

# STUDYING AT UL

International Student's  
Handbook

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2017-2019

**Bve**

Bureau de la vie étudiante



UNIVERSITÉ  
**LAVAL**

Direction des services aux étudiants  
Bureau de la vie étudiante



Studying at UL - International Student's Handbook

A French version of this document is available on our website or in our office.

[www.bve.ulaval.ca](http://www.bve.ulaval.ca)

2017-2019

This document does not replace or take precedence over official documents issued by Université Laval or government authorities. The information and costs shown in this guide were accurate at the time of publication and are subject to change without notice.

### **Production**

Bureau de la vie étudiante

Direction des services aux étudiants

### **Coordination and drafting**

Patrick Bissonnette, international student advisor

Caroline Bleau, communications officer

Valérie Marier, international student advisor

### **Graphics**

Marjorie Ouellet, computer graphics designer

### **Translation**

Anglocom

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## A Word from the Rector



Rector

A handwritten signature in dark ink, appearing to read 'S. D'Amours'.

Sophie D'Amours

On behalf of our university community, I would like to welcome you to Université Laval and beautiful Québec City. We are pleased to welcome you to our campus and will do whatever we can to make sure your stay here is full of accomplishments and great experiences.

By choosing to study at Université Laval, you're joining an extended family of over 40,000 students, 9,000 staff members, and 280,000 graduates. You're also joining a welcoming community steeped in excellence, creativity, and openness that is committed to building a better world.

The culture and knowledge you share while studying here will add to this tradition. I sincerely thank you for choosing Université Laval, and I invite you to get involved in our vibrant study, research, work, and living environment as much as you can.

This handy guide contains everything you need to know about university and campus life. Our staff is also available to provide support and guidance to help you succeed in your studies.

I hope your UL experience is both memorable and rewarding.



# CHAPTER 1

## Getting Off to a Good Start at Université Laval

### Essential steps after your arrival at Université Laval

#### Submitting your legal documents to the Bureau du registraire (Registrar's Office)

The Registrar's Office handles admissions, registration, student files, and graduation.

After you arrive, you must present your legal documents (CAQ, study permit, and passport) at the Registrar's Office before you can choose your courses and register. Once you have submitted your documents, a Registrar's Office employee will invite you to an orientation session.

Pavillon Jean-Charles-Bonenfant, Room 2440  
[www.reg.ulaval.ca](http://www.reg.ulaval.ca)

#### Orientation sessions offered by the Bureau de la vie étudiante - BVE (Student Life Office)

You will be invited to a session when you submit your legal documents at the Registrar's Office. Sessions, offered by the Student Life Office, take place at the Alphonse-Desjardins building and last 60 minutes.

You will receive essential information about how the university works, the registration process, eligibility to work in Canada during your studies, on-campus resources and services, as well as plenty of other advice to help you settle in. You will receive a copy of this handbook at your orientation session.

**Tip!** The first two things you should do upon your arrival are to submit your documents and attend the orientation session.

### Back-to-school activities offered by the Bureau de la vie étudiante - BVE (Student Life Office)

Throughout your stay at Université Laval, the Student Life Office will serve as a centre of information and knowledge to help you settle in and integrate into the university community. Below, a description of the various services offered to international students at the start of the fall and winter semesters. Note that **these services are free** unless otherwise indicated.

Visit [www.bve.ulaval.ca/en](http://www.bve.ulaval.ca/en) to find the schedule of our activities.

#### Orientation Lounge for international students

Before and at the start of the fall and winter sessions, new international students are invited to visit the Orientation Lounge (Salon d'accueil) in **Room 2470 of the Alphonse-Desjardins building**.

At the Orientation Lounge, you can:

- Get information on university life and life in Québec City
- Get help finding a place to live
- Sign up for the Student Buddy Program
- Register for back-to-school activities organized by the Student Life Office
- Take part in theme conferences and exchange activities with other students
- Use computer stations with Internet access

The Orientation Lounge is open at the start of every fall and winter semester. For the schedule, visit [www.bve.ulaval.ca/en](http://www.bve.ulaval.ca/en).

## Guided campus tours

The campus covers 1.8 km<sup>2</sup> and comprises more than 40 buildings (pavillons) all linked by a system of pedestrian tunnels. Université Laval is a small city in itself with a population of about 43,000 students and more than 9,000 employees.

To familiarize yourself with the campus, we encourage you to take a 1 ½ hour **free guided tour**.  
Departure from the Orientation Lounge.

## Student Buddy Program

This program for international students is designed to ease your integration into the university community and Québec City life and help you adapt to your new surroundings and to Québec culture. Once your registration form is processed, you will be paired with a Université Laval student who can guide you and answer your questions.

[www.bve.ulaval.ca/buddyprogram](http://www.bve.ulaval.ca/buddyprogram)

## Rentrée UL (Welcome Week)

At the start of the fall and winter semesters, Direction des services aux étudiants (Student Services) organizes the Rentrée UL event in the Maurice-Pollack and Alphonse-Desjardins buildings.

At Rentrée UL, you can :

- Learn more about the services available at Université Laval
- Get information about student associations
- Rent a locker
- Get your student ID card
- Receive a free planner

Check out [www.ulaval.ca/rentree](http://www.ulaval.ca/rentree) to find the UL Welcome Week schedule for fall and winter.

## Planner

During the semester, you can pick up a planner at the service and information kiosk Le Point and at the following locations:

**Undergraduate students:** CADEUL,  
Pavillon Maurice-Pollack, Room 2265

**Graduate students:** AELIÉS,  
Maison Marie-Sirois

## Photo contest

Feel like sharing memorable moments from your first steps in Québec? Want to show off your photography skills?

Enter our annual international student photo contest: *À travers votre lentille : expérience étudiante à l'international!*


To attend, go to [www.contactcosmopolite.ulaval.ca](http://www.contactcosmopolite.ulaval.ca) (Espace étudiant tab).

Photo credit: Viola Hoessi,  
Bachelor's in international studies and modern  
languages student and participant in the Student Life  
Office and International Office photo contest.



## Discover Québec Activity Program

Interested in learning about Québec and its culture? The Student Life Office organizes all kinds of off-campus activities, including return transportation from Université Laval. Apple picking, skating, skiing, snowshoeing, ice fishing, Québec City Orientation Tour, etc. Come make the most of your stay with us!

To find out about scheduled activities, **sign up** for our newsletter or follow us on **Facebook!** 

**Registration required.**  
**Fees apply.**

[www.bve.ulaval.ca/decouQC](http://www.bve.ulaval.ca/decouQC)  
[www.facebook.com/BVEetudiantsetrangers](http://www.facebook.com/BVEetudiantsetrangers)





# CHAPTER 2

## Academic Information

### University calendar

The **academic year** is divided into three semesters—fall, winter, and summer—each lasting 15 weeks.

The **fall and winter semesters** include a Reading Week (generally in October and March) when there are no classes. This week is for catching up or getting ahead on your coursework.

**Exams** are usually held during the semester, and students are rarely permitted to sit for an exam or hand in an assignment after the semester has ended.

The **summer semester** is divided into two periods. Courses and other educational activities may be offered during one or both of these periods.

### monPortail platform

The online learning portal monPortail combines a learning platform and useful information and services for Université Laval students in one centralized and personalized access point.

You can use the portal to find course websites (for both in-class and distance learning courses), support tools for academic success, and communication tools to facilitate group work and interactions with professors and other students. You can access your student file and various online services, such as course registration or confirmation of enrolment. On monPortail, you'll also find the university's email service, an important study-related message zone, and a personalized calendar displaying your course schedule, exam dates, assignment due dates, etc.

### To access monPortail :

1. Go to [www.monportail.ulaval.ca](http://www.monportail.ulaval.ca)
2. Enter your **IDUL**
3. Enter your password (**PIN**)

To find out more :

[www.ene.ulaval.ca/monportail-decouvrir-monportail](http://www.ene.ulaval.ca/monportail-decouvrir-monportail)

### Credits, levels of study (cycles), and grading system

One credit (cr.) represents 45 hours of undergraduate or 60 hours of graduate work in the form of individual study, presence in a classroom, laboratory, or workshop, or an internship. For example, a 3-credit undergraduate course represents 3 hours of class time and 6 hours of individual work per week.

