatively, please read the instructions on pages 10 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 December 13, 14 & 15, 2022 (on-line for Sutherland, Frost and Haliburton students), January 3 or 4, 2023 (Sutherland campus, in-person) and January 5, 2023 (Frost campus, in-person) . **Visit the International Student Orientation Website to register for virtual and in-person sessions https://department.flemingcollege.ca/iss/winter-2023-international-student-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): **In-person for all campuses,** on January 9, 2023; **For online programs**, on January 6, 2023. Details will be emailed to students via their **Fleming email.**

- [ ] Visit the Launch Plan website to learn about resources to help you get started at https://flemingcollege.ca/launchplan

- [ ] **If you are in Canada,** download your Morcare health card when you receive a notification in your Fleming College email. If you do not receive an email by January 20, 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. Book your appointment at **https://outlook.office365.com/owa/calendar/FlemingCollege4@SSFCollege.onmicrosoft.com/bookings/**

- [ ] Check to see if your program has any Non-Academic Requirements (NARs) you need to complete. Information can be found on the NARs website: https://department.flemingcollege.ca/nars/

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 Frost, Room 280B.

- **Visit: https://department.flemingcollege.ca/iss/**
- **Virtual chatrooms:** Book your appointment at **https://outlook.office365.com/owa/calendar/FlemingCollege4@SSFCollege.onmicrosoft.com/bookings/**
- Download the Fleming Mobile – Involvio LCC App from your mobile app store

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 student 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 I.T. 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

INTERNATIONAL STUDENT ORIENTATION
ALL CAMPUSES
VIRTUAL - ATTENDANCE REQUIRED
Tuesday, December 13, 2022

International Student Orientation

Welcome Session

9:00 am EST

Find a place to live

10:15 am EST

Student Panel

11:30 am EST

INTERNATIONAL STUDENT ORIENTATION
ALL CAMPUSES
VIRTUAL – ATTENDANCE REQUIRED
Wednesday, December 14, 2022

Immigration 101

8:00 am EST

What is Academic Integrity?

9:15 am EST

APA citation for Successful Assignments

10:30 am EST

Find a part-time job

12:30 pm EST

Apply for a SIN card

1:45 pm EST

To register for the International Student Orientation sessions, please visit
https://department.flemingcollege.ca/iss/winter-2023-international-student-orientation/

ON DEMAND SESSIONS

Sit back and watch on-demand sessions at your leisure

- Classroom expectations
- Your Health Plan - Morcare
- Navigate on D2L – The Student Learning Platform
- Equity, Diversity & Inclusion – Your human rights in Canada
- Is there a Canadian Culture?
- Academic Supports Available to International Students

DO YOU HAVE QUESTIONS? DO YOU NEED HELP?

Thursday, December 15, 2022

VIRTUAL

ASK US

9:00 am EST

ASK US

1:30 pm EST

Get help finding a place to live Drop-in

10:15 am EST

IN-PERSON ACTIVITIES - MEET & GREET

January 3 OR 4, 2023 - SUTHERLAND CAMPUS, BREALEY

January 5, 2023 - FROST CAMPUS, LINDSAY

Come to Sutherland (Peterborough) or Frost Campus (Lindsay) and meet the International Student Services Team, your Student Association President, Peer Mentors and current Fleming Students. Enjoy Lunch with new friends! Participate in team-building activities & Self-guided tour and enter for a chance to win prizes.

PROGRAM ORIENTATION INFORMATION – ALL CAMPUSES

IN-PERSON - ATTENDANCE REQUIRED

- **In-person for all campuses,** on January 9, 2023;
- **For online programs**, on January 6, 2023.

Details will be emailed to students via their **Fleming email.**

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 buses 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 2022-2023 academic year. There is **no shuttle bus between Lindsay and Peterborough** 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 $66.30 fee per semester for access to the gym membership at the Lindsay Recreation Complex (133 Adelaide St S, Lindsay, ON K9V 4S3). This fee is paid/included in ancillary fees and it 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.**

Support Services

Department	Hours of operation (E.T.)	Days of operation	Virtual Chat Access link / email / location	Instructions
Advising for **International Students**	8:30 a.m. to 4:30 p.m.	Monday to Friday	https://outlook.office365.com/owa/calendar/FlemingCollege4@SSFCollege.onmicrosoft.com/bookings/	Students set up an appointment by visiting the International Student Services booking page..
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://department.flemingcollege.ca/careers/	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. E.T. 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 decided 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.

