

Orientation
Fall 2024



International Student Services - ISS
A brief list of important services

flemingcollege.ca



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 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 (about 26.72 mi) 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; it is home to talented artists and just 20 minutes from [Sir Sam's Skill Hill](#).

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.

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 information for the International Student Services Team

Log in to MyCampus Portal and click on the **STUDENT LIFE** tab to access student services available to you. Access 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 and Security, Parking + Transportation.

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 201H**.



INTERNATIONAL STUDENT SERVICES



HEALTH INSURANCE



IMMIGRATION



BOOK AN APPOINTMENT WITH US



INTERNATIONAL STUDENT ORIENTATION

International Student Checklist and Orientation Information

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.

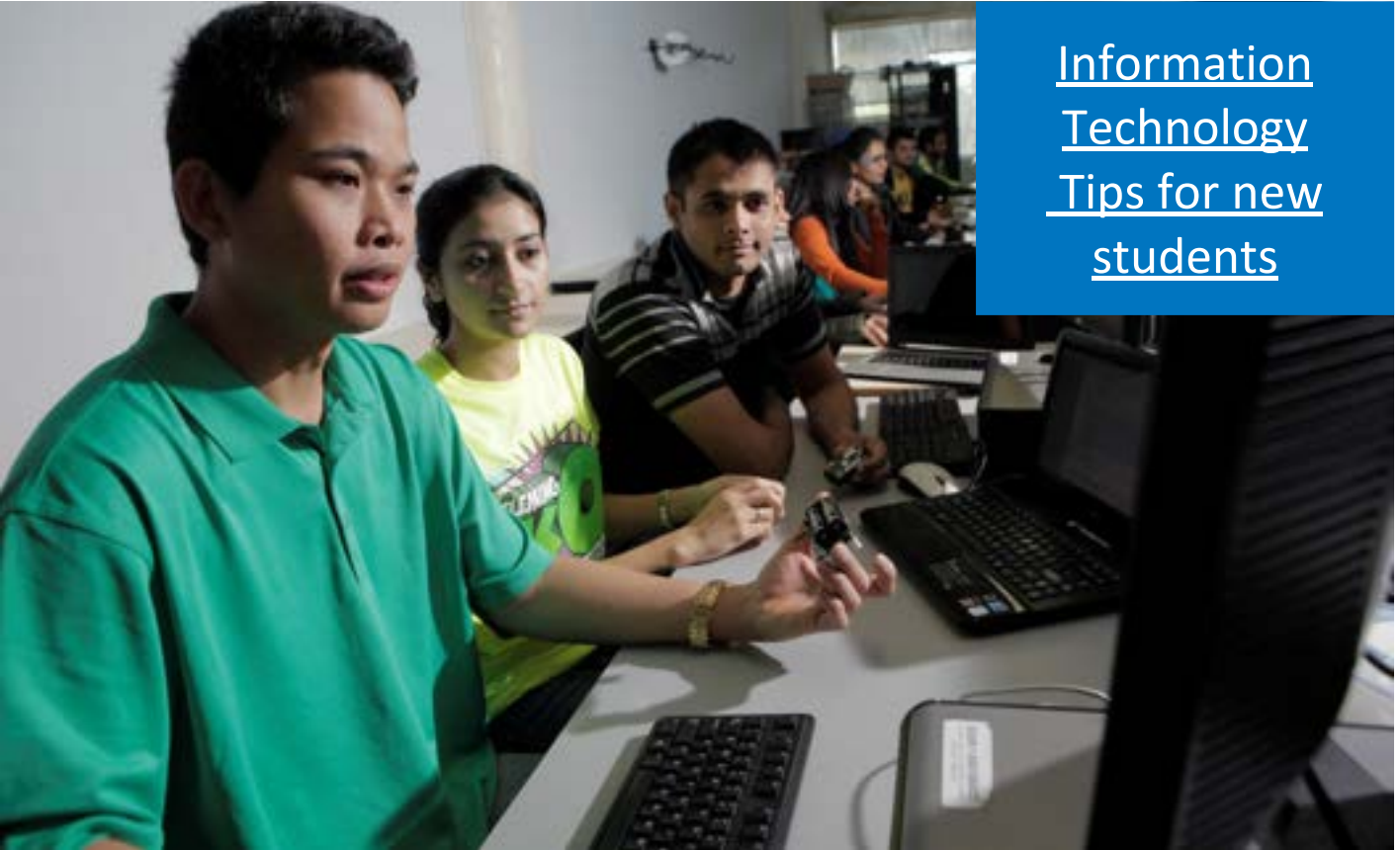
COLLEGE REGISTRATION – Required in order to receive a timetable:

