On-Campus Resources

LANGUAGE CENTRE
Website: learnenlish.usask.ca
Email: international.esl@usask.ca
Address: 232 R.J.D. Williams Building
221 Cumberland Ave. North
Saskatoon, SK S7N 1M3
Telephone: (306) 966-4351

CAMPUS BOOKSTORE
Website: www.usask.ca/consumer_services/bookstore
Address: Marquis Hall, 97 Campus Dr.
Telephone: (306) 966-4468
• Purchase your textbooks and other school supplies

INFORMATION CENTRE
Website: ussu.ca/main-page/services/information-centre
Address: Upper Place Riel
Telephone: (306) 966-6988
• Purchase transit passes, copy cards, calling cards

ISSAC
INTERNATIONAL STUDENT AND STUDY ABROAD CENTRE
Website: www.students.usask.ca/international
Telephone: (306) 966-4925
• Help with settlement, immigration, emergency loans

HEALTH CENTRE
Website: students.usask.ca/wellness/health
Address: 4th floor Place Riel
Telephone: (306) 966-5768
• Free health information

RESIDENCE
Website: explore.usask.ca/housing
Address: 128 Saskatchewan Hall, 91 Campus Dr.
Telephone: (306) 966-6775
• Find housing on and off campus

PHARMACY
The Medicine Shoppe
Address: Main level Place Riel

Off-Campus Resources

CITIZENSHIP AND IMMIGRATION CANADA
Website: www.cic.gc.ca
Address: Room 660, 410 22nd St. East
Telephone: 1-888-242-2100
• Information on study permits, work permits, temporary resident visas, and permanent residence

SASKATOON TRANSIT
Click & Go: transit.saskatoon.ca
Address: City Hall, 222 3rd Ave. North
Telephone: (306) 975-3100
• Saskatoon bus information

SASKATCHEWAN HEALTH
Website: ehealthsask.ca
Address: 2130 11th Ave.
Regina, Sask. S4P 0J5
Telephone: 1-800-667-7551 (toll-free)
• Information about healthcare coverage in Saskatchewan

TAXI SERVICES
United & Blueline
Telephone: (306) 652-2222
(306) 652-3333
Comfort Cabs
Telephone: (306) 664-6464
Saskatoon Radio Cabs
Telephone: (306) 242-1221
## Emergency Contacts

<table>
<thead>
<tr>
<th>CONTACT</th>
<th>CALL IN THE CASE OF:</th>
<th>OFFICE HOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SASKATOON POLICE SERVICE</strong>&lt;br&gt;Website: <a href="http://www.police.saskatoon.sk.ca">www.police.saskatoon.sk.ca</a>&lt;br&gt;Telephone: (306) 975-8300</td>
<td>Call (306) 975-8300 for non-emergency situations, where an immediate response or dispatch of the police is not required. Serious accidents, medical emergencies and crimes.</td>
<td>24 hours a day, 7 days a week</td>
</tr>
<tr>
<td><strong>DIAL 911 for Police or Medical Emergency</strong></td>
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<tr>
<td><strong>HOSPITAL EMERGENCY WARD</strong>&lt;br&gt;Royal University Hospital&lt;br&gt;Telephone: (306) 655-1000&lt;br&gt;City Hospital&lt;br&gt;Telephone: (306) 655-8000&lt;br&gt;St. Paul's Hospital&lt;br&gt;Telephone: (306) 655-5000</td>
<td>Serious accidents and health emergencies, for example broken bones, vomiting, fainting, alcoholic intoxication, heart attack, stroke.</td>
<td>24 hours a day, 7 days a week</td>
</tr>
<tr>
<td><strong>To call an ambulance, dial 911. Ambulance costs are not covered by Saskatchewan Health (cost per trip, about $250.00)</strong></td>
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<td></td>
</tr>
<tr>
<td><strong>MEDICLINIC</strong>&lt;br&gt;Address: 101–3333 8th St. East (Circle Centre Mall)&lt;br&gt;Telephone: (306) 955-1530&lt;br&gt;Website: <a href="http://www.mediclinic-sk.com">www.mediclinic-sk.com</a></td>
<td>Provides family medicine and walk-in urgent care.</td>
<td>8:00 am–10:00 pm Monday to Friday; 9:00 am–5:00 pm weekends and holidays</td>
</tr>
<tr>
<td><strong>STUDENT HEALTH CENTRE</strong>&lt;br&gt;4th floor Place Riel&lt;br&gt;Telephone: (306) 966-5768</td>
<td>Provides high quality healthcare to all registered students.</td>
<td>Monday, Tuesday, Wednesday, Friday 8:30 am–4:30 pm; Thursday 9:30 am–4:30 pm</td>
</tr>
<tr>
<td><strong>STUDENT COUNSELLING CENTRE</strong>&lt;br&gt;3rd floor Place Riel&lt;br&gt;Telephone: (306) 966-4920</td>
<td>The psychologists and social workers offer individual, couple and group counselling to students.</td>
<td>Monday to Friday, 8:30 am–4:30 pm (closed over noon hour May to August)</td>
</tr>
<tr>
<td><strong>HEALTHLINE</strong>&lt;br&gt;Telephone: 1-877-800-0002</td>
<td>Confidential health information and advice from a registered nurse.</td>
<td>24 hours a day, 7 days a week</td>
</tr>
<tr>
<td><strong>MOBILE CRISIS LINE</strong>&lt;br&gt;Telephone: (306) 933-6200</td>
<td>This is a 24-hour counselling service for individuals experiencing a crisis situation. The counsellors can also visit individuals in their homes if convenient.</td>
<td>24 hours a day, 7 days a week</td>
</tr>
<tr>
<td><strong>STUDENT CENTRAL</strong>&lt;br&gt;Telephone: (306) 966-1212</td>
<td>Receive assistance related to online services, government loans, and referrals across campus.</td>
<td>Monday to Friday 8:30 am–4:30 pm</td>
</tr>
<tr>
<td><strong>SAFEWALK</strong>&lt;br&gt;Telephone: (306) 966-SAFE (7233)</td>
<td>You can arrange for a volunteer to accompany you walking to your car, office or on-campus residence.</td>
<td>Sunday to Thursday 8:30 pm–11:30 pm</td>
</tr>
<tr>
<td><strong>CAMPUS SAFETY</strong>&lt;br&gt;Telephone: (306) 966-5555</td>
<td>For questions, assistance, information regarding campus safety or security issues.</td>
<td>24 hours a day, 7 days a week</td>
</tr>
<tr>
<td><strong>HIGHWAY HOT LINE</strong>&lt;br&gt;Website: <a href="http://highways.gov.sk.ca">highways.gov.sk.ca</a>&lt;br&gt;Telephone: (306) 933-8333</td>
<td>Call this number for information about road and highway conditions. Especially useful in the winter when there may be road closures and in the summer when there is lots of construction.</td>
<td>24 hours a day, 7 days a week</td>
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</table>
Activities Program