Program type	Number of credits	Number of semesters	Level of study (cycle)
Bachelor's	90 - 120	6 - 8	undergraduate
Certificate	30	2	undergraduate
Master's	45 - 48	4	graduate
Advanced graduate diploma (DESS)	30	2 - 3	graduate
PhD	90 - 96	8	graduate

At Université Laval, grades awarded for courses and other educational activities taken for credit are based on a letter system. Academic activities (courses, internships, thesis credits, etc.) are evaluated individually each semester (fall, winter, summer), not comprehensively at the end of the academic year.

Pass			
A+ = 4,33	B+ = 3,33	C+ = 2,33	D+ = 1,33
A = 4,00	B = 3,00	C = 2,00**	D = 1,00
A- = 3,67	B- = 2,67*	C- = 1,67	
Fail E = 0			

\* Average required to pursue studies at the master's level.

\*\*Average required to pursue studies at the undergraduate level.

**Transcript:** Your grades will be available on monPortail at the end of each semester.

[www.monportail.ulaval.ca](http://www.monportail.ulaval.ca)

### Registration and course selection

All the steps you undertook before arriving in Canada were related to your admission to a program of study, an exchange, or an internship.

Once you arrive in Canada and **present your legal documents at the Registrar's Office**, you can register for your courses, internships, thesis credits, etc.

**Full-time registration** requires a **minimum of 12 credits**. However, most undergraduate programs are based on 15 credits per semester.

**Please note!** Under Canadian immigration laws, international students must be registered for at least 12 credits during both the fall and winter semesters.

Registration for the summer semester is optional for most study programs.

You can register for learning activities online through monPortail or get help from an academic advisor or counselor in your faculty. See pages 48 and 49 for faculty contact information.

Before each new semester, you must **choose and register for your courses** on monPortail. In each program, certain courses are compulsory and others optional. You must also take into consideration the requirements and normal progression of the courses in your program. **The academic advisor in your faculty is a good source of information.** Class schedules are available on monPortail.

### Course changes and withdrawals

Even after you have registered, you can still change your course selection or drop a course. To add or remove a course or academic activity, follow your program director's instructions.

Very strict deadlines apply to course changes and withdrawals. You may be entitled to a refund of your tuition and other fees depending on the date when you made the change.

For important dates, see the tables on pages 12 and 13 or the Registrar's Office website.

[www.reg.ulaval.ca](http://www.reg.ulaval.ca).

**Important note:** If you drop a course (with or without a refund) and end up with fewer than 12 credits for the semester, you lose your full-time student status. You also lose the right to work and could become ineligible for certain scholarships.

**\*Important dates !**

	Fall 2017	Winter 2018	Summer 2018
Course registration deadline	September 1	January 12	May 4
Courses start	September 5	January 15	First period : May 7 Second period : July 9
Course-change period	September 5–12	January 15–23	Varies
Deadline for dropping a course <b>with refund</b> of tuition fees	September 19	January 29	**Date varies with course length
<b>Tuition fees Payment Deadline</b>	October 15	February 15	June 15
Reading week	October 30–November 3	March 5–9	None
Deadline for dropping a course <b>without refund</b> or <b>academic penalty</b>	November 14	March 26	**Date varies with course length
Holidays	October 9 and December 8	March 30 and April 2	June 24 and July 1
Courses end	December 15	April 27	**Date varies with course length
Exam period	December 18–22	April 30 – May 4	None

\*Subject to change

\*\*See full calendar :

[www.ulaval.ca/les-etudes/programmes-cours-horaire/calendriers-universitaires](http://www.ulaval.ca/les-etudes/programmes-cours-horaire/calendriers-universitaires)

**\*Important dates !**

	Fall 2018	Winter 2019	Summer 2019
Course registration deadline	August 31	January 11	May 3
Courses start	September 4	January 14	First period : May 6 Second period : July 8
Course-change period	September 4–11	January 14–22	Varies
Deadline for dropping a course <b>with refund</b> of tuition fees	September 18	January 28	**Date varies with course length
<b>Tuition fees Payment Deadline</b>	October 15	February 15	June 15
Reading week	October 29–November 2	March 4–8	None
Deadline for dropping a course <b>without refund</b> or <b>academic penalty</b>	November 13	March 25	**Date varies with course length
Holidays	October 8 and December 7	April 19 and 22	June 24 and July 1
Courses end	December 14	April 26	**Date varies with course length
Exam period	December 17–21	April 29 – May 5	None

\*Subject to change

\*\*See full calendar :

[www.ulaval.ca/les-etudes/programmes-cours-horaire/calendriers-universitaires](http://www.ulaval.ca/les-etudes/programmes-cours-horaire/calendriers-universitaires)

### Université Laval ID card

Your ID card is required to access certain services (e.g., library, PEPS sports complex, etc.). You will be required to submit a photo for your ID card online through monPortail. Details will be emailed to you soon. You will receive your card at the start of the session upon presentation of a piece of photo ID.

[www.reg.ulaval.ca](http://www.reg.ulaval.ca)

**Important note!** Make sure not to lose your ID card, because you have to pay to get a new one.

### Tuition and other fees

Payment of tuition and other fees is governed by the Règlement sur les frais d'admission et d'inscription. Tuition invoices are available on monPortail.

Methods of payment:

- Online through your financial institution's website
- In person at Le Point service and information kiosk by debit, cheque, or money order
- In person at a Canadian financial institution
- By international bank transfer

[www.ulaval.ca/en/academics](http://www.ulaval.ca/en/academics)

**Important!** Le Point is located at the entrance to the Maurice-Pollack and Alphonse-Desjardins buildings.

### Course outline

At the first class, the instructor will hand out a course outline listing the course objectives, content, bibliography, teaching methods, activity calendar, evaluation methods, and any other course-specific procedures (e.g., procedures for an online, distance-learning, or intensive course). **It is important to read and follow it.**

You will be given a lot of information in class, especially at the beginning of the semester. You should start planning your assignments and exam preparation in the first few weeks of classes. Exams are generally concentrated over two one-week periods, one halfway through the semester and the other at the end.

**Important note!** Penalties apply for work handed in after the deadline indicated on the course outline.

### English proficiency

Many programs require a certain level of English to graduate. You can take the TOEIC test to evaluate your level of English proficiency. If you have not reached the level required, your program administrator may ask you to complete additional courses to meet the graduation requirements for your program of study.

**Tip!** We strongly advise you to **take an English proficiency test at the start of your studies** at Université Laval. Failure to meet your program's English language proficiency requirements will delay your graduation, which can have serious consequences for renewing your legal status in Canada.

### Email @ ulaval.ca

As soon as your Université Laval offer of admission is issued, a personal email address is assigned to you. All correspondence from UL faculties, professors, student associations, services, and so on will be sent to this address. You can access your email by visiting [monPortail](#) or [courriel.ulaval.ca](#)

### Communication with professors and staff members

Professor-student relations are generally direct and informal. You can make an appointment with a professor by stopping at their office, by phone or email.

Before meeting with a professor or staff member, always check whether you need an appointment so you don't waste time going to their office for no reason. It is important to respect your commitment by arriving on time on the date of your appointment. Punctuality is essential. If you have to cancel the appointment, let the person know as soon as possible.

It is also common for professors to use the familiar “tu” form in addressing students and vice versa. This is normal and typical of Québec culture.

### Useful courses for beginning your studies in Québec

Université Laval offers a number of special courses to help you get your studies in Québec off to a good start.

#### Découvrir le Québec : un nouveau milieu de vie (GPL-1900 or GPL-0150)

This 3-credit course, offered to undergraduate and graduate students in the fall semester, explores different facets of Québec, including :

- Main regions and history
- Geography
- Characteristics of Québec society and culture
- The French language in Québec
- Political institutions, education, religion, etc.