New students: Please follow the Fall 2024 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; However, you must complete the **financial agreement to be given a timetable**. 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 the **Virtual International Student Orientation** (on-line for all international students) from **August 19 - 23, 2024**. Visit [Fall 2024 – International Student Orientation \(Virtual Sessions\) | International Student Services \(flemingcollege.ca\)](#) to [sign up for all Webinar sessions](#).
- If applicable**, download your Bus Pass **when you receive a notification in your Fleming email. Emails will be sent up to 48 hours after college registration is complete.**
- Take part in the **Ready, Set, Fleming Friday** on **August 29 from 1pm-4pm**. Visit: [Orientation Events : Fleming College](#)
- Attend the **in-person Program Orientation** (all students) – **on Tuesday, September 3** (Sutherland campus). The **Program Specific Orientation** will be held with the Coordinator and Faculty in your school. The day will be packed with key information for all students that will support their learning and success at Fleming.
- 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 September 11, 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/?fbclid=IwAR2DTnQCCIGH5HFp_YjZWpM_nM62TP1SceoLovqZJaUy5SZeU1xSfumd3tA
- 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/>

To sign up for the virtual International Student Orientation webinars, please [visit our sign up page](#).

A photograph of several students in a computer lab. In the foreground, a young man in a green polo shirt is looking at a small device in his hands. Behind him, a young woman in a yellow shirt and another young man in a striped shirt are looking at a laptop. The background shows other students at computer workstations.

Information Technology Tips for new students

Fleming Technology Guide contains information about setting up the basic technology products and services commonly used by Fleming students. After reading this guide you will be well-prepared with the technology needed for learning at Fleming College. Download the guide at <https://department.flemingcollege.ca/its/technology-guide-for-students/>

MULTI-FACTOR AUTHENTICATOR (MFA)

It is a way to confirm your identity when you try to sign in. If you are enrolled with a cell phone number from your country only, and you have no more access to your number once you move to Canada, you will not be able to access services that use MFA without that number.

It is recommended to setup two methods, the text method, and the app. If you only setup the app or use your international number for text and you change devices or your number when you arrive in Canada, you will not be able to access your account without a secondary method. Please review MFA Setup:

<https://department.flemingcollege.ca/its/mfa/>

PRINTING

All students should review and understand printing information on this page:

<https://department.flemingcollege.ca/its/printinghelp/>

It covers how to add print credits and how the printing is charged. When sending a printing job to a printer, make sure to check the printing machine number (label in front of the machine or the room where the machine is located) before sending your job.

Important: If you send a job and it didn't come out or the printer displays a paper jam or other error, **do not touch the printer. Instead, report it to the service desk.** Also note that the paper size A4 and A3 are not supported. We only use **letter and legal sizes**. In addition, **do not change the printer settings.**

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 – Please keep in mind that your D2L courses will only be available the first week of 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

Bus Pass, One Card and Social Insurance Number (SIN)

Sutherland (Peterborough) Campus Students' Bus Pass and Transit Information

All full-time Fleming College students who attend programs at the Sutherland Campus are included in the Universal Transportation Program offered by Fleming SAC. This Program is a mandatory program for all full-time students and provides students with access to transportation related initiatives offered by Fleming SAC. This includes:

- Access to a transit pass for Peterborough Transit, the Selwyn Link, and the Lindsay Shuttle;
- Rideshare programs;
- Safe space on campus to wait for your transportation;
- Bikeshare opportunities when available;
- Safe campus initiatives;
- Campus mapping (coming soon); and
- Bursaries

Please visit www.flemingsac.ca/transportation for more information on how to access your transit pass or stop in the office located at C1 430 (Beside Tim Hortons).