Earn credits and build language skills to help you succeed in your academic program.

Website: uslcstudent.usask.ca/activities/activities-program.php

<table>
<thead>
<tr>
<th>SESSION A – WEEK 1 TO 5</th>
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<tbody>
<tr>
<td>SPEAKING AND LISTENING</td>
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<td>(Weekly activities)</td>
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<tr>
<td>CULTURE</td>
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<td>(Weekend activities)</td>
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<table>
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<tr>
<th>SESSION B – WEEK 6 TO 10</th>
</tr>
</thead>
<tbody>
<tr>
<td>SPEAKING AND LISTENING</td>
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<tr>
<td>(Weekly activities)</td>
</tr>
<tr>
<td>CULTURE</td>
</tr>
<tr>
<td>(Weekend activities)</td>
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</tbody>
</table>

TOTAL OF 2 SPEAKING AND LISTENING CREDITS AND 3 CULTURE CREDITS ARE NEEDED TO PASS YOUR COURSE!

BE EARLY • BE INVOLVED • RIDE WITH US • THINK ENGLISH!
Activities Program

The Activities program will help you to make connections with international and Canadian students, get involved in university and community events, improve your English communication skills, and experience Canadian culture. The Activities program is an encouraging language-learning environment and hub for social and cultural experience! Join the Activities! Join the fun!

- Improve your speaking and listening with activities like Coffee and Conversation, Canadian Geography, University life, Career Planning and Computer Skills seminars.
- Learn to communicate effectively in practical social and cultural activities.
- Integrate your classroom learning and participate in campus wide events, programs and volunteer opportunities.
- Experience Canadian culture, learn inter-cultural skills, meet other international and Canadian students and get involved in the community.
- Choose from a variety of interactive and communicative workshops, events, seminars and tours focused on University Life, Culture, and Community.
- Volunteer for community organizations and get involved with events like Folkfest, Fringe Festival, Open Door Society and Campus Clubs.

uslcstudent.usask.ca/activities/activities-program.php

Join our Facebook Group at www.facebook.com/groups/uslcaactivities
Follow us on Twitter at twitter.com/USLC_Activities
## Activities Choice Forms

### LEVELS 10–40 ACTIVITIES CHOICE FORM

**Session A**

Register for Session A Activities  
YOU MUST COMPLETE AND BRING THIS FORM TO REGISTER  
Go to [uslcstudent.usask.ca/activities/activities-program.php](http://uslcstudent.usask.ca/activities/activities-program.php) for more information about each activity.

Family Name: _____________________    Given Name(s): ______________________    Level: ______

<table>
<thead>
<tr>
<th>SPEAKING &amp; LISTENING</th>
<th>CULTURE</th>
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### U-PREP ACTIVITIES CHOICE FORM

**Session A**

Register for Session A Activities  
YOU MUST COMPLETE AND BRING THIS FORM TO REGISTER  
Go to [uslcstudent.usask.ca/activities/activities-program.php](http://uslcstudent.usask.ca/activities/activities-program.php) for more information about each activity.

Family Name: _____________________    Given Name(s): ______________________    Level: ______

<table>
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<tr>
<th>SPEAKING &amp; LISTENING</th>
<th>CULTURE (Please have 4 choices filled in)</th>
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<td>2.</td>
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<td>3.</td>
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Choose your activities before you register at:  
[uslcstudent.usask.ca/activities/activities-program.php](http://uslcstudent.usask.ca/activities/activities-program.php)
University of Saskatchewan Campus Tour

Get the iUsask App! The iUsask app puts the University in your pocket.
- Maps
- Library
- News
Download from Apple App Store or Google Play.

1) What is the team name for sports teams at the University of Saskatchewan?

2) What does ISSAC stand for?

3) Where can you buy a dictionary or textbooks for your class?

