

Ivey HBA International Student Handbook

2022-23
Academic
Year



Resources for International Students

Ivey Resources	
Ivey International, HBA Office	Email: international@ivey.ca Telephone: 1-519-661-2111
HBAA HBA Student Association	https://www.iveyhbaa.com/ Email: theiveyhbaa@gmail.com
Ivey IT Centre Laptop specifications, etc.	http://support.ivey.ca Email: itcentre@ivey.ca

Western University	
International Student Pre-Arrival Guide	https://www.uwo.ca/international/iesc/new_students/before_you_arrive/index.html
International Student Arrival Guide	https://www.uwo.ca/international/iesc/new_students/when_you_arrive/index.html
International Student Office	International & Graduate Affairs Building, 2 nd Floor Email: international@uwo.ca
Western University Maps, directories, etc.	http://www.uwo.ca/about/visit/maps.html
Free Legal Advice, including; Housing Mediation Service	Community Legal Services, Faculty of Law Telephone: 519-661-3352 Fax: 519-661-3428 E-mail: clsinfo@uwo.ca https://law.uwo.ca/legal_clinics/community_legal_services/i_need_legal_help.html
University Health Insurance Plan (UHIP)	www.uhip.ca Email: hr-communication@uwo.ca Telephone: 519-661-2194 https://www.uwo.ca/international/iesc/new_students/health_care_and_wellness/university_health_insurance.html
Registrar's Office (Student Central) Tuition, student cards	www.registrar.uwo.ca Email: contact@uwo.ca Email: reg-fees@uwo.ca
Student Financial Services (Course Fees, Financial Aid)	http://www.registrar.uwo.ca/student_finances/ Email: finaid@uwo.ca
Housing Services On-campus & Off-campus	On Campus: http://www.residenceatwestern.ca/ On Campus Email: housing@uwo.ca Off Campus: http://offcampus.uwo.ca Off Campus Email: off-campus.housing@uwo.ca
Western Connections (Bus tickets, bus passes Special event tickets, and more)	Basement of University Community Centre Email: usc.info@uwo.ca http://westernusc.ca/your-services/#studentservices

Preparing to Come to Canada

Learn about Canada

Read about Canadian history, politics, geography, weather and economics. You'll appreciate your time here more if you know what to expect. Visit the Centre for Intercultural Learning site for Canada's country profile.

Click: [Global Affairs Canada website](#)

Checklist – To do before coming to Canada

- Apply for your study permit
- Pay your tuition fee
- Make travel arrangements: book your flight to come to Canada and arrange for transportation between the airport and London
- Find a place to live, including temporary accommodation if you plan on arriving early
- Consider housing options
- Make banking arrangements (transfer/wire money, get bank draft, get credit card, exchange money) and create a budget plan
- Activate your Western e-mail account
- Pack and bring your essential documents
- Upload photo for your Western ONECard

Money for Travel

It is recommended that you bring with you cash in small denominations when you first come to Canada in order to have cash upon arrival. You should have at least enough for immediate needs upon arrival such as food and accommodation for the first week. It is not advisable to carry large amounts of cash.

You may also be able to use your debit card (bank card) to take out money from your home banking institution.

Some Initial Expenses upon Arrival

- Food
- Temporary Accommodation, such as a hotel if you don't have a pre-arranged place to stay. If you will live in apartment, you will have to pay two months' rent (first and last month).
- Set up charges for your utilities such as hydro (electricity), gas, phone, cable, internet, etc.
- Initial purchases, such as towels, bedding, toiletries, furniture, etc.
- International calling card to call home.

Your Western Email Account

All students at Western University are assigned a free Western email account. Once you activate your account, you will have the option of changing your password.

Fee payment information as well as your UHIP card instructions will be sent to your Western email account only.

Arriving and Traveling in Canada

Map of the City of London <http://www.london.ca/> (Select 'Maps')
Western University campus maps <http://geography.uwo.ca/campusmaps/>

Arriving in London

If you are travelling to Canada by air, we suggest you make Toronto your final destination. There are a variety of options to get to London from the Toronto airport, such as by airplane, bus, train, and car.

Where is London located?

London is approximately a two hour drive southwest of the City of Toronto. London is also approx. 1.5 – 2hrs north of the border to the United States.