Bus passes become available to you as a student 1 week before the start of classes.

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 2023-2024 academic year. There is **no public transit 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.haliburtoncounty.ca/en/living-here/transportation-options.aspx>
Carry the exact amount for the bus.

Haliburton does not have a bus system, but you can use the ride-sharing option by contacting the local taxi company Hyland Taxi at 705-457-1777.

Shuttle Service between Peterborough and Lindsay

There is no public transit (buses) or trains between Lindsay, Peterborough and Haliburton. Fleming SAC offers a shuttle between Lindsay and Peterborough. Students who attend Sutherland campus programs have access to this service. Frost students can purchase passes from Fleming SAC.

Lindsay Campus Students' Gym (Recreation) Membership

Students in person at Frost (Lindsay) campus pay \$68.51 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@SSFCCollege.onmicrosoft.com/bookings/	Students set up an appointment by visiting the International Student Services booking page.
Academic Integrity Supports	8:30 a.m. to 4:30 p.m.	Monday to Friday	E-mail: academicintegrity@flemingcollege.ca https://library.flemingcollege.ca/AcademicIntegrity	Appointments are required at this time.
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	Sutherland 8:30 am to 4:30 p.m. Frost campus by appointment	Monday to Friday or by appointment	diversity@flemingcollege.ca https://department.flemingcollege.ca/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.
Frost Student Association - Frost	9:00 a.m. to 5:00 p.m.	Monday to Friday	Please email info@frosts.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.frosts.ca/services

* E.T.: Eastern Time (Peterborough)

Department	Hours of operation (E.T.)	Days of operation	Virtual Chat Access link / email / location	Instructions
I.T. Services	8:30 a.m. to 5:00 p.m.	Monday to Friday	https://department.flemingcollege.ca/its 705-749-5530 extension 4111 Option #1	Complete this form to request assistance: https://tdx.flemingcollege.ca/TDClient/178/Portal/Requests/TicketRequests/NewForm?
Indigenous Student Services	8:00 a.m. to 5:00 p.m.	Monday to Friday	Cheyenne.Blaker@flemingcollege.ca clorise.taylor@flemingcollege.ca mkons.stone-debassige@flemingcollege.ca https://flemingcollege.ca/student-experience/indigenous-student-services	Monday to Friday 8:30 am – 4:30 pm By email or phone
Admissions	8:30 a.m. to 4:30 p.m.	Monday to Friday	admissions@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 to Friday	international@flemingcollege.ca Visit our website: International Student Services (flemingcollege.ca)	In-person (room C2100 at Sutherland Campus or room 201H at Frost Campus) or by email
Library	8:30 a.m. - 4:30 p.m.	Monday to Friday	Email: library@flemingcollege.ca https://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
Student Success Coaches	8:30 am to 4:30 pm	Monday to Friday	https://department.flemingcollege.ca/student-success/ Email: studentsuccess@flemingcollege.ca	Fleming Student Success Coaches assist students in navigating challenges and the complexities of college life. They help identify obstacles to achieving goals and develop practical plans to overcome them. In person or virtual appointments can be arranged by visiting the 'How to Book' link on the Student Success department website.
Tutoring and Learning Skills	By appointment	Monday to Friday	https://library.flemingcollege.ca/LearningSupports/home Learning Strategies: https://library.flemingcollege.ca/LearningSupports/home	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)

Counselling Services



Personal Wellness Counselling offers short-term supportive counselling in a safe, non-judgmental, and confidential setting. Support is offered for, but not limited to:

- sadness, feeling down, depressed
- stress, feeling overwhelmed, worry, anxiety
- relationship conflict, loss
- any issue that is getting in the way of your academic success

Accessible Education Services (AES) offers supports to improve accessibility at the college for all disabled students so they can have a positive and equitable learning experience.