#### L'insertion universitaire en milieu francophone nord-américain (GPL-1901 or GPL-0901)

This 3-credit university preparatory course, offered to undergraduate students, is designed to make it easier for students who have studied in other locations and different cultural and educational contexts to integrate into university life by :

- Familiarizing them with North American university culture
- Encouraging self-management of learning
- Explaining the rules and codes governing studies in Québec

### **Réussir ses études universitaires à l'ère du numérique : rechercher et présenter l'information (EDC-4000 or EDC-7011)**

This course, offered at the undergraduate and graduate levels, is designed to :

- Teach you how to find the information you need in the library or online
- Help you effectively assess your documentary research findings
- Show you how to properly cite sources in your work
- Demonstrate how to present research results effectively using different software programs

### **Le Québec moderne à travers sa langue (FLS-2100)**

This 3-credit undergraduate course is designed to help students understand the main characteristics of modern Québec.

Themes discussed are language, seasonal activities, Québec cuisine, the labour market, and common values. They are presented using a variety of content, including audio and video excerpts, photos, songs, and documents.







## CHAPTER 3

### Immigration Formalities

Any person who does not hold Canadian citizenship or permanent resident status and wishes to study in Québec must obtain permission from Ministère de l'Immigration, de la Diversité et de l'Inclusion and Immigration, Refugees and Citizenship Canada.

You must have valid immigration documents in your possession for the duration of your stay in Canada. **Don't forget to submit a copy of your documents to the Registrar's Office each time you renew.**

Ministère de l'Immigration, de la Diversité et de l'Inclusion  
[www.immigration-quebec.gouv.qc.ca/en/](http://www.immigration-quebec.gouv.qc.ca/en/)

Immigration, Refugees and Citizenship Canada  
[www.cic.gc.ca](http://www.cic.gc.ca)

#### Student advising

The international student advisors at Bureau de la vie étudiante can help you with the steps involved in obtaining or renewing the immigration documents you need to attend Université Laval. They can also answer your questions about adapting to the campus and life in Québec. Feel free to come and meet them!

To find out about the consultation service and opening hours, go to [www.bve.ulaval.ca/studentadvising](http://www.bve.ulaval.ca/studentadvising).

To ask an advisor a question via email, write to [etudiantsetrangers@bve.ulaval.ca](mailto:etudiantsetrangers@bve.ulaval.ca).

For a summary of the immigration process, go to [www.ulaval.ca/immigration](http://www.ulaval.ca/immigration).



Photo credit: Solène D'Arexy,  
Master's in international and transnational law  
student and participant in the Student Life Office and  
International Office photo contest.



# CHAPTER 4

## Student Resources and Services

### On-campus Internet (WiFi)

Université Laval offers free access to the wireless Internet network. Internet access is available from anywhere on-campus and in most Université Laval off-campus buildings.

#### To connect to the WiFi:

1. Choose the **Eduroam** network
2. Enter **IDUL@ulaval.ca**
3. Enter your password (**PIN**)

### Le Point - Université Laval welcome and information kiosk

Le Point is the go-to student destination for a host of services and information all in the same place. Its student-centred team welcomes and supports students and connects them to campus resources.

Le Point's services are offered in person only:

- Information
- Tuition fee payment
- Proof of enrolment for the Réseau de transport de la Capitale (RTC)
- University agenda

[www.ulaval.ca/en/contact-us](http://www.ulaval.ca/en/contact-us)

**Important!** Le Point is located at the entrance to the Maurice-Pollack and Alphonse-Desjardins buildings.

### Library

The university library, which specializes in all academic fields taught at UL, gives you access to numerous study spaces and is home to nearly six million documents—including books, dictionaries, periodicals, theses, films, music, and statistics—as well as thousands of electronic resources.

#### Academic support

Make use of the many personalized student services available to you.

#### Centre de services technologiques (IT services centre)

Use of your IDUL and password, set up of wireless printing, consulting services, etc.

#### Software program consulting

Use of the main software programs and application of the material presentation rules in effect at the Faculty of Graduate and Postdoctoral Studies.

#### French writing consultation

Useful tips on writing essays and developing study and self-correction skills.

[www.bibl.ulaval.ca](http://www.bibl.ulaval.ca), Services menu, Soutien aux études (Academic support) section

#### Workshops

The UL Library's workshops will help you save time and become more efficient.

- Library ABCs (basic training and tour of the library)
- Research on specialized subjects (statistics, law, etc.)
- Writing support
- Using software (EndNote, LaTeX, etc.)

To sign up for a workshop:[www.bibl.ulaval.ca](http://www.bibl.ulaval.ca), Services menu, Formations (Workshops) tab

### Documentation and information research

Want to find out what services and resources are provided by the library and get help with your documentation research? Get in touch with library staff:

- Through chat on the library website
- By email at [bibl@bibl.ulaval.ca](mailto:bibl@bibl.ulaval.ca)
- At one of the library's research assistance desks

Need assistance with specialized research in your field? Contact your library advisor.

Visit [www.bibl.ulaval.ca](http://www.bibl.ulaval.ca), Explorer par discipline (Explore by field) menu.

Library (two main sites): Pavillon Jean-Charles-Bonenfant and Pavillon Alexandre-Vachon  
[www.bibl.ulaval.ca](http://www.bibl.ulaval.ca)

### Bureau de la vie étudiante – BVE (Student Life Office)

The Student Life Office actively supports students in their extracurricular activities and encourages them to develop to their full potential.

The Student Life Office:

- Welcomes students of all backgrounds
- Offers students the support they need for an enjoyable and rewarding stay
- Plays an advisory role for students and student associations to facilitate their integration, involvement, initiatives, and projects
- Recognizes student extracurricular involvement in a variety of ways

Pavillon Alphonse-Desjardins, Room 2344  
[www.bve.ulaval.ca](http://www.bve.ulaval.ca)

### Contact Cosmopolite web portal

Explore, share, and discuss your experiences with extraordinary students! The Contact Cosmopolite web portal was designed to put you in touch with students from here and elsewhere to help you better prepare for your studies in Québec. Whether you're looking for housing, opportunities to learn or brush up on a language, or info on events, the portal is a great way to connect with student culture before and during your time at Université Laval.

Portal features include (see Espace étudiant tab):

- **Reports by international students:** Get information, tips, and advice for your time at UL.
- **Calendar:** Find out about events with an international flavour on campus and off. Or submit your own!
- **Country-specific forums:** Share information and questions with other students studying in Canada.
- **Language of the world:** Learn or brush up on French or another language.
- **Classifieds:** Sell, rent, or buy around the world.
- **Bottin:** Get in touch with other students here or abroad.

[www.contactcosmopolite.ulaval.ca](http://www.contactcosmopolite.ulaval.ca)

### **Bureau des bourses et de l'aide financière - BBAF (Student Awards and Financial Aid Office)**

BBAF's role is to provide information and advice on the financial aid programs, scholarships, and other resources available to help finance your education.

The BBAF team of specialists offers:

- Comprehensive personalized service to help you find financial aid and complete scholarship applications
- Information on over 900 scholarship competitions with varied eligibility criteria
- Assistance in drawing up a personal budget
- Personal finance tools
- An interactive calculator to build your personal budget ([faistonbudget.ca](http://faistonbudget.ca))

Pavillon Alphonse-Desjardins, Room 2546  
[www.bbaf.ulaval.ca](http://www.bbaf.ulaval.ca)

### **Bureau du registraire (Registrar's Office)**

The Registrar's Office is responsible for study management and handles admissions, registration, student files, and graduation. As soon as you arrive and throughout your stay, you must present your up-to-date legal documents to the Registrar (CAQ, study permit, and passport).

You can also contact the Registrar's Office to obtain your ID card, an official transcript (fees apply) or information on health and hospitalization insurance.

Pavillon Jean-Charles-Bonenfant, Room 2440  
[www.reg.ulaval.ca](http://www.reg.ulaval.ca)

### **Centre d'aide aux étudiants - CAE (Student Assistance Centre)**

The Student Assistant Centre offers meetings, workshops, presentations, and other services provided by guidance counselors, career counselors, and psychologists in the following areas:

- Academic and career counseling
- Learning and academic success
- Psychology
- Disabled student services

Pavillon Maurice-Pollack, Room 2121  
[www.aide.ulaval.ca](http://www.aide.ulaval.ca)

### **Buying text books**

#### **Coop Zone bookstore**

The Coop Zone bookstore carries all the textbooks and readings you need for your courses, as well as books, dictionaries, art materials, stationery, computer equipment, clothing, and offers computer technical support. You can even get used books there.