4) What is the PAC?
University of Saskatchewan Campus Tour
usask.ca

ISSAC—International Student and Study Abroad Centre
students.usask.ca/international/issac.php
The International Student and Study Abroad Centre (ISSAC) is the primary resource for all international students at the U of S. They are a major source of assistance for students in both academic and personal capacities and can assist with such issues as finding housing in Saskatoon and ensuring all government documents are in order.
• Global Connections Lounge—study space and training room

PHYSICAL ACTIVITY COMPLEX
usask.ca/activities/recreation.php
The PAC is home to the College of Kinesiology and a state-of-the-art fitness facility with the following amenities:
• Swimming Pool
• Dance studio
• 3 story climbing wall
• Walk-jog track
• Triple wide gym
• Squash courts
• Fit Centre

MARQUIS HALL
Many student services are housed in Marquis Hall including:
• University Bookstore  usask.ca/bookstore
• Student Employment and Career Centre  usask.ca/secc
• Culinary Services  usask.ca/culinaryservices
• Aboriginal Student Centre  students.usask.ca/current/aboriginal/Aboriginal-Students-Centre.php
University of Saskatchewan Campus Tour

PLACE RIEL STUDENT CENTRE

ussu.ca/main-page/contact/place-riel
Place Riel is a hub for student services. For a more detailed list of services and hours of operation, visit the website above.
Place Riel hosts ATBs/ATMs for several of the banks which operate in Saskatoon.
• Lower Place Riel: CIBC, TD Canada Trust, Scotiabank
• Upper Place Riel: RBC, Bank of Montreal, Affinity Credit Union

LOWER PLACE RIEL
• Food outlets: Treats, Umi Sushi, Flaming Wok, Vanelli’s, Extreme Pita, Le Crepe Bistro, Harvey’s
• Mac’s Convenience Store: Lottery, transit, phone cards, snacks, condoms
• Wireless Age: Cell phones and accessories with SaskTel Mobility
• Etre Belle Hair Boutique
• ISSAC Office
• Campus Dentist

UPPER PLACE RIEL—MAIN LEVEL
• Information Centre
• Bus Routes and Schedule Information
• Campus Pharmacy
• Travel Cuts
• Campus Bookstore
• Marquis Hall Food Services
• Tim Hortons
University of Saskatchewan Campus Tour

PLACE RIEL STUDENT CENTRE

2ND FLOOR
- USSU Main Office
- Campus Club Room

3RD FLOOR
- Student Counselling—urgent and non-urgent counselling for: Depression, grief, anxiety, suicidal thoughts, and other mental illnesses
- Eating disorders and body image concerns
- Relationships
- Physical violence and sexual assault

4TH FLOOR
- Student Health Centre
- Physiotherapy
- Massage therapy
- Chiropractors
- Sexual health care (STI testing/treatment, birth control, pregnancy tests)
University of Saskatchewan Campus Tour

MEMORIAL UNION BUILDING

Louis’ and Louis’ Loft: ussu.ca/main-page/operations/louis
- Restaurant, bar, and concert venue

Student Centres: ussu.ca/main-page/centres
- Houses the Women’s Centre, Pride Centre, Food Centre, Help Centre, as well as The Sheaf campus newspaper.

CAMPUS LIBRARY

library.usask.ca

The University of Saskatchewan has an extensive library system with seven branch libraries.

- **Education and Music** (Rm 2003, Education Building)
- **Engineering Library** (Rm 1808, Engineering Building)
- **Law Library** (Rm 8, Law Building)
- **Leslie and Irene Dube Health Sciences Library** (Health Sciences Building)
- **Murray Library** (3 Campus Drive)

The Murray Library offers many student services and comfortable places to study.
- University Learning Centre: usask.ca/ulc
- Math and Stats Help Centre
- Writing Help Centre
- Academic workshops
- Computer Stations
- Starbucks
- Group work rooms
- Quiet Study Cubicles
- Laptop rentals

- **Science Library** (Rm 180, Geology Building)
- **Veterinary Medicine Library** (52 Campus Drive)
University of Saskatchewan Campus Tour

ARTS BUILDING

[artsandscience.usask.ca](http://artsandscience.usask.ca)

As home to the College of Arts and Science, this building is full of the hustle and bustle of many students in a variety of programs. If you’re ever lost, look for this tall building and you’ll always know your way!

- Arts Café—campus cafeteria with A&W outlet
- Tuck Shop—convenience store with full service Canada Post outlet
- Student lounge with couches, television, public computers and printers
- Canada Post outlet
- Tim Hortons’ outlet

EDWARDS SCHOOL OF BUSINESS

[edwards.usask.ca](http://edwards.usask.ca)

- Centre for International Business Studies
- Wilson Centre for Entrepreneurship
- Group study room
- Stock ticker
University of Saskatchewan Campus Tour

GEOLOGY AND AGRICULTURE

The U of S has an extensive system of above and underground tunnels. We’ll show you the dinosaurs that live in the geology building and the tunnel from Geology to Agriculture. There are many photo displays.

STUDENT CENTRAL

usask.ca/sesd/about/scss.php

Located in the Administration Building, Student Central is where all students at the U of S can find assistance and information on finances, registration and in other areas of academic life. Student Central is your destination if you need:

• Information on scholarships, bursaries and other forms of financial assistance.
• Registration assistance
• Assistance with PAWS
• Pay tuition and other fees
• Transcripts
University of Saskatchewan Campus Tour

UNIVERSITY OF SASKATCHEWAN RESIDENCE

livewithus.usask.ca
The U of S offers a wide variety of on-campus housing for students, as well as resources to find accommodation off campus.

ON-CAMPUS RESIDENCES:
- College Quarter—includes kitchenette, private bedroom with bed, desk and dresser, lounges and study areas, parking (for a fee), free laundry, and wireless internet service.
- McEown Park—four-building complex south of campus, with available apartments for undergrads and students with children.
- Voyageur Place—four-hall complex located in the heart of campus next to the Bowl. Offers academic and social halls, as well as co-ed, male-only and female-only halls.
- Graduate House—brand new building which provides housing for graduate students.

For those interested in living off campus, the U of S can help with finding a place to stay. Several affiliated residences are located on or nearby campus, and the university maintains a housing registry for those interested in renting off campus at: ussu.ca/housing.
About Saskatoon and Canada

SASKATOON (Information referenced from saskatoon.ca and livingsaskatoon.com)

www.saskatoon.ca

Saskatoon is known for its stunning riverbank views, big-city amenities and small-town hospitality. Saskatoon is a vibrant and growing city situated in the Canadian Prairies. Visit the city of Saskatoon website to learn more about civic services, programs and facilities.