Accessibility counsellors work with students with disabilities, including students who had an IEP in high school, who have a mental health condition like depression or anxiety, even if they do not currently have documentation. Accessibility counsellors work with students with disabilities to provide them with the accommodation they need to level the playing field and eliminate barriers. Accessibility counsellors also connect disabled students with supports that help them to build skills, strategies, and resources to make the most of college.

All counselling services are available to Fleming students at no extra cost. Services are offered virtually or in-person: Monday to Friday 9am-4pm with some evening appointments available. Counselling services are closed on weekends and holidays.

Groups and Workshops are offered at various times throughout the semester. Some past topics include Resilience, Anxiety, Coping with Stress and Mindfulness. Refer to your student dashboard for upcoming events.

Website: <https://department.flemingcollege.ca/counselling>

Contact Info:

Sutherland Campus: Room A2 113

705-749-5527 x 1527

caes@flemingcollege.ca

Frost Campus: Room 254

705-324-9144 x 3232

frostcaes@flemingcollege.ca

Haliburton Campus: no room location

705-324-9144 x 3232

frostcaes@flemingcollege.ca

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 - MORCARE

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.

Health insurance fees are included in the tuition for all full-time students. Part-time students will have health insurance fees added to their account after day 10 (Please check page 33 for FAQs).

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. (Fleming SAC) is a non-profit corporation that serves the social and political needs of the student body at the Sutherland Campus in Peterborough, Ontario. 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.

Fleming SAC provides various programs, services, and supports that help shape campus life outside the classroom. This includes such things as:

- Volunteer opportunities
- Job opportunities
- Clubs
- Universal Transportation Program
- Pub Events
- Day Time Programming and activities
- Breakfast and Lunch Programs
- Emergency Food Bank
- Student Advocacy
- Academic Support including appeals, and academic integrity
- Orientation
- Off campus trips

The Board of Directors for Fleming SAC are students at Fleming, and as a member of the student body, you have the opportunity to have your voice heard by bringing your ideas forward to student leadership where the board of Directors 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 (also known as the “FSA”), is the elected student government representing the students at Fleming College’s Frost and Haliburton campuses. We are a registered non-profit organization and all full-time, fee-paying students are members of the association.

The FSA plans and delivers events and initiatives that enhance the quality of campus life, often working in conjunction with college departments and community groups. The Auk’s Lodge Student Centre and Pub is owned and operated by the FSA, and it is often the place where students come and spend time with each other. The FSA office is located at room 269, which is above the Auk’s Lodge. All students are welcome to visit FSA office if they ever encounter any problems or issues. The FSA members are there to guide and help you. You can also email us at info@frostsca.ca or visit frostsca.ca.

Our services:

- Auk’s Lodge Student Centre
- Athletics & Recreation Centre
- Student Health Plan
- Frost Discount Club
- Emergency Food Bank
- Good Food Box Program
- Office services
- Portable Charger Services
- Program Presidents
- Sustainability Committee
- Events and workshops
- Clubs

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.

Ready to join? Visit <https://www.flemingsac.ca/clubs>

Fun and Canadian Weather

Canada is a beautiful country. There are lots to explore and fun things to do in each of the 4 distinct seasons in Peterborough, Lindsay, and Haliburton areas. As a new visitor to Canada, pay attention to signages, rules and warnings when visiting places. If you don't know, ask someone, or visit the City of Peterborough, Lindsay and County of Haliburton before going out. For information on parks and things to do, please visit:

- City of Peterborough: <https://www.peterborough.ca/en/index.aspx>
- City of Kawartha Lakes (Lindsay): <https://www.kawarthalakes.ca/en/index.aspx>
- County of Haliburton: <https://www.haliburtoncounty.ca/en/index.aspx>

Spring

Spring usually begins in March and is an unpredictable season of change. It is comprised of a mix of rain and sunshine and the average Temperature is 3°C to 16°C.