**Join the Coop Zone** for discounts on your purchases.

Main location  
Pavillon Maurice-Pollack, Room 1100

Other locations  
Pavillon Ferdinand-Vandry, Room 1625  
Édifice Beenox - Zone, 305, boulevard Charest Est

Université Laval Coop Zone bookstore  
[www.zone.coop/en](http://www.zone.coop/en)

#### **Used book market**

At the beginning of the fall and winter semesters, Confédération des associations d'étudiants et étudiantes de l'Université Laval (CADEUL) organizes the Marché du livre usagé (used book market) where students can sell their used books and buy others at lower prices. See the event website for the schedule.

Used book market (MLU)  
[www.cadeul.com/mlu](http://www.cadeul.com/mlu)

### Photocopies and printing

Self-service photocopiers are installed all over campus. To use the photocopiers or the computer lab printers, you will need to get a prepaid card from the Service de reprographie (Copy Service). The card can be reloaded at any of 20 on-campus locations.

See the Copy Service's website for the locations of photocopiers and card reloading machines.

#### Main counter

Pavillon Maurice-Pollack, Room 1255

#### Quick service counter

Pavillon Charles-De Koninck, Room 0211

Pavillon Ferdinand-Vandry, Room 1696

#### Service de reprographie (Copy Service)

[www.srep.ulaval.ca](http://www.srep.ulaval.ca)

### Service de sécurité et de prévention - SSP (Safety and Prevention Services)

The Université Laval campus is one of the safest in Canada. SSP patrol officers ensure your safety 24 hours a day, 365 days a year.

Red emergency telephones have been installed in most buildings and in the underground tunnels so you can reach the SSP at any time.

#### Emergency: 911

Information and lost & found: 418-656-7762

Pavillon Ernest-Lemieux, Room 1532

[www.ssp.ulaval.ca](http://www.ssp.ulaval.ca)

### Service des activités sportives - SAS (Sports Activities Service)

The Service des activités sportives offers the university community and public close to 100 sports activities. As the largest sports complex in eastern Québec, Pavillon de l'Éducation physique et des sports (PEPS) boasts world-class facilities, including:

- Squash and racquetball courts
- Two pools and a kids splash pool
- Two skating rinks
- Multi-sport gyms
- Climbing walls
- 200-meter indoor track
- Dojos
- Covered soccer stadium

The outdoor facilities at PEPS include:

- A golf driving range
- A football/soccer stadium
- A 400-meter track
- Beach volleyball, tennis, softball, soccer, and ultimate frisbee fields and courts

**Membership:** Any student enrolled in 12 or more course credits is automatically signed up for PEPS and enjoys free access to the following facilities: pool, skating rinks, sports fields (reservation required), and running track. They also get discounts on many of the classes offered through PEPS. **Your Université Laval student card doubles as your PEPS membership card.**

Pavillon de l'Éducation physique et des sports (PEPS)

[www.peps.ulaval.ca](http://www.peps.ulaval.ca)



# CHAPTER 5

## Student Associations

Université Laval has over 200 active associations working to enhance and enrich student life on-campus.

### Campus associations

There are two campus associations: one for undergraduates and the other for graduate students.

#### **Confédération des associations d'étudiants et étudiantes de l'Université Laval – CADEUL (Confederation of Université Laval student associations)**

- Represents all undergraduate students on university and government committees and groups
- Protects, represents, and promotes the rights, interests, and ideas of its members
- Operates a number of services (e.g. food service outlets; group dental, vision, and health insurance)
- Provides hundreds of on-campus jobs
- Provides financial support for student projects

Pavillon Maurice-Pollack, Room 2265  
[www.cadeul.ulaval.ca](http://www.cadeul.ulaval.ca)

#### **Association des étudiantes et des étudiants de Laval inscrits aux études supérieures – AELIÉS (Université Laval graduate student association)**

- Represents students enrolled in master's and PhD programs
- Protects, represents, and promotes the rights, interests, and ideas of its members
- Fosters and funds member initiatives and projects
- Offers a range of services (e.g., group dental, vision, and health insurance)

Maison Marie-Sirois  
[www.aelies.ulaval.ca](http://www.aelies.ulaval.ca)

### Undergraduate and graduate associations

Université Laval has faculty, department, and program-related associations. Associations protect your rights and ensure that you have access to high-quality education and student services and support. It is very important that you participate actively in your association—in both social activities and political representation vis-à-vis your program, department, school, or faculty.

### Orientation activities

For students beginning a bachelor's degree, taking part in orientation activities (initiations) is a time-honoured tradition in Québec. A far cry from what you might have seen in some American movies, orientation is an ideal way to meet your future classmates!

Student associations organize orientation activities. If you want information, visit your program's student association office or send an email to the members of the executive.

### Extracurricular associations

Consider becoming a member of a club or group of students who share your cultural, sports, recreational, spiritual, or religious interests. These associations encourage you to develop skills outside your program of study and are a great way to meet and share experiences with other students.

**Tip!** For the full list of associations, visit the Direction des services aux étudiants (Students Services) website.

[www.dse.ulaval.ca/associations](http://www.dse.ulaval.ca/associations)



Photo credit: Mélissa Andres,  
Bachelor's in architecture student and participant in the  
Student Life Office and International Office photo contest.



# CHAPTER 6

## Housing

### When you arrive

If you don't have housing arrangements when you arrive in Québec, here are some options for **affordable temporary accommodation** (under \$50 per night):

#### Residence Office – Hébergement hôtelier

Pavillon Alphonse-Marie-Parent, Room 1618  
418-656-5632  
hebergement@sres.ulaval.ca  
www.residences.ulaval.ca

#### Auberge Internationale de Québec

19, rue St-Ursule  
418-694-0755  
www.aubergeinternationaledequebec.com

#### Auberge de la Paix

31, rue Couillard  
418-694-0735  
www.aubergedelapaix.com

#### Auberge Planète Backpackers

386, rue du Pont  
418-264-4615  
www.planetebackpackers.com

Visit [www.bve.ulaval.ca/logement](http://www.bve.ulaval.ca/logement) for **other temporary housing suggestions**.

### On-campus housing

Services des résidences (Residence Office) has 2,300 rooms divided between four residences, three of which are co-ed (men and women are on separate floors).

Rent includes the following amenities:

- Basic furniture
- Sink
- Telephone and voice mail
- Television and cable outlets
- Wireless Internet
- Post office box
- Heating
- Electricity
- Toilets and showers on every floor
- Shared kitchens

**Note:** Linens are not provided, but you can rent them (\$).

You can rent a microwave oven, refrigerator, television, or DVD player onsite.

The residences are connected to most campus buildings via the underground tunnel system, and are less than a 15-minute walk from three large shopping centres.

Service des résidences  
418-656-2921  
www.residences.ulaval.ca

**Important note:** Residence rooms are in high demand. Reservations should be made several months in advance.



## Finding off-campus housing

Looking for housing in Québec City? You might try:

- Checking the notice boards in the buildings on campus
- Looking for buildings and homes sporting a sign reading *À louer* (For rent)
- Browsing the classified ads in the *Le Soleil* and *Le Journal de Québec* newspapers
- Visiting the following **websites**:

[www.lespac.com](http://www.lespac.com)  
[quebec.kijiji.ca](http://quebec.kijiji.ca)  
[www.contactcosmopolite.ulaval.ca](http://www.contactcosmopolite.ulaval.ca)

For more resources, visit:  
[www.bve.ulaval.ca/housing](http://www.bve.ulaval.ca/housing)

## Types of housing and rental options

Here are brief descriptions of the types of housing available in Québec.

### Room

When you rent a room in a private home or boarding house, you share the common areas (kitchen, bathroom, laundry room, living room, etc.) with other tenants or the owners. Generally, all furniture and household appliances are supplied. Renting a room is easy and inexpensive. However, before you rent, make sure you come to an agreement with the owner about the rental terms and conditions, the use of household appliances and the laundry room, whether visitors are allowed, etc.