**Population: 250,000**

One of Canada's sunniest cities

- More than 2,300 hours of sunshine annually
- Four distinct seasons: Fall, Winter, Spring, Summer
- Average summer temperatures range from 11 to 30°C
- Average winter temperatures range from -12 to -22°C

Ranked first in Canada for air and water quality.
About Saskatoon and Canada

TIME ZONE
Saskatchewan uses the Central Standard Time Zone (UTC-06:00) year-round and is the only Canadian province that does not adjust for daylight saving time.

DEMOGRAPHICS
The City of Saskatoon’s planning branch provides population estimates and projections on a regular basis. They also publish neighbourhood profiles that provide detailed demographic breakdowns for individual Saskatoon neighbourhoods and the city as a whole. The demographic information provided includes data such as age distribution, income, home ownership rates, employment, education and mother tongue.

KNOWLEDGE OF OFFICIAL LANGUAGES
Canada has two official languages—English and French. The vast majority of people in Saskatoon speak English. Stats Canada—census profile.

ETHNIC DIVERSITY
Aboriginal or First Nations people are the original or first people of this land. Our city is located on Treaty 6 territory (treaty6education.lskysd.ca/treaty6basics). Saskatoon is now home to many people from all over the world. Our population is ethnically diverse and multicultural.

To find out more visit this website of the Saskatoon Regional Economic Development Authority to know more about Saskatoon. livingsaskatoon.com/about-saskatoon
What to bring to Saskatoon

☐ Sweaters
☐ Jacket for rain and wind
☐ Shoes for walking
☐ Formal clothing (suit, dress shirt, tie)
☐ Formal shoes
☐ Jeans
☐ T-shirts
☐ Shorts
☐ Slippers for residence
☐ Flip flops for the shower
☐ Socks
☐ Underwear
☐ Pajamas
☐ Workout clothing for the gym
☐ Towel
☐ Washcloth
☐ Personal toiletries (shampoo, soap, toothpaste)
☐ Swimsuit
☐ Warm hat
☐ Baseball hat or sun hat
☐ Computer
☐ Cell phone
☐ Credit Card
Saskatoon Tour

1) Find your neighbourhood
2) Find the University
3) Find Downtown
Saskatoon Tour

TOUR HIGHLIGHTS

**Bessborough Hotel** – Saskatoon’s Historic “Castle” on the River
deltahotels.com/Hotels/Delta-Bessborough

**Broadway Avenue Cultural District**
onbroadway.ca

**Saskatoon’s Beautiful Meewasin River Valley**
meewasin.com
Saskatoon Tour

MAIN BUS TERMINALS IN SASKATOON

transit.saskatoon.ca

• Place Riel Campus
• Downtown
• Lawson Heights Mall
• Market Mall
• Centre Mall

SASKATOON PUBLIC LIBRARIES

saskatoonlibrary.ca
Saskatoon has several public libraries that offer a variety of programs for adults, teens, youth and seniors! Visit the website for branch locations and program information.
Saskatoon Tour

SHOPPING CENTRES

Shopping in Saskatoon has gotten a make-over. With several recent store additions such as Sephora, Bath & Body Works, Victoria Secret, and Guess, Saskatoon is quickly becoming known for quality shopping. With six different shopping malls spread throughout the city, fashion and fun are never far away.

Looking for a special souvenir gift? Head over to the Riversdale District or walk down Second Avenue in the downtown core. In the historical district of Broadway, you will find niche shops offering handcrafted clothing, consignment accessories, specialty cheeses, stained glass, pottery, and other environmental and socially sustained products.

For your day-to-day needs, head to one of our supercenters at Preston Crossing, Blairmore or Stonegate. Listed below are several shopping malls for all your shopping needs.

• Confederation Mall
  confederationmall.ca
  300 Confederation Drive

• Market Mall
  saskatoonmarketmall.com
  2325 Preston Avenue

• Midtown Plaza
  midtownplaza.ca
  201-1st Avenue South

• Preston Crossing
  1715 Preston Avenue North

• The Centre Mall
  thecentremall.com
  3510 8th Street East

• Lawson Heights Mall
  mallatlawsonheights.com
  Warman Road North & Primrose Drive

• Stonegate Shopping Centre
  3047 Clarence Avenue
Saskatoon Tour

SASKATOON LEISURE CENTRES

Find your fun at the seven unique indoor Leisure Centres in Saskatoon, including four aquatic and three sport and fitness facilities—all located throughout the city.

**Cosmo Civic Centre**
3130 Laurier Drive
Cosmo Civic Centre's unique combination of fitness/recreation facilities and meeting space makes it great for mixing business with pleasure for rental groups.

**Fitness Circuit & Terry Fox Track**
150 Nelson Road
Featuring easy-to-use, circuit style resistance machines, this new addition offers an efficient, effective and safe total body workout in just minutes.

**Harry Bailey Aquatic Centre**
1110 Idylwyld Drive
Harry Bailey is an ideal practice environment for speed swimming, diving, synchronized swimming and water polo. Scuba divers, canoers, kayakers, triathletes and emergency service personnel also find it a great place to train and learn new skills.

**Lakewold Civic Centre**
1635 McKeicher Drive
Lakewood Civic Centre houses a spacious tropical pool and waterslide, fitness facilities, meeting and recreational space, and Cliff Wright Branch Library all under one big roof.

**Lawson Civic Centre**
225 Primrose Drive
Saskatoon's first and only wave pool. Help yourself to a mat and ride the waves to fun. While you are here, visit the Rusty MacDonald Branch Library.