*** E.T.: Eastern Time (Peterborough**

Department	Hours of operation (E.T.)	Days of operation	Virtual Chat Access link / email / location	Instructions
Frost Student Association - Frost	9:00 a.m. to 5:00 p.m.	Monday to Friday	Please email info@frostsa.ca or fsapresident@flemingcollege.ca	As a student at our Frost Campus, you are entitled to our many programs and services available at both our Lindsay and Haliburton facilities. Explore different opportunities and make the best of your college experience! Learn more: https://www.frostsa.ca/services
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	Cheyenne.Blaker@flemingcollege.ca Ben.Cail@flemingcollege.ca	Monday to Friday 8:30 am – 4:30 pm By email or phone
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 4:30 p.m.	Monday t o Friday	Sutherland Office: C2100 across from the Registrar's office. Frost Office: 280**B**	Book a virtual meeting at https://outlook.office365.com/owa/calendar/FlemingCollege4@SSFCollege.onmicrosoft.com/bookings/?fbclid=IwAR2DTnQCCIGH5HFp_YjZWPm_nM62TP1SceoLovqZJaUy5SZeU1xSfumd3tA
Library	8:30 a.m. - 4:30 p.m.	Monday t o Friday	Email: library@flemingcollege.ca ask ON Chat help: http://flemingcollege.ca.libguides.com/home	**Chat Help Hours** Monday – Friday: 9am - 11 p.m. Saturday – Sunday: 11 a.m. - 5 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 Peermentoring@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 appointmen t	Monday to Friday	https://fleming.libguides.com/tutoring	Online appointments via website. Student Learning and Study Skills, Drop-in Tutoring, Peer Tutoring, Job opportunities as a peer tutor

*** E.T.: Eastern Time (Peterborough)**

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 in completing Immunization Forms
- Referrals to specialists and community agencies
- Health promotion activities, i.e., Blood Donor Clinics, Flu Clinics, Health Fair etc.

Health Insurance

HEALTH INSURANCE

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 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 by day 10 of classes which will be January 20, 2023.

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.

All full-time and part-time students will receive an email from ISS when the Health Card will be ready to download along with coverage information.

Student Association SAC

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**.

Student Association FSA

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@frostsa.ca**, visit **frostsa.ca** or come in person to Room 269 (Above Auk's Lodge).

Clubs

JOINING A CLUB OR STARTING A NEW CLUB ARE AVAILABLE AT SAC AND FSA

Giving your mind a break from the stress of studying and working on assignments is beneficial. While it may be hard for you to get involved on campus because of work and other commitments, if you do have the time in your schedule, joining or creating your own club maybe your answer. Here are 5 reasons why it's a great idea!

Find New Friends - Joining clubs are a great way to meet new people. You're automatically connected to students that have similar interests.

You Get to Network - Joining student organizations are a great place to meet people who could be working in your future profession. Whether it's through a club or networking session, it's always good to connect. These connections can potentially benefit students when the time comes to apply for internships or jobs.

You'll Get to Work with Diverse Groups of People - When joining a club there's no doubt that you'll be working with various types of people. This is a great way to help you prepare for the real working world. Learning the various personality types and how different people handle certain situations is important. You will also learn the importance of teamwork.

It Looks Great on Your Resume - This is definitely true if the club you join relates to your future profession. If you're a political science major, get involved with the Student Council or school elections. Although it's not professional experience, every bit counts! Being a part of a club on top of having classes full-time shows that you have this quality.

You'll have FUN! Although clubs add to your list of things to do for the day, it helps reduce stress because you are doing fun activities. It feels more of a treat to yourself for working so hard on all your assignments. Whether it's learning new skills, meeting new people or simply having fun, getting involved on your campus will help make your college experience much more enjoyable.

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: 3ºC to 16ºC

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: 20ºC to 30ºC

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: 7ºC to 13ºC

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: -15ºC to 0ºC, 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 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 U.K. 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 nation in the world
- Almost 90% of our population is concentrated within 160 kilometres of the U.S. 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 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

Email etiquette Do's:

- Email the correct person or department. Pay attention to the spelling of their name
- Add your complete name and student I.D. in the subject line with one or two words to summarize what you are asking. For example, Completion Letter request or Transcript request
- Explain clearly what you are asking
- Write as if the person is in front of you. Be respectful and watch your language.
- Proofread your email, capitalize, correct punctuation and no emojis

Email etiquette Don’ts:

- Email a lot of people requesting the same thing. You will only create more work for a lot of people when only one person could answer your question
- Leave the subject blank
- Write a long email. Instead, set up an appointment speak over the phone or in-person if there are many details to be discussed
- Use exclamation marks, which may indicate you are angry or yelling
- Treat an email as text. This could be the email you'll land an important interview or your next job. Always be professional.