Flying into London

- You can catch a connecting flight from Toronto to London's airport. From the London Airport you can take a taxi (Checker Limousine, Uber, Aboutown, U-Need-A-Cab, or Yellow London Taxi) to London's downtown/university area. The cost of the taxi is approximately \$25 - \$35 plus tip (usually 10 – 15% of the price charged).
- Some taxi companies have discounted rates for students. When booking your taxi, ask the company if they have a discounted rate. For further information about the taxi companies contact them at:

Checker Limousine - 519-659-0400
Aboutown - 519-432-2222
U-Need-A-Cab - 519-438-2121
Yellow London Taxi - 519-657-1111
Uber (download app on your mobile phone)

How to get from the London Airport to the University by car

Follow Oxford Street (the main street exiting from the airport) going west. Turn right (north) on Richmond Street. Turn left (west) on University Drive at Western's main gates.

Getting to London by Bus from Toronto's Pearson International Airport

A less expensive alternative to flying into the London airport is to take an airport bus service from Toronto to London. This service is provided by two companies in London: RobertQ and Aboutown Airbus. Both airbus companies also serve the Detroit Metropolitan Airport.

- A one way ticket from Toronto to London on the RobertQ airbus costs approximately CAD \$70.32 for students (you must have proof of student status - a letter of acceptance or a student card). You don't have to make reservations ahead of time, but they do recommend it.
- At the Toronto airport, RobertQ can be found in terminals 1 and 3 at the ground transportation desk. In terminal 2, which is the International terminal, you can find a RobertQ desk outside of the area where you pick up your luggage.

RobertQ Airbus & Courier
105 Wharncliffe Road South, London, ON
Telephone (reservations information): 519-673-6804
Tel: (toll free from Canada & USA): 1-800-265-4948
Fax: 519-679-5406
Email: airbus@robertq.com
Web: <http://www.robertq.com>

From downtown Toronto (NOT recommended if you are at the Toronto Airport)

If you are INSIDE the city of Toronto and want to get to London (NOT recommended for people at Toronto's airport), you can take a Greyhound bus. A one way ticket from Toronto to London on the Greyhound bus costs approximately CAD\$28.80 (student rate). Greyhound Buses also depart from many other cities in Canada and the United States. No reservations are needed. Tickets may be bought the same day from any Greyhound bus terminal.

Greyhound Bus Lines

London Bus Terminal
101 York Street
London, Ontario
Tel: 1-800-661-8747
Web: <http://www.greyhound.ca>

Toronto Bus Terminal
610 Bay Street (near Dundas Street Subway Station)
Toronto, ON

How do I get from the downtown London Greyhound Bus Station to the University?

By Car

Follow Richmond Street (the main street east of the bus station) going north. Turn left (west) at Western's main gates on University Drive.

By Public Bus

The London Transit Commission (LTC) operates public transportation throughout the majority of the city. You are able to take a bus to the University from downtown London, which is about a 20 minute bus ride. From the NE corner of Richmond Street and Dundas Street you can take the #2 Dundas Bus (going West) to the University which stops across the street from Ivey.

- A one-way bus fare costs \$3.00 (exact change is only accepted. Bus drivers are unable to give you change). SuperSaver Bus Tickets can be used instead of exact change each time you take the bus. They are sold at the London Transit Commission office, UCC Western Connections, and at many convenience stores. They come in packages of five (5) tickets that cost \$11.25 (\$2.25 each) – tickets are less expensive than the cash fare.
- Visit the LTC site for route schedules, prices, etc... at <http://www.ltconline.ca/>
- You will receive a Bus pass upon your arrival to the university

Getting to London by Train from downtown Toronto (NOT recommended if you are at the Toronto Airport)

If you are INSIDE the city of Toronto and want to get to London (NOT recommended for people at Toronto's airport), you can take the Via Rail Train. Student discounts are available with an ISIC (International Student Identity Card) card. Via Rail Trains also depart from many other cities in Canada. It is recommended to buy your tickets ahead of time. Tickets may be bought at any Via Rail train station, online, over the phone, or through some travel agents.

Via Rail Trains

205 York St., London, ON
65 Front St. W., Toronto, ON
Toll Free Tel (from Canada): 1-800-842-7245
Website: <http://www.viarail.ca>

How do I get from the downtown London Via Rail Train Station to the University?

By Car

Follow Richmond Street (the main street west of the train station) going north. Turn left (west) at Western's main gates on University Drive.