**Saskatoon Field House**
2020 College Drive
In addition to being a fitness and high-performance athletic training centre, it’s a great place to hold meetings, workshops, clinics and world-class events.

**Shaw Centre**
122 Bowlt Crescent
The Shaw Centre is a state-of-the-art aquatic and fitness facility offering a new calibre of recreation, health and fitness opportunities to the residents of Saskatoon.
Saskatoon Tour

SASKATOON MOVIE THEATRES

**Scotia Bank Theatre (formerly Galaxy Theatre)**
cineplex.com
347 2nd Avenue South, Saskatoon, SK
(306) 664-5060

**Rainbow Cinema Saskatoon**
saskatoon.rainbowcinemas.ca
The Centre Mall
3510 8th Street East, Saskatoon, SK
(306) 955-1937

**Cineplex Odeon Centre Theatres**
cineplex.com
The Centre Mall
3510 8th Street East, Saskatoon, SK
(306) 955-1938

**Broadway Theatre**
broadwaytheatre.ca
715 Broadway Avenue, Saskatoon, SK
(306) 652-6556

**Roxy Theatre**
roxy.rainbowcinemas.ca
320 20th Street West, Saskatoon, SK
(306) 665-0552
Taking the Bus

Saskatoon Transit
transit.saskatoon.ca

Student Fares and Bus Passes

Available at Mac’s Convenience Store, Safeway, Shoppers Drug Mart

- Monthly bus pass $83.00
- 10 Ride GoPass Card $25.00 plus $5.00 fee for new card
- Per ride $3.00—exact change needed (coins only, no paper cash accepted)

BUS WORKSHOP ACTIVITIES

1) Match the neighbourhoods on the Saskatoon map to bus routes.

2) Bus vocabulary:
   - Eastbound/Westbound
   - Transit terminal
   - In seat transfer
   - Transfer

3) Find where you live on the map of Saskatoon.

4) What bus do you take to the Language Centre?

5) What bus do you take to get downtown from the Language Centre (221 Cumberland Ave. North)?

6) Circle two bus terminals
   - Bessborough Terminal
   - Downtown Terminal
   - Midtown Terminal
   - University Terminal
   - Transcanada Terminal

SASKATOON TRANSIT

BUS TIMES

Phone & Go: (306) 975-7500

To quickly find the next bus at a bus stop, call the Phone & Go number then enter the 4 digit stop number printed on the bus stop sign.

FINDING A BUS STOP

TransitApp

To find a bus stop near you and check the bus times for that stop.
- Download TransitApp
Culture Shock

Culture shock is defined as a feeling of confusion and uncertainty when you move to a new environment. You may feel sad, confused or anxious as you navigate the new environment. Culture shock is a normal reaction to this change in environment. Some people experience severe culture shock while others experience very few symptoms of culture shock. REMEMBER—Everyone’s experience is different and unique!

These tips and suggestions may help you in adjusting to being in a new culture!

Culture Shock Tool Kit

<table>
<thead>
<tr>
<th>What is culture shock?</th>
<th>Who can help?</th>
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<table>
<thead>
<tr>
<th>What can I do?</th>
<th>What should I avoid?</th>
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4 STAGES OF CULTURE SHOCK

1. THE HONEYMOON STAGE:
In the honeymoon phase everything is new, different and exciting.
• Fun
• Excitement
• Adventure
• New people, foods, experiences

Emotions you may feel in this stage are:
• Excitement
• Happiness
• Eagerness
• Euphoria

2. THE FRUSTRATION OR ANXIETY PHASE
In the frustration phase you may feel that you want to avoid everyone and everything. You may experience the following symptoms and emotions. This is normal and it will pass.
• Depression
• Judgement
• Avoidance
• Changes in eating/sleeping habits
• Unexplained crying
• Withdrawal—Not wanting to socialize
• Worry
• Exhaustion
• Homesickness

Emotions you may feel at this stage are:
• Sadness
• Depression
• Anger
• Frustration
• Anxiety

What can you do?
• Talk to friends
• Join Activities
• Seek to understand
• Try not to judge and compare your home country to Canada
• Be patient and kind with yourself
• Recognize your emotional reaction as normal

3. ADJUSTMENT PHASE
In the adjustment phase you:
• Recognize your feelings as “normal”
• Find support from friends and classmates
• Learn more English by using English
• Feel more comfortable in social situations

4. ACCEPTANCE PHASE
In this phase you understand the differences between the two cultures and can be proud that you are able to navigate in two very different cultures! You understand how things work and you have found social spaces where you feel you belong.
• Feel more comfortable
• Self-Confident
• Secure
• Understand new culture
• Embrace the new culture, try new things, meet new people

SUGGESTIONS TO DEAL WITH CULTURE SHOCK
• Observe but don’t judge
• Enjoy the changing seasons
• Breathe and Relax
• Join Activities
• Develop a hobby
• Try some new foods and enjoy
• Be thankful
• Be mindful
• Exercise (at the PAC)
• Get involved with a campus club
• Visit the ISSAC office
• Go to the Huskies’ games
• Talk to friends and family for support
• Speak with a counsellor or advisor
• Student Advisors
  Lynn Bytyqi
  Telephone: (306)966-2624
  Student Counseling
  Telephone: (306)966-4920
Accommodation and Housing

Contact: Julissa at (306) 966-7054 or make an appointment at the Main Office—Williams Room 232.

HOMESTAY

- Experience living with a Canadian family.
- Have opportunities to share meals, Canadian culture and a practice your English.
- Homes located within 60 minutes by bus from the U of S.

UNIVERSITY OF SASKATCHEWAN STUDENT RESIDENCE

Living in residence at the U of S is the first choice of about 2,000 students from across Canada and around the world. They come here for the convenience, the camaraderie, and, most of all, the community. We provide an environment that enhances and develops both the academic and social success of the student.