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!

Weather

Location	Coldest Month	Average temperature (max/min)	Warmest Month	Average temperature (max/min)
Peterborough	January	-3/-12 °C	July	26/15 °C
Lindsay	January	-3/-12 °C	July	25/16 °C
Haliburton	January	-5/-13 °C	July	24/15 °C

Canadian Money

Banking

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

Scent Free

Many people are sensitive to strong scents and can have an allergic reaction.
Some services can refuse service if the scent is too strong – perfume, cologne, or other scented products.

Sexual Violence Prevention Support Services

ON CAMPUS SERVICES

Campus Security:
Campus Security provides immediate support 24/7, assists with safety planning, and provides taxi chits to travel to the hospital.
For on-campus emergencies: dial 4444 from any campus phone or 705-749-5530 ext. 4444.
Information and Safe Walk: 705-749-5530 x 8000 or security@flemingcollege.ca

Counselling and Accessible Education Services:
Offers free and confidential counselling services and can support a student in responding to an incident of harm or who is helping a friend through an incident.
Tel: 705-749-5530 x 1527 or email caes@flemingcollege.ca to schedule an appointment

Health Services:
Offers health-based support, resources and referrals, and taxi chits to travel to the hospital.
Sutherland campus: contact the campus nurse at 705-749-5504 or email: sutherlandcampushealthservices@flemingcollege.ca
Frost campus: contact the campus nurse at 705-324-9144 ext. 3232 or email: frostcampushealthservices@flemingcollege.ca

Office of Student Rights and Responsibilities:
Offers confidential consultation about support and reporting options on campus. Can set up interim accommodations and/or safety plans on campus (whether or not a report is made).
Email: StudentRightsAndResponsibilitiesOffice@flemingcollege.ca

Diversity & Inclusion Services:
Offers Co-Curricular Record (CCR) training programs to promote awareness and education about sexual violence, such as "Informed Support Person" and "Bystander Intervention".
Email: diversity@flemingcollege.ca

Fleming Sexual Violence Support Services: Find resources and information, including the Incident Reporting Form and an overview of reporting procedures.
StudentRightsAndResponsibilitiesOffice@flemingcollege.ca / 705-749-5530 ext. 1137

COMMUNITY RESOURCES

Sexual Assault Response Team (Peterborough Regional Health Centre):
Will serve students from all 4 campus locations. Provides 24 hour, 7 days a week medical care immediately following a sexual assault, testing for STI's, collection of forensic evidence, crisis support, follow-up counselling, and arrangements to talk to police (all with client's consent).
Located in the Emergency Department, PRHC: 1 Hospital Drive, Peterborough
Note: Evidence can be collected at many different points in time, however the sooner the better. There is a greater chance of collecting physical evidence within 72 hours of the assault, however evidence may still be available up to 12 days later.

Niijkiwendidaa Anishnaabekwag Services Circle: 1-800-663-2696
Offers healing services for Anishnaabekwewag and their families from the city of Peterborough and surrounding areas who have been abused, are being abused, or are at risk of being abused.
Tel: 705-741-0900 Address: 150 King St., 3rd Floor, Peterborough.

Kawartha Sexual Assault Centre: Crisis Support Line: 1-866-298-7778 Text: 705-710-5234
Provides counselling to all genders who have experienced sexual violence, educational groups, crisis support, and accompaniment (to hospital or police). Will serve students from all four Fleming campus locations, regardless of where you are living.
Tel: 705-748- 5901 Address: 150 King St., 3rd Floor, Peterborough

Assaulted Women's Helpline: 1-866-863-0511, TTY: 1-866-863-7868
Offers support 24/7, in 200+ languages.

Victims Services of Peterborough and Northumberland:
Provides 24 hour, 7 days a week emotional and practical support, SupportLink (safety planning) as well as the Victim Quick Response Program.
Tel: 1-888-822-7729

Kawartha Haliburton Victim Services:
Provides 24/7 emotional and practical support as well as the Victim Quick Response Program.
Tel: 705-454-1884 / 1-800-574-4401

Women's Resources (Lindsay): 24/7 immediate support line 705-878-3662
Provides counselling, short-term community support, which can include court support, support groups, and shelter/housing support.
Tel: 705-878-4285 Address: 22 Russell St. E, Lindsay, ON.