### Apartment (1 ½, 2 ½, 3 ½, 4 ½, etc.)

In Québec, apartments are designated by the number of rooms they have. The bathroom is considered half a room.

### Furnished, semi-furnished, heating/lighting included

A furnished apartment (*meublé*) includes all furniture, a refrigerator, a stove, and sometimes basic kitchen utensils and dishes.

A semi-furnished apartment (*semi-meublé*) includes only a refrigerator and stove and sometimes a washer and dryer.

An apartment advertised as *chauffé et éclairé* means that heat and electricity are included in the rent. Some may only include heat (*chauffé*). When you rent an apartment with an owner-controlled heating system, the owner is required to keep the temperature at or above 21°C.

### Apartment sharing (colocation)

This arrangement involves two or more tenants sharing a larger apartment. It's a practical way to cut apartment costs (telephone, Internet, heat, etc.). It is very common among Québec students, and you will find many apartment sharing offers on campus bulletin boards and online classified ad sites.

### Subletting (sous-location)

A tenant who leaves town for a while but wants to keep his or her apartment will often look for someone to sublet. Usually, people who sublet their apartment leave a lot of their furniture there. Before signing a subletting agreement, make sure that the owner of the building allows subletting.

## Tips on choosing the right housing

Spotted a place that seems to meet your needs?

- 1) Call the landlord right away to get all of the details (number of bedrooms, utilities included in the rent, what floor it is on, available parking, balcony, laundry facilities, etc.).
- 2) Get as much information as possible so that you don't waste your time visiting a place that doesn't suit you.
- 3) Make an appointment with the landlord or concierge to go and visit during the day, when the lighting is better.
- 4) Inspect all rooms and check the overall condition of the property.
- 5) If applicable, check the common areas (laundry room, storage areas, etc.).

### Tip!

- Always visit a unit before making a financial commitment or signing a lease.
- When calculating the cost of renting an apartment, remember to include utilities and services: heat, electricity, insurance, transportation, cable, parking, and Internet.

## Rental contract (lease)

Once you've found the perfect apartment, there's still one thing to do before moving in: sign the lease.

In Québec, leases generally expire annually on June 30. However, it may be possible to sign a lease any time of year. **Before signing the lease, read the entire document very carefully.**

Make sure that:

- The lease covers all the terms and conditions you discussed with the owner
- You thoroughly understand which utilities you will pay for and which the owner will pay for

- The unit shown on the lease is the one that you visited and agreed to rent
- You understand your responsibilities if you share an apartment. For example, some landlords mention in your lease that roommates are jointly responsible for paying their rent. Therefore, if your roommate fails to pay, you will be responsible for paying their share of the rent.

By law (Act respecting the Régie du logement) you are entitled to receive a copy of the lease within ten days of signing it.

## Paying rent

As a tenant, you must pay the entire month's rent on the date indicated in the lease—generally the 1<sup>st</sup> of the month. The landlord must also obey certain rules. For example, the landlord can ask only for the first month's rent to be paid in advance, and cannot require you to provide post-dated cheques or a financial deposit.

## Use and maintenance

By signing a lease, the landlord promises to deliver functional accommodations that are clean and in good condition. As a tenant, you promise to keep it that way. If the accommodations you are renting have defects (e.g., certain things are broken), make sure they are indicated in the lease.

## Renewing your lease

As the end of the lease draws near, you have to decide whether you want to stay where you are or move. By law, the landlord must notify you in advance, generally **three to six months before the end of the lease**, if there will be any changes when the lease is renewed.

When you receive the notice of changes to the lease, you have one month to inform the landlord **in writing** whether you accept the changes, reject the changes but wish to stay anyway, or intend to move when the lease ends.

**If you do not respond to the landlord's notice,** the changes are deemed to be accepted and the lease is automatically renewed.

### Leaving when your lease ends

If you plan to leave when your lease ends, you must notify the landlord ahead of time in writing. For a one-year lease, notice must generally be given between three and six months before the lease ends, otherwise the lease will renew automatically with the same terms and conditions. For shorter leases, the advance notification period may be shorter.

Régie du logement  
(Housing Board, rights and obligations)  
1-800-683-2245  
[www.rdl.gouv.qc.ca](http://www.rdl.gouv.qc.ca)

Le Bail (advice and support)  
418-523-6177  
[www.lebail.qc.ca](http://www.lebail.qc.ca)

### Home insurance

You don't have to insure your furniture, apartment, or home, but **it is strongly recommended.** Otherwise, you may find yourself in a tight spot if you are the victim of a theft or fire. Furthermore, if you are responsible for a fire in the building where you live, you may be liable for any damages caused to the building and the other tenants' property.

Brokers and private insurance companies offer a range of fire, theft, and civil liability coverage. Insurance brokers are professionals who provide free assistance in finding coverage best suited to your needs.

Insurance Bureau of Canada  
1-877-288-4321  
[www.bac-quebec.qc.ca](http://www.bac-quebec.qc.ca)

Assurance Québec  
[www.assurance-qc.com](http://www.assurance-qc.com)

Regroupement des cabinets de courtage d'assurance  
du Québec (RCCAQ)  
1-800-516-6258  
[www.rccaq.com](http://www.rccaq.com)

### Electricity

In Québec, electricity is provided by Hydro-Québec. If the cost of electricity is not included in the cost of your rental housing, you need to contact Hydro-Québec to activate service.

Hydro-Québec  
1-888-385-7252  
[www.hydroquebec.com](http://www.hydroquebec.com)

### Water

Tap water from the municipal water system is potable and free, and service is automatic, so you do not need to buy bottled water or contact a water utility.



# CHAPTER 7

## Getting Around

### Public transit

Québec City has a public bus system, Réseau de transport de la Capitale (RTC). Depending on how much and when you use the system, you have several options:

- 1) You can pay cash in all buses, but in **exact change** (\$3.50) only because drivers do not make change or sell tickets.
- 2) You can add **tickets** (\$3) to smart cards (OPUS or Occasional).
- 3) If you regularly ride the bus, you may want to buy a **Monthly Student +**.
- 4) Consult the price list on the RTC website to find the right **pass** for you.

**Tip!** Register your OPUS card online to get your pass back if your card is lost or stolen.

Dépanneur **Chez Alphonse**, the convenience store in Pavillon Maurice-Pollack, is a service centre for Québec City's public transit corporation, Réseau de transport de la Capitale. You can buy tickets and Monthly Student passes there, have your photo taken for your OPUS Student+ card, renew your Student+ status, and more.

**To find out which bus routes** run through your area, check on Google Map, or download the RTC Nomade application on your phone or tablet!

Réseau de transport de la Capitale  
Customer service centre: 418-627-2511, option 1  
[www.rtcquebec.ca](http://www.rtcquebec.ca)

**Important note:** RTC buses serve the north shore (Québec City). To get to the south shore (City of Lévis) by bus, you need to use Société de transport de Lévis (STL) buses and tickets.

Société de transport de Lévis (STL)  
[www.stlevis.ca](http://www.stlevis.ca)

Pass	What you need	Price (2017-2018)
<b>Monthly General</b> Valid for unlimited travel from the first to the last day of the month	<b>OPUS card without photo for \$6</b> , available at: <ul style="list-style-type: none"> <li>• Information centres</li> <li>• RTC points of sale</li> </ul>	<b>\$87,50</b>
<b>Monthly Student +</b> Valid for unlimited travel from the first to the last day of the month	<b>OPUS card with photo for \$15</b> , available at: <ul style="list-style-type: none"> <li>• Rentrée UL welcome fair in Pavillon Alphonse-Desjardins</li> <li>• Chez Alphonse convenience store in Pavillon Maurice-Pollack</li> </ul> <p>A piece of photo ID and confirmation of full-time studies (in PDF format sent to your <a href="http://ulaval.ca">ulaval.ca</a> email) are required. A written confirmation with a seal issued by the Registrar's Office will also be accepted.</p>	<b>\$58,00</b>

**L'Abonne BUS** is a service that gives you an additional 10% discount on your monthly pass.  
[www.rtcquebec.ca/abonnebus](http://www.rtcquebec.ca/abonnebus)

## Bicycles

You can also travel by bicycle. Information on the city's bike paths can be found at:

[www.ville.quebec.qc.ca/en](http://www.ville.quebec.qc.ca/en)  
[www.velo.qc.ca](http://www.velo.qc.ca)  
[www.routeverte.com](http://www.routeverte.com)

**Important note!** In winter, cycling may be unsafe due to snow and ice.

## Bike rentals

About 60 bicycles are available free of charge to members of the university community. Once you've registered for the service, you can rent bikes for \$1/hour upon presentation of an official ID. A number of plans are available, including evening and weekend rentals.