There is so much to do in the spring but be prepared to dress accordingly as it is a bit chilly. A light or medium jacket may do the trick.

Many cycling enthusiasts start cycling way before spring, but it is a perfect time to visit trails and enjoy the outdoors. There are lots of **biking trails** that wind through the cities of Peterborough, Lindsay and Haliburton. You are always close to nature. Find out more about trails in your region: <https://www.alltrails.com/canada/ontario>



Spring is a season to enjoy gardening, while observing the nature waking up for life, and that includes bears. Make sure to read signs and stay safe. Read about the area you are visiting to be prepared and have an enjoyable time.

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. The average Temperature is 20°C to 30°C.

You will see that everyone is outside and neglect a bit of their house cleaning. It is because everyone is waiting for this time of the year to be outdoors and enjoy everything nature has to offer. Parks and water parks will be open, and people will be going to their cottages. You should also be out and about.

Summer is also time to go canoeing and on boat cruises. The Canal and the world's highest hydraulic lift lock, The Peterborough Lift Lock, located in Peterborough, was built in 1904, it raises boats travelling along the Trent Severn Waterway almost 20 meters to the river above.

Another great attraction is the Peterborough Zoo, Riverview Park and Zoo on Water Street North, which has been considered the best small zoos in Canada and is free. Besides visiting the animals, you can plan for a family picnic, bring a round of disc golf, or other fun games with your friends.

Take advantage of free events by visiting your city's website. Check out the **Peterborough Musicfest** at Del Crary Park, and festivals in and around your area.



The Otonabee River is a river in Peterborough County in Central Ontario, Canada. The river flows from Katchewanooka Lake, at the north end of the community of Lakefield, through the city of Peterborough to Rice Lake. It is in the Great Lakes Basin and forms part of the Trent-Severn Waterway. There are several spots where you can sit and enjoy the view.

The Otonabee River and the Trent Severn Waterway have been known for many drownings over the years. Certain spots are incredibly dangerous for swimming with numerous undercurrents, many of which are unpredictable and can easily pull any swimmer down into its depths. Even very experienced swimmers. Therefore, consider wearing a life jacket.

Find a supervised beach or pool you can swim safely, follow all park restrictions in the area. Visit:

- City of Peterborough: <https://www.peterborough.ca/en/index.aspx>
- City of Kawartha Lakes (Lindsay): <https://www.kawarthalakes.ca/en/index.aspx>
- County of Haliburton: <https://www.haliburtoncounty.ca/en/index.aspx>

Whatever you choose to do, make sure to read warning signs at parks and sites close to rivers and lakes with rules and instructions for swimming and the use of spaces, and be respectful of rules.

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. The average Temperature is 7°C to 13°C.



Fall or autumn is a wonderful time of the year and is known for its colours. Leaves begin their transformation to stunning shades of orange, red and yellow. Many people travel to watch the changes of colours and travelling is cheaper than summer months.

There are still plenty of outdoor activities like hiking and camping, just to mention a few.

Find out more things to do in your city:

- City of Peterborough: <https://www.peterborough.ca/en/index.aspx>
- City of Kawartha Lakes (Lindsay): [City of Kawartha Lakes](#)
- County of Haliburton: [County of Haliburton \(haliburtoncounty.ca\)](#)

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. The average temperature is -15°C to 0°C, however, "wind chill" can make it feel colder.



Layer your clothes, wear a hat and mittens, and remember your waterproof jacket, pants and boots. You will be comfortable no matter how cold the temperature is. When checking the weather, pay attention to the wind chill. Wind chill numbers may be lower than the air temperature and, however the temperature may seem nice (0), if the windchill is (-15) you will feel like it's -15.

There are plenty of sports and activities in the Winter: build a snowman, organize a hot cocoa and cookies party with friends and family, go sledding, try ice-skating, build a snow fort, always dressing warm to enjoy the weather.

In Lindsay, Christmas at Ken Reid is an annual free event that includes live music, hot chocolate, horse drawn wagon rides and hundreds of glowing trees that you can hike through.