By Public Bus

The London Transit Bus Commission operates public transportation throughout the majority of the city. You are able to take a bus to the University from downtown London, which is about a 15-20 minute bus ride. From the corner of Richmond Street and York Street you can take the #6 Richmond Bus (going North) to the University. On the corner of Richmond Street and Dundas Street you can take the #2(a/b) Dundas Bus (going West) to the University.

A one-way bus fare costs \$3.00 (exact change is only accepted. Bus drivers are unable to give you change). SuperSaver Bus Tickets can be used instead of exact change each time you take the bus. They are sold at the London Transit Commission office, UCC InfoSource, and at many convenience stores. They come in packages of five (5) tickets that cost \$9.50 (\$1.90 each) – tickets are less expensive than the cash fare. Visit the LTC site for route schedules, prices, etc. at <http://www.ltconline.ca/>

Getting to London by Car

From the East or South on Highway 401 (Downtown Route)

- Follow Highway 401 to Wellington Road/Exeter Road Exit (# 186).
- Take the Wellington Road branch and head north passing through downtown to Pall Mall Street.
- Turn west (left) onto Pall Mall and proceed one block to Richmond Street.
- Turn north (right) onto Richmond Street.
- Turn left onto University Drive at the University Gates.

From the East or South on Highway 401 (Peripheral Route)

- Follow Highway 401 and exit on Highbury Avenue (Exit #189) north to Oxford Street.
- Turn west (left) on Oxford Street and proceed to Richmond Street.
- Turn north (right) onto Richmond Street.
- Turn left onto University Drive at the University Gates.

From the West

- Follow Wharncliffe Road north past Oxford Street, merge onto Western Road.
- Follow Western Road past the 2nd set of lights (Sarnia Road) to the University Gates at Lambton Drive.
- Turn east (right) onto campus.

From the North

- Follow Highway 4 south to the Richmond Gates on University Drive

Driving in Ontario

If you intend to drive in Canada, you should obtain an International Driver's License in your country before coming to Canada. It will be valid for 60 days from the day you enter the province. After this time, an Ontario driver's license is required. For more information please contact the Ministry of Transportation or visit DriveTest.

DriveTest - Driver Examination Centre
220 Exeter Road, London, ON
Telephone: 519-652-0045
Hours: Monday to Friday, 8:30 a.m. - 5:00 p.m.
Website: <http://www.drivetest.ca>

Housing

Options for accommodation

- Student residence on campus – these are primarily for first year university students (17, 18 year olds) and can be more expensive compared to living off-campus. There are limited spaces in on-campus residences for visiting exchange students. <http://www.residenceatwestern.ca/>
- Off-campus housing - <http://offcampus.uwo.ca/>
- The Marq London - <https://www.themarq.ca/cities/london>

Housing resources

- Western News
- The Gazette (student newspaper)
- Off-Campus Guide for International Students
- Renting Tools

Apartment Insurance

If you rent an apartment, it is recommended you get apartment insurance. Any of the major insurance companies provide apartment insurance. Some insurance companies include:

- Allstate Insurance Company of Canada www.allstate.ca
- Cooperators Insurance www.cooperators.ca
- Johnson Inc. Insurance www.johnson.ca
- RBC Insurance www.rbcinsurance.com
- State Farm Insurance www.statefarm.ca

Banking

Opening a Bank Account

When choosing a bank in Canada, there are a few things to consider.

- First, you will need a bank that easily allows money to be transferred from your bank at home to your account here in London. Before you leave your home country, ask your home financial institution if they have connections with any banks here in Canada.
- Second, you will want to find a bank that offers reduced student rates. After you have decided on a bank, you will need to find a branch nearest to you. In order to open an account you will need two pieces of identification. Make sure that you bring your passport and another piece of photo identification with you to open a bank account, such as your Western Student ID card or a credit card.

If you are looking to open a bank account while here, the TD bank near Western's Richmond St. gates indicated that international students need only a passport to open an account at that particular branch because of its proximity to the university. 2 days after opening the account, you can get a bank draft or do a bill payment directly to the university.

<http://www.tdcanadatrust.com/products-services/banking/accounts/index.jsp>

Transferring Money to Canada

In order to transfer money from your home country, you must first open a bank account in Canada. If you wish to transfer money to Canada you may want to come to Canada with bank drafts from home and open a bank account with this money when you arrive in London. A bank may accept bank drafts, cheques, or letters of credit. However, money may not be released until it is cleared by the home financial institution. This process may take a few days or a few months.