Coop Roue-libre  
 Trailer in the parking area across from the  
 Alphonse-Desjardins building  
 May to October  
[www.cooprouelibre.com](http://www.cooprouelibre.com)

## Ridesharing

Interested in seeing other cities in Québec or North America? Ridesharing can be a great way to see the sights!

There are two ridesharing organizations:

- [www.ulaval.covoiturage.ca](http://www.ulaval.covoiturage.ca)
- Kangaride (Amigo Express in French)  
 1-877-264-4697  
[www.kangaride.com](http://www.kangaride.com)

## Buses

Interested in taking advantage of your stay at Université Laval to explore other areas of Canada or the United States? See below for the main bus lines serving Québec, Ontario, and the northern United States.

### From Québec City (selected destinations)

Montréal: [www.oleansexpress.com](http://www.oleansexpress.com)  
 Chicoutimi: [www.intercar.qc.ca](http://www.intercar.qc.ca)  
 Rimouski and Gaspésie: [www.oleansexpress.com](http://www.oleansexpress.com)  
 Sherbrooke: [www.autobus.qc.ca](http://www.autobus.qc.ca)

### From Montréal (selected destinations)

Toronto: [www.megabus.com](http://www.megabus.com)  
 Ottawa: [www.greyhound.ca](http://www.greyhound.ca)  
 New-York: [www.greyhound.ca](http://www.greyhound.ca)  
 Boston: [www.greyhound.ca](http://www.greyhound.ca)

For other destinations, use the search engine at [www.busbud.com](http://www.busbud.com)

### Student shuttle between Université Laval and Montréal

Orléans Express offers weekend coach service to Montréal from the Université Laval campus for full-time students. Departure on Friday, return on Sunday.

[www.oleansexpress.com/en/fares-discounts](http://www.oleansexpress.com/en/fares-discounts)  
 (see bottom of page)



# CHAPTER 8

## Working during your studies

### Working

#### Prerequisites for working in Canada

To be eligible to work in Canada during your studies, you must satisfy the following conditions at all times:

- You must be registered as a full-time student for the fall and winter semesters
- You must hold a valid study permit

Depending on the type of program you're taking at Université Laval, you may be eligible to work on or off campus.

Type of program	Eligibility	
	On campus	Off campus
Exchange program	X	
Non-degree studies	X	
French language learning program (FLE, FLS)	X	
Preuniversity training	X	
Program leading to a Université Laval degree	X	X

#### Course withdrawals

If you drop a course during the semester and are no longer a full-time student, you must immediately stop working.

#### Number of hours a week

You are authorized to work 20 hours a week off campus during course weeks in the fall and winter semesters. There is no limit during reading weeks, the Christmas holidays, and the summer.

Immigration, Refugees and Citizenship Canada imposes no limit on the number of hours you can work on campus.

#### School vacations and summer semester

To be eligible to work full-time in the summer or during the Christmas holidays, you must be registered full time for the winter semester and intend to study full time in the following fall term.

If you are registered full time for the summer term, the 20 hour a week limit off campus applies.

[www.ulaval.ca/immigration](http://www.ulaval.ca/immigration)

#### Information

Your work authorizations are written on your study permit. If you have questions, contact Immigration, Refugees and Citizenship Canada.

[www.cic.gc.ca](http://www.cic.gc.ca)

**Important note:** New students enrolled at Université Laval may start working on the first day of their first semester.

#### Internships

International students who are required to do an off-campus internship as part of their studies usually have to apply for a work permit for the co-op internship program. The permit is free, and you can apply even if you don't know where your internship will be yet.

[www.ulaval.ca/immigration](http://www.ulaval.ca/immigration)

**Important note:** The work permit is compulsory, even for unpaid internships. We recommend that you apply for your internship work permit several months before you expect your internship to start, even if you haven't found one yet.

### Service de placement - SPLA (Université Laval Placement Service)

SPLA invites you to meet with a career counsellor to access valuable tools for successfully entering the job market.

Register on the SPLA website so you can :

- Browse internship and job offers
- Meet with a career counsellor specializing in your field of study
- Learn critical job search strategies
- Have someone edit your résumé and cover letter
- Prepare for interviews
- Complete your résumé online
- Explore job opportunities in your area of expertise
- Attend training sessions, seminars, and activities around specific themes
- Take part in the Mentor program

Download the **mobile app** and like SPLA's Facebook page to hear about their latest news and contests !

Pavillon Alphonse-Desjardins, Room 2447  
www.spla.ulaval.ca

### Social insurance number

To work in Canada, you need a social insurance number (SIN). To obtain your SIN, take your study permit and passport to a Service Canada office. Your study permit must indicate that you are eligible to work. If it doesn't and you are eligible to work, you must have your study permit amended by Citizenship and Immigration Canada before going to a Service Canada office.

You will receive your SIN by email within two weeks of your visit to Service Canada. Your SIN has the same expiry date as your study permit. Therefore, if you extend your study permit, you will also have to renew your SIN to continue working.

**Your SIN is confidential.** You must protect it from inappropriate use, fraud, and theft. Never share your SIN with someone if you are unsure of their identity.

You should only have to provide your SIN to :

- An employer
- A Canadian financial institution
- Government officials (when you request benefits or services or when you file your taxes)
- An educational institution

You do not need to give your SIN to rent a property, obtain a phone number, or rent a car. If you are asked for your SIN in these situations, you have the right to refuse.

Service Canada  
3229, chemin des Quatre-Bourgeois, 3<sup>rd</sup> floor  
2500, boulevard Montmorency, Suite 101  
www.servicecanada.gc.ca

**Important!** Do not confuse your SIN with the number on your Québec health insurance card (RAMQ).



# CHAPTER 9

## Health Care

### Health and hospitalization insurance

Québec and Canadian immigration law requires non-Canadian students to have valid health and hospitalization insurance for the duration of their stay in Canada.

Université Laval students automatically have health and hospitalization insurance. **This coverage is mandatory.**

Your coverage begins as soon as you arrive in Canada subject to the following dates: **August 15** for the fall session, **December 15** for the winter session and **April 15** for the summer session.

Your Desjardins private insurance card will be provided to you at the registrar's office within the first weeks of the session. You will receive email notification at your ulaval.ca address as soon as it is available.

Health and hospitalization insurance fees are based on the length of your stay and will appear on your electronic tuition fee invoice. The annual approximate cost is \$1,000.

For more information:  
[www.ulaval.ca/assurancemaladie](http://www.ulaval.ca/assurancemaladie)

### Exemptions

Some international students may be exempt from the Université Laval health insurance plan, including students from countries with which the Québec government has signed reciprocal social security agreements (Belgium, Denmark, Finland, France, Greece, Luxembourg, Norway, Portugal, Romania, and Sweden). These students may be eligible for coverage under Québec's public health insurance plan, the Régie de l'assurance maladie du Québec (RAMQ).

To qualify for benefits under these agreements, students must take certain steps before leaving their home country and once in Québec. Contact your home country healthcare organization to find out whether you are covered by the social security agreement and to get the necessary documents.

**Your request for exemption must be complete no later than September 30** for the fall session and **January 31**, for the winter session, and **May 31** for the summer session. Otherwise, you will be billed for Desjardins mandatory private insurance.