MALE SURVIVOR SUPPORTS

John Howard Society Peterborough "Healing From Within" Provides individual counselling for men who have experienced sexual abuse. Tel: 705-743-8331

Ontario Male Survivors of Sexual Violence Crisis Line: 1-866-887-0015

GENERAL RESOURCES

Government of Ontario Resources: https://www.ontario.ca/page/sexual-violence

Hospital Guidelines for the Treatment of Persons Who Have Been Sexually Assaulted, Ontario Hospital Association:
https://www.sadvtreatmentcentres.ca/assets/resource_library/members_only/OHA_Guidelines.pdf

Multilingual info about sexual assault evidence collection:
https://yourchoice.to/evidence-kit.php

SEXUAL HARASSMENT

Fleming Harassment and Discrimination Prevention and Response Policy
Learn about your rights and where to find support on campus. Located on myCampus under Resources/Policies.

Peterborough Community Legal Centre:
Provide free and confidential legal services for low-income people living in Peterborough City/County
Tel: 705-749-9355

Frequently Asked Questions - FAQ

1. How do I get my One Card (Student ID Card)?

Follow the process at **https://myphoto.flemingcollege.ca/**

2. 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 and coverage information are provided in the email. Please wait for the email before attempting to enroll 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. For more information, please visit our website at https://department.flemingcollege.ca/iss/health-insurance/

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

3. When does my health insurance (Morcare) coverage starts?

Your insurance coverage starts on January 1, 2023. The coverage is valid till August 31, 2023 as long as you are a student with Fleming College.

4. What are Non-Academic Requirements (NARs)?

Students registered with the School of Health and Community Services are required to submit Non Academic Requirements (NARs) to participate in placement.

These may include things such as Immunizations, Vulnerable Sector Police Checks, CPR, First Aid, etc.

Non-Academic Requirements have been agreed upon between the School and our placement sites as a condition of placement, and any student who has not fulfilled these requirements by the deadline will not be permitted to participate.

Non-Academic Requirements are very important to your success in your chosen program!

5. Where do I go to find out if my program has any Non-Academic Requirements (NARs)?

The NARs website! **https://department.flemingcollege.ca/nars/**

It has everything you need to know, and help you to complete any requirements your program has. This includes, program requirements, deadlines, forms, links to training, etc.

6. What's Academic Integrity?

Academic Integrity refers to honouring an ethical and moral code regarding the honest creation of an individual's own work and the acknowledgement of contributions from others to that work.

At the core of Academic Integrity are six fundamental values: honesty, trust, fairness, respect and responsibility.

Breaches of **Academic Integrity** (such as cheating or plagiarism) are taken very seriously, will be dealt with accordingly and reported to the Registrar by your professor. You could fail a course, impacting your academic performance and/or your status as a temporary resident in Canada. Make sure you are familiar with the **Academic Integrity policy** and complete the **Academic Integrity module** offered by the Library Services and the **D2L module** prepared for you to help you succeed academically.

7. Where do I learn about APA Citation and TurnItIn Digital tool?

APA citation is a must-know when writing essays and assignments. If you need to identify other people's ideas and research, you need to know APA style. APA will help you reference your sources and keep your work uniform and consistent. Before submitting your assignments, use **TurnItIn Digital tool** to proof-read and check for plagiarism before you hand in your assignment. The Library provides guidance on Turnitin and APA citations. Visit:

APA Citation - **https://fleming.libguides.com/citations**

TurnitIn - **https://fleming.libguides.com/academic-integrity/turnitin**

8. 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 the International Student Services virtual chatroom. Visit **https://outlook.office365.com/owa/calendar/FlemingCollege4@SSFCollege.onmicrosoft.com/bookings/** to book an appointment.

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, information will be posted on Mycampus portal with instructions.

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 being 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 to understand the lease fully. For more information about leases, please visit **https://stepstojustice.ca/questions/housing-law/what-should-be-my-rental-agreement**.

Places4Students and the Kijiji app are 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. How do I get travelling maps and routes for Peterborough, Lindsay and Haliburton?

Travelling maps and bus timings 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**

11. How do I open a bank 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, passport, student permit, GIC details to your bank, and your mother's maiden name (before getting married).

12. I don't have a credit card. How can I get one?

If you don't have a credit card but need one to make purchases online, know that some bank cards have a VISA payment option and can be used for purchases online. Make sure to ask your bank about this option. Alternatively, you can purchase a credit card and add money to it. Visit **www.moneymart.ca**

13. 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.

14. 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.

15. 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)

16. 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.

17. How do I know what is happening at Fleming or in my community?

If you are in Peterborough, follow SAC at **flemingsac;** If you are in Lindsay or Haliburton, follow FSA at **FrostStudentAssociation**, and follow International Student Services at **FlemingISS** for fun, instructional and immigration related workshops and sessions.

Read your email and our weekly Newsletter, ask your classmates, and connect with International Student Services when you need help. Email us at international@flemingcollege.ca