Healthcare

University Health Insurance Plan (UHIP) - Mandatory

UHIP (University Health Insurance Plan) is a mandatory health insurance plan for all international students and their dependents (spouse, partner and/or children) who are here in Canada and they must be enrolled in the program.

UHIP covers medical and hospital expenses during your stay in Canada such as: physician's services, diagnosis and treatment of illnesses, surgery, X-rays, hospital services and emergency dental care in a hospital. Services that are not covered by the plan include: charges for dental care not approved by the plan, eyeglasses, and prescription medication. Make sure to thoroughly read the description of coverage to ensure that you understand the details of the plan.

Coverage

UHIP coverage begins the day you arrive in Canada, but not earlier than 20 days prior to the beginning of the month in which your program starts. Soon after arriving at Western, and paying your student fees, you will receive an email to your Western email account directing you to a website where you will be able to download and print your UHIP card. It is important that you carry your UHIP card with you at all times.

For details about the coverage, please visit <http://www.uhip.ca>.

Hospitals and Medical Clinics

There is a list of preferred hospitals on the UHIP website (<http://www.uhip.ca>).

Western University Student Health Services

Doctors and nurses are available at the University's Student Health Services in Room 11, lower level of the University Community Centre.

Medical Clinic: Tel: 519-661-3030
Counselling: Tel: 519-661-3771
Web: <http://www.shs.uwo.ca>

Hospitals

The hospitals in London include:

- University Hospital, University Campus, 339 Windermere Road, London, ON, N6A 5A5
- London Health Sciences Centre, South Street Campus, 375 South Street, London, ON, N6A 4G5
- Victoria Hospital, 800 Commissioners Road East, London, ON, N6A 4G5
- St. Joseph's Health Centre, 258 Grosvenor Street, London, ON, N6A 4V2

Medical Clinics

Additional medical clinics can be found if you Google: medical walk-in clinics in London Ontario - for addresses and hours.

- Adelaide Medical Centre, 1080 Adelaide Street North. Tel: (519) 850-6937
- Oxford Medical Walk-in Clinic, 102-140 Oxford Street East. Tel: 519-433-4999
- Wharnccliffe Medical Walk-in Clinic, 201 - 240 Wharnccliffe Road North. Tel: 519-435-0111
- Hyde Park Medical Walk-in Clinic, 640 Hyde Park Road. Tel 519-641-3627
- Commissioners Medical Walk-in Clinic, 1 Commissioners Road East. Tel: 519-668-2400

Weather and Clothing

Characteristics

There are four seasons in Canada: Spring, Summer, Fall and Winter. Canadian weather can be unpredictable and there can be sharp changes in the same day. The one-year Ivey HBA program runs through the four seasons, so bring clothes for each season.

For daily weather forecast for London, Google: The Weather Network, and select London ON.
<http://www.theweathernetwork.com/>

Fall (September – November)

The Fall season starts in September and the weather can be cool and rainy, but can also be hot like the summer or cold like the winter. Similar to the Spring season, a sweater, light coat, lined jacket and rain coat are good ideas.

Winter (December – February)

The Winter season officially starts in December but snowfall could start as early as October and last until April. January and February are the coldest months where the temperature can range between -2°C

and -10°C with an average temperature of -6°C. The wind chill factor is important. Blowing winds can lower the temperature considerably.

You will need a good winter coat that is both water and wind resistant. It is also recommended to have warm, water-resistant boots, mittens/gloves, a scarf and a warm hat. You may want to purchase some of these items after you arrive in London to ensure they are appropriate for the weather here.

Spring (March – May)

This season usually begins in March and is an unpredictable season of changing temperatures with a mixture of rain and sunshine. A sweater, light coat or lined jacket will be needed. A raincoat, rain boots and umbrella are also useful.

Summer (June – August)

The Summer season starts in June and is warm and sunny with temperatures ranging from 20°C to 40°C. It can be hot and humid from June to August, often May and September as well. Humidity in southwestern Ontario is higher than elsewhere in Canada. Shorts, T-shirts and sandals will keep you cool.

Temperature in the Classrooms

All buildings have central heat and air conditioning which is thermostatically controlled. Temperatures in the classrooms can vary, so it is best to wear layers.