The University of Saskatchewan Language Centre offers two residence complexes. Voyageur Place is located in the heart of campus, offering traditional dormitory-style living, with room and board accommodation. College Quarter Residence is located in the College Quarter development and offers four bedroom apartments for single students.

To live in Residence contact the Accommodation Office—Room 232. homestay.saskatoon@usask.ca

INTERESTED IN LIVING ON YOUR OWN OR WITH ROOMMATES?

Give yourself time to find a place. There are many things to consider—types of places, prices, location.

Here are some suggestions to begin your search:

- Star Phoenix Newspaper Ads
- Websites—www.kijiji.ca/saskatoon
- USSU Housing Registry—www.ussu.ca/housing

VOCABULARY

- Condo
- Basement suite
- Appliances
- Damage or security deposit
- Apartment
- Ensuite
- 2BD
- NS
- NP
- W/D

Asking questions—“I’m looking for a place to rent can you tell me . . .”

How much is the rent?
Who pays the utilities?
Are pets allowed?
Housing Options Worksheet

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Are you in Homestay?

My homestay family’s name: ______________________________________________________

My address is: __________________________________________________________________

Postal Code: ____________________________ Phone # ________________________________
Saskatoon Neighbourhoods

Use the map below as a guide while checking out rental properties.

See www.saskatoon.ca for more city maps.
Banking and Money

THE BIGGEST BANKS IN CANADA:

1) **CIBC—CANADIAN IMPERIAL BANK OF COMMERCE**
   Main Branch: 201 – 21st Street East
   [www.cibc.com](http://www.cibc.com)

2) **RBC—ROYAL BANK OF CANADA**
   Main Branch: 154 – 1st Avenue South
   [www.rbc.com](http://www.rbc.com)

3) **SCOTIA BANK**
   Main Branch: 111 – 2nd Avenue South
   [www.scotiabank.com](http://www.scotiabank.com)

4) **BMO—BANK OF MONTREAL**
   Main Branch: 101 2nd Avenue North
   [www.bmo.ca](http://www.bmo.ca)

5) **TD CANADA TRUST—TORONTO-DOMINION BANK**
   Main Branch: 170 – 2nd Avenue South
   [www.tdcanadatrust.com](http://www.tdcanadatrust.com)

LIST OF ABMS ON THE U OF S CAMPUS

- Bank of Montreal (Upper Place Riel)
- Bank of Nova Scotia (Upper Place Riel)
- CIBC (Lower Place Riel)
- Credit Union (Upper Place Riel)
- Royal Bank (Upper Place Riel, Agriculture Building)
- TD Canada Trust (Lower Place Riel)
- Louis’ (Memorial Union Building). Please note that extra fees apply at this ABM.

LIST OF BANKS NEAR THE U OF S

- Royal Bank of Canada: College and Bottomley Branch, 1402 College Drive (306) 933-3535
- CIBC: 8th and Circle Branch, 3124 8th Street East (306) 668-3230
- BMO: 101 2nd Avenue North (306) 934-5600
- TD Canada Trust: 3020 8th Street East (306) 975-7260

**Canadian currency**

- **Common name: nickel**
  Worth: 5 cents ($0.05)

- **Common name: dime**
  Worth: 10 cents ($0.10)

- **Common name: quarter**
  Worth: 25 cents ($0.25)

- **Common name: loonie**
  Worth: 1 dollar ($1)

- **Common name: toonie**
  Worth: 2 dollars ($2)

- **Worth: 5 dollars ($5)**

- **Worth: 10 dollars ($10)**

- **Worth: 20 dollars ($20)**

- **Worth: 50 dollars ($50)**

- **Worth: 100 dollars ($100)**
Banking and Money

GOOD IDEAS

• Keep your money safe in an account.
• Choose a student account, they usually have lower fees.
• Get cheques or use e-transfer to pay rent and bills.
• Get a debit card to pay for expenses.
• Ask for ATM demonstration when you open your account.
• Apply for a credit card while you are still a student.

BANKING AND MONEY WORKSHOP

VOCABULARY

• Bank Account
• ATM or Automated Banking Machine
• Service Fees
• Chequing Account
• Savings Account
• Fees for transactions
• PIN – Personal Identification Number
• Credit Card
• Debit Card
• Deposit
• Withdrawal
• Money Transfer
• e-transfers
Banking and Money

TYPES OF BANK ACCOUNTS

DIFFERENT ACCOUNTS SERVE DIFFERENT NEEDS

- Student Accounts
- Savings Accounts
- Chequing Accounts

WHAT DO YOU NEED TO DO?

- Pay rent and bills
- Receive money from parents
- Send money to family
- Use debit card to pay expenses
- Use credit card to pay expenses
- Buy a house
- Buy a car
- Pay for airline tickets
- Book hotels
- Pay tuition
- Purchase online

WHAT FEATURES DO YOU NEED ON YOUR CHEQUING OR SAVINGS ACCOUNT?

- Number of transactions a month
  - 10–20
  - unlimited
- Credit card
- Debit card
- Low service fees
- Online banking
- High interest (if you have a lot of money in savings)
- e-transfers
- Write cheques

DEBIT CARDS AND CREDIT CARDS

What can you pay with e-transfer?

How can you set up e-transfer?

When should you apply for a credit card? (If you want to book hotels, flights, or rental cars a credit card is needed).

What you need to know about your credit card:

What is the annual fee?

What is the interest rate?