Canada is the place of beautiful frozen lakes. It is important to check safety tips and signage around the lake. Venturing on a frozen lake is a risky business since ice is never totally safe.

Do not ice-skate on lakes unless it is supervised by the city you live in. There will be signs and flags warning about the safety of the ice. **The rule is do not walk or skate on ice if there is no sign saying you are safe to do so.**

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.
- More than 1 in 5 Canadians are immigrants. About 300,000 new immigrants come to Canada annually
- 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 Snag, Yukon 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 kilometers of the U.S. border
- Our average life expectancy is 82 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. They do not interrupt when talking to others and wait for their time to speak. They often hold the door for the next person when entering or exiting a building.

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 do not use texting abbreviations or 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. Do not use texting abbreviations or emojis. This could be the email that will land you 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
- 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

To mark the coronation of King Charles II, you may encounter new coins and \$20 banknote updated with the new monarch's image, replacing the image of Queen Elizabeth. The banknotes aren't expected to go into circulation until mid-2024.



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 (Guaranteed Investment Certificate) details to your bank, and your mother's maiden name (before getting married).

Scent Free Policy

Many people are sensitive to strong scents and can have an allergic reaction. Some services can refuse service if the scent is too strong. Please do not wear perfume, cologne, or other scented products on campus.

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 the mandatory module “It Takes All of Us” as well as “Bystander Intervention Training”.

Email: diversity@flemingcollege.ca

Fleming Sexual Violence Support Services: Find resources and information, including the Incident Reporting Form and an overview of reporting procedures.

<https://department.flemingcollege.ca/sexual-assault/> Phone: 705-749-5530 ext. 1137

COMMUNITY RESOURCES**Peterborough Police Service – Victim Services Unit**

Monday -Friday 7:00am-5:00pm

705-876-1122 x 268

victimservices@peterborough.ca

The Unit is composed of two civilian staff who are both Registered Social Workers who provide emotional and practical support.

Victim Services can assist with:

- brief trauma and grief counselling
- community referrals
- safety planning
- information regarding the Justice System and the Rights of Victims of Crime

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.

Nijikiwendidaa Anishnaabekwag Services Circle: 1-800-663-2696

Offers healing services for Anishnaabekwag 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. Also offer services specifically for men.

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 Email: support@vspn.ca

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.sadvreatmentcentres.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)?

For Sutherland (Peterborough) students only: Follow the process at <https://myphoto.flemingcollege.ca/>

2. Where do I buy textbooks?

From your Student Portal select **More...** and Textbook List or you can visit the Campus store at Sutherland <https://www.bkstr.com/sfleming-sutherlandstore> or at Frost <https://www.bkstr.com/sfleming-froststore>

If you want to buy used books, visit the **Community Tab** under MyCampus (Student Portal) or select “used” when buying your books at the Campus store.

Sutherland Bookstore: Located in room A2-106 beside the Information Booth, close to the main entrance.

Frost Bookstore: Located in room 157 beside the cafeteria.

3. 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 after day 10 of classes. Your Morcare health insurance is active on the day you start classes if 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.

4. When does my health insurance (Morcare) coverage start?

Your insurance coverage starts **on September 1st for Fall intake**. If you're a first-time student, you may be eligible for the early arrival benefit. This allows you to access eligible medical services 30 days before the start date of your coverage. You would need to pay upfront for any fees and wait until you are active to file claims for review. To be eligible for Morcare, your fees need to be paid in full.

The early arrival coverage only includes emergency related medical claims (hospital, doctor's visit, referral for lab tests). It does not include drugs, dental, or extended health care.

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

Students registered with the School of Health and Community Services **must** 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!

6. 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 helps you to complete any requirements your program has. This includes program requirements, deadlines, forms, links to training, etc.