Bureau du registraire  
Pavillon Jean-Charles-Bonenfant, Room 2440  
[assurances@reg.ulaval.ca](mailto:assurances@reg.ulaval.ca)  
[www.ulaval.ca/assurancemaladie](http://www.ulaval.ca/assurancemaladie)



### Options for enrolling in student health insurance plans

	Basic insurance plans			Supplemental insurance	
	RAMQ Health	RAMQ Prescription drugs	Desjardins private insurance (Université Laval)	Student health Dental (CADEUL and /ELIFÉS)	Student health Health (CADEUL and /ELIFÉS)
Automatic enrolment			X	X	
Self-enrolment	X	X			X
Free	X	X			
Fee-based			X	X	X
Option of adding spouse and dependent(s)	X	X	X	X	X

### Eligibility based on country of citizenship

Country of citizenship	Level of study	RAMQ Health	RAMQ Prescription drugs	Desjardins private insurance (Université Laval)	Student health Dental (CADEUL and /ELIFÉS)	Student health Health (CADEUL and /ELIFÉS)
Belgium and metropolitan France	Regular students	X	X		X	X
	Exchange students	X	X			
Denmark, Finland, Greece, Luxembourg, Norway, Portugal, Romania, Sweden	Regular students	X			X	X
	Exchange students	X				
All other countries	Regular students			X	X	
	Exchange students			X		

## Coverage at a glance

This table provides a summary of insurance coverage. Be sure to double check your coverage, conditions, and exemptions before seeking non-urgent care. Your insurance may only reimburse 50% or 80%, not 100%, of the cost of certain services, or there may be a maximum annual limit or deductible.

Coverage at a glance	RAMQ Health	RAMQ Prescription drugs	Desjardins private insurance (Université Laval)	Student health Dental (CADEUL and ÆLIÉS)	Student health Health (CADEUL and ÆLIÉS)
Medical consultation	X		X		
Hospitalization	X		X		
Prescription drugs		X	X		
Eye exam			X		X
Eyeglasses and contact lenses					X
Maternity	X		X		
Ambulance			X		X
Travel outside Québec (travel insurance)			X		X
Specialists in the RAMQ health network : cardiologist, anesthesiologist, dermatologist, gastroenterologist, neurologist, psychiatrist, etc.	X		X		
Specialists outside the RAMQ health network : physical therapist, chiropractor, osteopath, psychologist, etc.			X		X
Dental care (exam, cleaning, etc.)				X	

Useful information on insurance coverage :

[www.ramq.gouv.qc.ca/en](http://www.ramq.gouv.qc.ca/en)

[www.ulaval.ca/immigration](http://www.ulaval.ca/immigration)

[www.aseq.ca](http://www.aseq.ca)

### Supplemental insurance - Student health

Students registered in a regular program at Université Laval are automatically enrolled in a supplemental dental insurance plan separate from the basic plan provided by Alliance pour la santé étudiante au Québec (ASÉQ). Students with a RAMQ can also request to enrol for student health insurance.

[www.aseq.ca](http://www.aseq.ca)

Undergraduate students :

Bureau Assurances CADEUL

Pavillon Maurice-Pollack, Room 2256

Graduate students :

Maison Marie-Sirois

### Medical clinics, hospitals, and local community service centres (CLSCs)

You may need medical care during your stay in Québec, but how do you decide whether to see a doctor in a medical clinic or go to the hospital? It will depend on how serious your issue is. If you need immediate medical attention, go to the nearest hospital emergency clinic. If you don't need urgent care, it is better to go to a medical clinic or local community service centre (CLSC).

#### Université Laval medical clinic

The Université Laval medical clinic dispenses front-line care and general medical services for problems such as common infections and sexually transmitted diseases (STDs). Contraception counseling, prenatal care, and vaccinations are also provided. Consultations are available with or without an appointment.

**Opening hours**      Monday through Thursday :  
9 a.m. to 5 p.m.  
Friday : 9 a.m. to 1 p.m.  
Closed during the summer

Pavillon Maurice-Pollack, Room 2110  
418-656-2943

### Off-campus medical clinics, hospitals, and local community service centres (CLSCs)

Need to see a doctor? Québec City has a number of walk-in clinics and local community service centres (CLSCs) that offer basic preventative health and social services and treatment, rehabilitation, and reintegration services. You can visit a CLSC to see a doctor or other health professional.

Québec hospitals are under government jurisdiction and offer emergency services 24/7 as well as specialized care.

See pages 50 and 51 for the contact information of the health care establishments closest to campus.

[www.sante.gouv.qc.ca/repertoire-ressources](http://www.sante.gouv.qc.ca/repertoire-ressources)

### In the event of an emergency: Dial 911

If you need immediate medical attention and can't travel, dial **911** for emergency medical and ambulance services (charges apply).

### Info-Santé (health info) telephone consultation service: Dial 811

If you are concerned about your own health or the wellbeing of a loved one, you can contact Info-Santé by dialing 811. Qualified nurses will give you advice or refer you to the appropriate resources. The service is free of charge and available 24/7.

### Health services available at PEPS

The professionals and students at the PEPS sports complex offer a variety of health-related services at special rates for students, including :

- Acupuncture
- Kinesiology
- Massage therapy
- Orthopedic clinic
- Physiotherapy
- Sports medicine

[www.peps.ulaval.ca](http://www.peps.ulaval.ca)

Services santé (Health services) tab

### Health insurance for you and your family

Your family members must obtain health and hospitalization insurance for the duration of their stay in Canada.

[www.bve.ulaval.ca/healthcare](http://www.bve.ulaval.ca/healthcare)

### Psychological assistance

If you are experiencing a difficult personal issue that could negatively impact your studies, don't hesitate to seek professional assistance.

#### On-campus resources

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Centre d'aide aux étudiants  
(Student Assistance Centre)  
Pavillon Maurice-Pollack, Room 2121  
418-656-7987  
[www.aide.ulaval.ca](http://www.aide.ulaval.ca)

Centre de prévention et d'intervention en matière de harcèlement (Harassment Prevention and Resolution Centre)

Pavillon Alphonse-Desjardins, Room 3310  
418-656-7632  
[www.ulaval.ca/services-ul/harcelement](http://www.ulaval.ca/services-ul/harcelement)

#### Off-campus resources

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Centre de crise de Québec  
(Crisis Centre) (people in distress)  
418-688-4240

Centre de prévention du suicide de Québec  
(Suicide Prevention Centre)  
418-683-4588  
Urgence: 1-866-APPELLE (1-866-277-3553)

Drogue: aide et référence  
(drug assistance and referral)  
1-800-265-2626

La ligne Parents  
(help line for parents having problems)  
1-800-361-5085

S.O.S. Violence conjugale  
(domestic violence)  
1-800-363-9010



# CHAPTER 10

## Managing Your Money

### Bank account

Find out which services are offered by banks and caisses populaires (credit unions) before deciding which institution offers the account that best corresponds to your needs, gives you the best return on your money, and charges the lowest service fees.

#### Opening a bank account

All financial institutions offer a range of services: debit card, foreign currency exchange, money transfer, safety deposit box, etc.

To open a bank account, make an appointment at the branch of your choice and bring two pieces of ID. A deposit is not usually required to open an account in Québec, although the Caisse populaire Desjardins will ask for a \$5 qualifying share (membership share). **Caisse populaire Desjardins has an on-campus branch.**

See the table on the following page for an overview of the services available from major financial institutions.

You might also check with your home financial institution to see if it has an agreement with a Canadian institution. This could save you money.

On campus:

Caisse populaire Desjardins de l'Université Laval  
Pavillon Alphonse-Desjardins, Room 1506  
418-656-2358

[www.desjardins.com/caisse-universitelaval](http://www.desjardins.com/caisse-universitelaval)

### Transferring money

You can transfer money via your bank or Western Union, MoneyGram, or Paypal.