Points and promotional offers?
Health Insurance

All students must have Health Insurance. Students with a valid study permit are eligible for Saskatchewan Health Insurance. To apply for Saskatchewan Health you will need:

- Passport
- Valid Study Permit
- Your current Saskatoon address and telephone number

Saskatchewan Health Card provides basic health coverage

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<thead>
<tr>
<th>Saskatchewan Health WILL PAY</th>
<th>Saskatchewan Health WON’T PAY</th>
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<tbody>
<tr>
<td>Visits to a doctor</td>
<td>Medicines and prescriptions</td>
</tr>
<tr>
<td>Hospital treatment in an emergency</td>
<td>Ambulance Service</td>
</tr>
<tr>
<td>Maternity care</td>
<td>Dental Care</td>
</tr>
<tr>
<td>Health Care in any province or territory in Canada</td>
<td>Eye tests</td>
</tr>
<tr>
<td></td>
<td>Glasses or contact lenses</td>
</tr>
<tr>
<td></td>
<td>Some vaccinations</td>
</tr>
<tr>
<td></td>
<td>Services like massage therapy or acupuncture</td>
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</tbody>
</table>

Saskatchewan Health needs your current address at all times!

Contact Information for Saskatchewan Health Insurance

Telephone: 1-800-667-7551

I applied for Saskatchewan Health Insurance on ______________________.

I have received my Health Insurance Card ❑ Yes ❑ No

* If you do not receive your Health Card in your first term of study at the Language Centre, please see the Activities Office or call Saskatchewan Health.

Guard Me Health Insurance

If you do no qualify for Saskatchewan Health, or if you would like additional health coverage we suggest that you buy additional insurance from Student Guard. This company provides quality health coverage designed for International students. For $2.00/ day you receive the following coverage:

- Choice of any doctor or hospital
- Ground or air ambulance service
- X-ray, laboratory, and diagnostic testing
- Prescription medication
- Limited emergency Dental Care
- Covered excursion travel
- Accidental death or dismemberment coverage
- Air evacuation or repatriation as required
- Family transportation and subsistence allowance if you are in hospital

Please go to the Main Office Room 232 to purchase this insurance.
orientation workshops

Spring/Summer Weather—Be Prepared

What to Wear

- Extra sweater
- Sunscreen
- Insect repellent
- Water bottle

- Walking shoes! Sandals or Running shoes

- Baseball cap or wide brim hat to keep the sun off

- A rain proof and wind proof jacket
- Sweater or fleece

1) The average temperature in Summer in Saskatchewan is:
   a. 0 degrees Celcius
   b. Between 0 and 12 degrees Celcius
   c. +12 degrees Celcius
   d. Between +18 and +26 degrees Celcius

2) What is sun stroke?
orientation workshops

Fall/Winter Weather—Be Prepared

How to dress:
- Wear clothes in layers. Wear a hat, mitts, scarf and WINTER boots!
- Cover your head, hands and feet when you are outside.
- The warmest clothes are: wool, fleece, fur, down-filled (filled with a special kind of feathers), quilted and insulated.

1) The average temperature in winter in Saskatchewan is:
   a. 0 degrees Celsius
   b. between 0 and 12 degrees C
   c. -12 degrees C
   d. between -18 and -26 degrees C

2) The coldest temperature in winter in Saskatoon is:
   a. -18 degrees C
   b. -40 degrees C or colder
   c. -26 degrees C
   d. 0 degrees C

3) Which part of your body loses the most heat?
   a. Your heart
   b. Your head
   c. Your hands
   d. Your feet
Student Computing Workshop

Need Help with Computers, Phones, or Tablets?
Free technology support is available to all U of S students by email, live chat, phone or in person.

- Visit the USLC Library

In-Person Support

- ICT SERVICE DESK—Visit the ICT Service Desk, Room 70 Arts Building (Arts 70) OR
- 1st floor of Murray Learning Commons—Murray Library.

Your PAWS Account

NSID
Password
Change your password

How to Navigate PAWS
Find your email – paw123@mail.usask.ca
Add Channels
See Events

Set up U of S Secure Wireless
Use U of S Secure Network for faster, more secure Internet Access at the U of S secure network using your:
- Phone
- Tablet
- Laptop
EXPLORING CELL PHONE PROVIDERS

When looking for a cell phone provider you need to look at your needs for:

- Text
- Talk / Phone Calls
- Local and International Calling
- Data Plans
- Cost of smart phone
- Cost of the smart phone with a 2 year contract
- Do you need Internet and TV?
- Can you “bundle” your mobile, internet and TV services to save money?

Below are links to providers.

- www.bell.ca
- www.koodomobile.com
- www.telus.com
- www.sasktel.com
- www.rogers.com/consumer/home

Notes:

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Staying Safe in Saskatoon

- Be aware of your surroundings.
- Take a taxi or walk in groups at night.
- Go out in groups and stay together.
- If you need help ask a bus driver, police or campus safety officer.
- Drink responsibly or not at all.
- Join the Activities Program to get to know the U of S and Saskatoon.

SAFEWALK

Safewalk volunteers walk people safely to their destination on or near campus. We are lucky to be one of the safest campuses in Canada; however, like any area, the campus community has some crime. To have a University of Saskatchewan Safewalk Volunteer walk you to your car or home near campus:

- Call (306) 966-SAFE (7233) during Safewalk hours: Sunday–Thursday, 8:30–11:30 pm.
- Call (306) 966-5555 anytime other than Safewalk hours (listed above).
- Use the green Safewalk button found on all Sasktel payphones on campus.
- Approach an on-duty Safewalk volunteer and ask them to walk with you.
- For recurring walk requests, fill out the form available at ussu.ca/safewalk and drop it off at the USSU main office in room 110, Place Riel Student Centre.