Electricity in Canada

In Canada, electricity is 120 volts, 60 cycle alternating current (AC), and electrical outlets use a two prong plug. The prongs on the plug are rectangular, not circular. Depending on which country you are from, you may require a:

- Plug adapter: If your electronic devices do not fit into Canada’s two prong electrical outlets.
- Transformer: If your electrical devices require more or less than 120 volts of electricity.

Shopping

<i>Malls (Google search): shopping malls in London Ontario</i>	
Masonville Mall	Richmond Street & Fanshawe Park Road (close to University)
Sherwood Forest Mall	Wonderland & Gainsborough Roads (close to University)
Westtown Plaza	Oxford Street & Platts Lane (close to University)
Westmount Mall	Wonderland Road South & Viscount Road (west end of London)
White Oaks Mall	Wellington Road South (south end of London)
<i>Department Stores</i>	
Walmart	Fanshawe Park Road & Hyde Park Road; White Oaks Mall; Clark Road & Dundas Street
The Bay	Masonville Mall; White Oaks Mall

Costco	693 Wonderland Road; 4313 Wellington Road South
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Grocery Stores	
Some grocery stores have discounts for students on certain days of the week.	
Metro	Various locations in London
Loblaws	Various locations in London (Tues – 10% discount for students)
Food Basics	Various locations in London
Superstore	Various locations in London
No Frills	Various locations in London

Ethnic Food Stores	
United Supermarket (Asian food)	1062 Adelaide Street
Fadels' Variety (Halal)	574 Adelaide Street North
Festival Food Market (West Indian)	456 Southdale Road East
Latino Market	470 Dundas Street

Furniture Stores	
Leon's Furniture Store	947 Wharncliffe Road South
The Brick Furniture Store	1040 Wharncliffe Road South
Tepperman's Furniture Store	481 Wharncliffe Road South
Sleep Country Canada	Various locations in London
Ikea (Pick and Order Point)	Located in Burlington & Etobicoke
Jysk	50 N Centre Road

Used Furniture	
Value Village	1500 Dundas Street
Goodwill	Sherwood Forest Mall, 1225 Wonderland Road North
Habitat for Humanity Restore	317 Adelaide Street South, 5-40 Pacific Court

Electronics	
University Computer Store	Lower level University Community Centre
Best Buy	1735 Richmond Street; 1080 Wellington Road South
Apple Store	Masonville Mall

Telephone and Internet Providers	
Rogers	www.rogers.com
Bell Canada	www.bell.ca
Telus Mobility	www.telusmobility.com

Telephone options: Some people prefer to have their cell phone as their primary phone, while other people prefer to have a land line at their home and also a cell phone.

Laundry

- If you are renting a home, there is usually both a washing machine and clothes dryer in the house.
- If you are renting an apartment and there is no washing machine or clothes dryer in your apartment, there is usually a laundry room in your building with numerous washing coin-operated machines.
- If you do not have access to any laundry machines, you may use a Laundromat. Laundromats have numerous coin-operated machines and often have ironing equipment and dry cleaning services too.
 - *Some laundromats are:*
 - The Laundry Café, 590 Oxford Street East (at Adelaide Street) 519-432-8222
 - Tommy Sud's Laundry and Café, 79 Commissioners Road West 519-679-7428
 - *Dry Cleaners (e.g. Google: dry cleaners in London)*
 - Orr Cleaners, 595 Fanshawe Park Road
 - Fresh 'N Press, 405 Wharncliffe Road South
 - Texmain, 326 Springbank Drive

Things you should know about Shopping

Hours of Operation

Most malls are open from 10:00 a.m. to 9:00 p.m. Mondays to Saturdays and are open Sundays from 12:00 a.m. to 5:00 p.m. Some stores are not open on Sundays. Small neighborhood convenience stores are often open 24 hours a day, seven days a week. However, convenience store prices are higher.

Cash or Charge

Large grocery stores may accept credit cards for payment while small grocery stores may accept only cash or debit cards. Retail stores accept credit cards, debit cards and cash.

Taxes in Ontario

The Province of Ontario combines its provincial sales tax and the federal goods and services tax to create a single harmonized sales tax of 13%. Most items purchased are charged an additional 13% HST.

Tipping

Tips in Canada are approximately 15% of the bill in a restaurant or taxi or other service such as hair stylists, etc. Fast food restaurants do not allow tipping. Airport and hotel attendants are tipped according to service rendered and your satisfaction.

Prices

The price marked is firm. Bartering is not in the North American retail system. You will find bartering at Saturday and Sunday garage sales and yard sales.