7. What should I do if I'm struggling or having learning difficulties?

- If you are struggling with a subject in your program, it is important to speak up. Ask questions during your class or speak with your professor for clarification. If you need extra help, try connecting with other students or forming a study group. Fleming College offers **tutoring** and **learning skills** to help you reach your academic potential based on your needs. It is important to connect with **Student Learning** supports early so that you don't fall behind. Remember, we are here to support you and your learning journey. Visit: <https://library.flemingcollege.ca/LearningSupports>
- Sometimes you may feel overwhelmed with your transition to college and a new learning environment different than the one you have in your country, or you may be facing some challenges throughout your college journey. **Student Success Coaches** offer students' guidance and information designed to support your success while at Fleming. Visit: <https://flemingcollege.ca/student-experience/student-success-coaching>
- Being in a foreign country may be challenging or overwhelming. Contact our **Counselling Services** if you are feeling overwhelmed, sad, missing home, or finding it difficult to cope with school. Meetings are confidential. Visit: https://department.flemingcollege.ca/counselling/?_gl=1%2A1dbgozj%2A_ga%2AMTczNTc1ODkyMi4xNzEwNzY5OTA2%2A_ga_M9M8HFPPH0%2AMTcyMTE1MzI4My4yMzAuMC4xNzIxMTUzMjgzLjAuMC4w
- If you have questions regarding failing a course(s) and how it may impact your immigration situation/status in Canada, contact one of our **International Student Advisors** early so that you understand your study permit's conditions and you are legally able to continue your studies, work and live in Canada. Not knowing is not an excuse. Visit: <https://department.flemingcollege.ca/iss/> for information on immigration or to book an appointment with an international advisor.

Here is a list of services you can take advantage of:

- Tutoring
- Academic Support Coaches
- Study groups
- Library Services
- Counselling
- International Student Services

8. What's Academic Integrity?

Academic Integrity is "a commitment, even in the face of adversity, to six fundamental values: honesty, trust, fairness, respect, responsibility and courage. From these values flow principles of behaviour that enable academic communities to translate ideals to action" (ICAI, Fundamental Values Project, 1999).

As a member of the Fleming College community, you "have the responsibility to be honest with respect to academic matters and to be honest when dealing with members of the College community." The college recognizes that academic integrity violations may occur intentionally or unintentionally, so it is important for everyone to understand the various types of violations and how to avoid them.

Breaches of Academic Integrity (such as cheating or plagiarism) are taken very seriously, will be dealt with accordingly. Penalties range from a deduction of marks to failing a course which may impact your academic performance and/or your status as a temporary resident in Canada. Make sure you are familiar with the [Academic Integrity policy](#) and take time to participate in the [educational opportunities](#) offered through the library.

9. 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 your document before you hand in your assignment. The library provides guidance on Turnitin and APA citations. Visit:

- APA - <https://library.flemingcollege.ca/apa>
- Turnitin - <https://library.flemingcollege.ca/c.php?g=732484&p=5263395>
- Workshops link <https://library.flemingcollege.ca/workshops/term>
- Chat: <https://ca.libraryh3lp.com/chat/fleming@chat.ca.libraryh3lp.com?skin=15712&referer=https%3A%2F%2Flibrary.flemingcollege.ca%2Fcitations>

10. 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 admissions@flemingcollege.ca

IMPORTANT: Before you change your program, check your Study Permit Conditions and Remarks to ensure you can change the DLI (Designated Learning Institution), level or area of study. It is your responsibility to inform IRCC that you changed DLIs right away. **It is equally important to know if the new program you chose requires a co-op work permit and apply for one right away. If you have a co-op work permit but it has the name of another education institution listed as employer, you will need to apply for a new one.**

If you have any questions, 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.

IMPORTANT: Do not change programs before you arrive in Canada because your study permit application was approved based on the program you have chosen. If you change your program or DLI (Designated Learning Institution) before entering Canada, you must submit a new study permit application with a new letter of acceptance.

11. 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 to ask a question or set up an appointment.

IMPORTANT: rental properties prices start at \$650 – 750 depending on the season and demand. There are no hostels in Peterborough, Lindsay, or Haliburton. It may take several days to find housing and you will likely need to pay for a hotel.

If you are coming with a family, you will need to rent a house, which will cost much more. Make sure you plan well and in advance.