UNIVERSITY OF SASKATCHEWAN EMERGENCY

USAFE app

Download now!
USAFE is the university’s safety app, which features emergency contacts, safety tips, a personal safety tools, maps, and much more.
Download USAFE
Academic Policies

Academic Administrators

The academic administrators are:

Sanae Ko—Assistant Director ......................................................... (306) 966-4354
Lynn Bytyqi—Student Advisor ..................................................... (306) 966-2624

They are available to talk to you about any problem you might have in your studies or in your personal life. Please go to the main office (Room 232) to make an appointment.

Placement

We place students in classes very carefully. Our placement tests give very accurate information about each student’s level. In your first two days of class, your teacher will give you more tests of your skills, so you must go to your class with a positive attitude and participate in all the activities.

After that time, your teacher might decide that you should be placed in a higher or a lower level. We will base the decision on the teacher’s judgement of your abilities, not on your opinion or requests. We have placed you in the level where we think you will be most successful.

Attendance and Punctuality

We expect students to attend all the classes, participate, and be on time. We count all absences, including absences for medical reasons. We do not excuse any absences. Absences and lateness affect students’ performance on tests and assignments.

Students who arrive after the term has started will be marked absent for the days they miss.

Do not miss class unless you are sick or have a very good reason!

If you know that you will miss a quiz, talk to your teacher. If you miss class and find out later that there was a quiz, ask your teacher what you should do.

We expect that our students are here to study English and participate in our programs. If a student has a high number of absences (e.g., 20 hours or more in one term), or other serious problems, we might not allow him or her to register for future terms.

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<tr>
<th>CLASS HOURS MISSED</th>
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<tr>
<td>10</td>
<td>Warning letter from office</td>
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<td>20</td>
<td>Not allowed to write final exam</td>
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<td></td>
<td>May be asked to leave program</td>
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Homework and Assignments

Homework is a very important part of learning English. We expect you to do homework regularly. You must give all assignments to your teacher when the assignments are due.

Private Tutoring

Our teachers are not allowed to tutor their own students privately for money. If you would like to get private tutoring, please talk to the Student Advisor.

Textbooks

You must buy all required textbooks for your course. You can buy them at the University Bookstore. If you buy a book from another student, you must erase or white out any answers that are written in the book. If you do not erase the answers, your teacher will ask you to buy a new book. Please note: Photocopying textbooks is illegal in Canada. Please do not bring a photocopied text to your class.

Cheating and Plagiarism

We have strict rules about cheating and plagiarizing. If you cheat or plagiarize one time, you will get a warning. You might also get a mark of “0” on your test or assignment. If you do it again, you might have to leave the program. Examples of cheating include using notes or an electronic dictionary, copying answers or having someone else do your homework. Plagiarism is a serious offense in Canadian universities. NEVER submit someone else’s work as your own. You are plagiarizing if you copy from books or other people’s work, or use their ideas without naming them.

Student Evaluation and Certificates

During the term, your teacher(s) will give you suggestions about how you can improve your English. Halfway through the term, you will get a midterm evaluation from your teacher(s). After completing your class, you will receive a final written evaluation.

Your final grades are based on work that you do throughout the term and a final exam. Students who complete their classes successfully get certificates. One week after classes end, you can pick up evaluations and certificates at the main office. If you want someone else to pick up your documents, you must give written permission to the office staff. If you want us to mail your documents to you, you must give the office your address.

Before we can give you your certificate, you must return any materials that you borrowed from the library and you must pay any library fines that you might have.
Withdrawal From a Program (Leaving the program early)

If you leave our program during the term, please tell the main office staff immediately. Also, you must return all library books and your student card. Your computer account will be cancelled. The U of S Language Centre's refund policy is explained in our brochure. If you have any questions please ask the office. If you withdraw from the ESL Program, this might affect your visa status. If you have questions about this, please contact Canada Citizenship and Immigration directly.

Skipping or Missing a Term

We recommend that students study continuously because they usually make better progress in their language learning. Also, there are some consequences of missing a term:

1. If you have a study permit, you must be a full-time student.

The U of S Language Centre is required to provide accurate information about your situation if Citizenship and Immigration Canada contacts us.

2. If you miss more than one term, you will to take the placement test again. You may be placed in a lower level than you expected.

How Many Terms Can a Student Study at the Same Level?

Most students complete one level in one term. Sometimes a student must repeat a level. This student might have worked hard but still needs more practice at the same level.

Our policy:

A student may study at the same level for only three terms. After the third term at the same level, if the student does not pass, he or she can not register for any more terms.
Student Support

ESL ADVISORS
The ESL Advisors assist students with a variety of problems, such as adapting to the new culture, emotional pressures, health concerns, and academic questions. The goal is to support each student on his or her road to success.

To make an appointment for a private discussion with an Advisor, students can either stop by the main office or contact the Advisor directly.

As well, the Language Centre works closely with the U of S Student Counselling Services and other campus organizations. We make referrals for students who need more help than we can give them.

STUDENT SUCCESS CENTRE
The Student Success Centre is a place you can go to get extra English practice. Every week, the Student Success Coach gives extra practice classes in reading and listening for every level. If you need help in other skills or need advice about improving your skills, you can make a private appointment to meet with the Coach. The Student Success Centre is located in the Language Centre library (Room 350).

ENGLISH ONLY POLICY
Please speak English in the classrooms, student lounge, library, and at all scheduled Activities. You will learn English much more quickly if you challenge yourself to use it at all times when you are in the ESL program. Staff and students understand that you are learning and that your English might not be perfect. The Language Centre provides a safe and supportive environment for practicing English.

PART-TIME ESL CLASSES
If you would like to get some extra English practice, you can register to take a part-time evening course at The Language Centre. If you are interested in these extra classes, go to the main office (Room 232) to ask for information and for the brochure.

CLASSES OFFERED ARE:
• Spoken English
• Writing & Applied Grammar
• Listening or Reading Skills
• Pronunciation