12. My children are accompanying me to Canada. Where can I find Daycare or babysitting and how much does it cost?

Students should plan that it is extremely challenging to find childcare for small children when they come to Canada to study (2+ years waitlists).

Cost and waiting time depend on the age of the child (infant, toddler, pre-school ages) and type of spot (licensed/unlicensed).

Children cannot be enrolled in school until they are 4.

Parents with older children who can't stay home alone should also consider they may need childcare during summer months (July and August - typically camps) and factor in this cost.

To learn more about childcare, please see [Childcare in Peterborough - Information sheet for Trent/Fleming International Students - Google Docs](#) (Peterborough) and [Finding Quality Child Care - City of Kawartha Lakes](#) (Lindsay and Haliburton).

13. How much does the bus fare cost in Peterborough, Lindsay, and Haliburton?

For Sutherland (Peterborough) students only: If you have your One Card, you do not need to pay for the bus fare. However, if you arrive in Canada and do not have a One Card, yet, you should have the exact change when taking the bus. If you want to purchase bus passes for family members or friends, visit the Bus Terminal downtown or Lansdowne Place Information booth (note: they only accept cash at this location). In Peterborough, a single ride costs \$3.

For Frost (Lindsay) students only: While there is no yearly pass for the Lindsay Transportation system, there is a monthly pass that costs \$60 dollars for students (instead of \$70) that can be bought at the public library. In addition, students can buy bus tokens at several locations that cost \$2 instead of the single ride price of \$2.25 when you pay it in cash.

In Lindsay, all routes operate Monday to Saturday from 7 a.m. to 7 p.m., and Sundays from 9 a.m. to 4 p.m. There are no services on statutory holidays.

Haliburton does not have a bus system, but you can use the ride-sharing option by contacting the local taxi company Hyland Taxi at 705-457-1777.

14. How do I get travel maps and routes for Peterborough, Lindsay, and Haliburton?

Travel 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>

15. Is there public transit/bus at night?

Visit Peterborough Transit website to learn more about routes and times: <https://www.peterborough.ca/en/city-services/routes-and-schedules.aspx>

If you live in Lindsay, there are no night buses. However, you can download the Y Drive App for taxis.

16. What are the distances between major cities by car?

City	Brampton	Oshawa	Ottawa	Niagara Falls	Peterborough	Toronto
Lindsay	150 km (1h37m)	75 km (58 min)	318 km (3h57m)	261 km (2h44m)	47 km (49m)	133 km (1h39m)
Peterborough	156 km (1h33m)	81 km (54m)	273 km (3h13m)	268 km (2h 39m)	n/a	139 km (1h34m)
Haliburton	258 km (2h43m)	168 km (2h11m)	286 km (3h20m)	370 km (3h52m)	100 km (1h21m)	215 km (2h49m)

IMPORTANT: There is no public transit (buses) or trains between Lindsay, Peterborough and Haliburton. Fleming SAC offers a shuttle between Lindsay and Peterborough. Students who attend Sutherland campus programs have access to this service. Frost students can purchase passes from Fleming SAC. It is important to live in the city where your program will be delivered. Check your campus location before committing to housing.

17. 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).

18. 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

19. Where do I get a cell phone/SIM card? What documents do I need?

Make sure you bring your passport and proof of residence. You will find several stores when visiting malls:

- **Peterborough:** Lansdowne Place (645 Lansdowne Street West).
- **Lindsay:** Lindsay Square (401 Kent Street West)

- **Haliburton:** The Source (160 Highland St) or Independent (5121 County Rd 21).

20. 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.

21. 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)

22. Should I worry about anything in particular?

International Students may be victims of scams and frauds. 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 to your employer.** If in doubt, contact the number on the back of your bank card and see International Student Services for support.

Protect your documents and your money. Do not carry your documents with you unless necessary. Keep your backpack with you or lock it and carry small quantities of money. Keep it safe.

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

All Fleming events are posted on the college calendar on **MyCampus >>Dashboard>>Upcoming Events** 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