[www.westernunion.com](http://www.westernunion.com)

[www.moneygram.com](http://www.moneygram.com)

[www.paypal.com](http://www.paypal.com)

## Main financial institutions

### Overview of services available from main financial institutions

Financial institutions	BANK ACCOUNT			CREDIT CARD		
	Students registered for two or more semesters	Students registered for one semester		Transaction fees and student plans	Standard credit card	Prepaid credit card or Visa debit card
		With study permit	Without study permit			
<b>Banque de Montréal (BMO)</b> <a href="http://www.bmo.com/main/personal">www.bmo.com/main/personal</a>	•	•	•	No fees – 30 transactions per month	Possible with a guaranteed deposit, based on file review	Pre-paid credit card Annual fee of \$6.95
<b>Banque Nationale</b> <a href="http://www.nbc.ca/en/personal/programs/newcomers.html">www.nbc.ca/en/personal/programs/newcomers.html</a>	•	•		No fees for 3 years, conditions apply	Free	Access to a standard credit card
<b>Banque Royale du Canada (RBC)</b> <a href="http://www.rbcbanqueroyale.com">www.rbcbanqueroyale.com</a>	•	•	•	No fees – 25 transactions per month	Possible, based on file review	Visa debit card with bank account, no fees
<b>Banque Scotia</b> <a href="http://www.scotiabank.com">www.scotiabank.com</a>	•			No fees – unlimited transactions	Free	Visa debit card with bank account, no fees
<b>Banque Laurentienne</b> <a href="http://www.banquelaurentienne.ca/en">www.banquelaurentienne.ca/en</a>	•	•		No fees, conditions apply	Possible, based on file review	Visa debit card with bank account, no fees
<b>Caisse Desjardins de l'Université Laval</b> <a href="http://www.desjardins.com/caisse-universitelaval">www.desjardins.com/caisse-universitelaval</a>	• \$5 membership fee	•		\$11 discount on all plans	Available	Pre-paid credit card Free for students 25 and under, \$6.95 for others
<b>CIBC</b> <a href="http://www.cibc.com">www.cibc.com</a>	•	•		No fees – unlimited transactions	Free	Pre-paid credit card

### Debit and credit cards

You can use a debit card for purchases at most retailers. The amount of your purchase is deducted directly from your bank account at the time of the transaction. You can also use your card any time to access your account at an automatic teller machine (ATM) or on your institution's website, where you can perform most routine banking transactions (deposits, withdrawals, transfers, bill payments, etc.).

Credit cards (Visa, MasterCard, etc.) can be used to shop online and at stores. At the end of each month, you receive a statement with a detailed list of your purchases. You must then pay your balance within about 21 days or you will be subject to interest charges that often exceed 20%.

Prepaid credit cards are a handy way to make online and in-store purchases. They provide the same flexibility and security as credit cards, the only difference being that you must deposit your money into the account before you can use them.

To obtain a debit, credit, or prepaid card, apply at your bank.

Find out about the terms and conditions, since fees are often associated with their use.

### Making a budget

Studying at university can be a real financial challenge! Making a budget can help you reach specific goals, focus on your priorities, reduce stress, plan for contingencies, and avoid the problems that come with excess debt.

The **faistonbudget.ca** tool created by Université Laval's Student Awards and Financial Aid Office features a budget calculator to help you plan your finances better: give it a try!

[faistonbudget.ca](http://faistonbudget.ca)

#### Sample student budget:

[www.bbaf.ulaval.ca/en/budget/sample-student-annual-budget](http://www.bbaf.ulaval.ca/en/budget/sample-student-annual-budget)





# CHAPTER 11

## Telephone, Internet, and Cable Services

### Phone calls

Here's what you need to know to make calls in Québec:

- For \$0.50, you can make a **local call** on a public phone with no time limit.
- If you use a landline, you can make unlimited free local calls (unlimited in number and talk time).
- A phone number is considered local if it has 10 digits (area codes 418-and 581, e.g., 418-656-2765).
- **A long-distance call within North America** has 11 digits and is not free (e.g., 1-418-or 1-514-XXX-XXXX).
- Calls to phone numbers with the area codes 1-900 and 1-976 are billed at a higher rate.
- Calls to phone numbers with the area codes 1-800, 1-866, 1-877, and 1-888 are toll-free.
- When calling off campus from a Université Laval phone, you must always dial 9.
- For **international calls**, you must first dial 011, the country code, and then the regional or city code before the phone number.
- Three-digit numbers are used **to access free services**, for example the list of local community resources (211), directory information (411), Info-Santé health information (811), and **emergency assistance (911)**.

### Long-distance calling

If you don't have a long-distance plan, you can also purchase **long-distance calling cards** at the Chez Alphonse convenience store in the Maurice-Pollack building and other outlets.

### Cell phone service

Before you purchase a cell phone or activate a phone brought from your home country, **compare prices** of a number of service providers.

Once you choose your service provider, **you have two options**:

- 1) Use **prepaid cards** to reload your account directly
- 2) **Sign up for a monthly plan** that:
  - Usually requires a 12 to 24-month contract
  - Come with a limited number of minutes (unless you sign up for an unlimited plan)
  - Offers add-on features like caller ID, voice-mail, unlimited text messages, and Internet at additional cost

#### Important note :

- International calls are not always included in monthly plans (even those that offer unlimited calling) and are charged by the minute.
- You will be charged for inbound calls and messages.
- Taxes and emergency 911 service charges are not included in the plan price but are compulsory.



### On-campus Internet (WiFi)

Université Laval offers free access to the wireless Internet network to all registered students. Internet access is available from anywhere on campus and in most Université Laval off-campus buildings.

#### To connect to the WiFi :

1. Choose the **Eduroam** network
2. Enter **IDUL@ulaval.ca**
3. Enter your password (**PIN**)

### Main telecom service providers

Providers	Cell phone	Home phone	Internet	Television
<b>Vidéotron</b> 1-877-512-0911 www.videotron.com	•	•	•	•
<b>Bell Canada</b> 1-866-310-2355 www.bell.ca	•	•	•	•
<b>Telus</b> 1-800-463-3633 www.telusquebec.com	•	•	•	•
<b>Fido</b> 1-888-481-3436 www.fido.ca	•	•		
<b>Rogers</b> 1-888-764-3771 www.rogers.com	•	•	•	
<b>Virgin Mobile</b> 1-888-999-2321 www.virginmobile.ca	•	•	•	
<b>Koodo Mobile</b> 1-866-995-6636 www.koodomobile.com	•	•		
<b>Oricom</b> 1-866-967-4266 www.oricom.ca		•	•	•
<b>Primus Canada</b> 1-800-340-4920 www.primus.ca	•	•	•	



# CHAPTER 12

## Student Rights and Responsibilities

It is important to know your rights as well as your responsibilities. Here are the main regulations governing your studies at Université Laval, along with resources for more information.

All of Université Laval's regulations and policies are available on the home page of the Université Laval website, in the **Notre université, Documents officiels** section.

[www.ulaval.ca/notre-universite/documents-officiels](http://www.ulaval.ca/notre-universite/documents-officiels)

### Academic regulations

The Règlement des études defines the academic rules for students and teaching staff. The document provides a comprehensive overview of the rights and responsibilities of all parties.

### Disciplinary regulations

The Règlement disciplinaire à l'intention des étudiants de l'Université Laval sets out rules governing students' behaviour in their university activities and their relations with users of university services.

Specifically, sections 28 and 29 of the regulation stipulate infractions and sanctions for plagiarism in classwork or exams. We strongly recommend you read this document before beginning your studies.

### Université Laval intellectual property regulations

In the Règlement sur la propriété intellectuelle de l'Université Laval, the university sets out rules clarifying the Canadian Copyright Act.

### Integrity policy

In carrying out its fundamental missions in education, research, and innovation, Université Laval contributes significantly to intellectual vitality, knowledge enhancement, innovation, and economic and social progress. At the university, research and innovation are developed freely but in a responsible manner. To ensure this, Université Laval has adopted the Politique relative à l'intégrité en recherche et création et sur les conflits d'intérêts.

### Regulation against psychological and sexual harassment

The university strives to inform, educate, train, and mediate to prevent and fight harassment on campus.

Any inappropriate behaviour that threatens the dignity or psychological or physical integrity of a university member may have consequences, whether or not a complaint was filed.

Centre de prévention et d'intervention en matière de harcèlement (CPIMH) is a harassment intervention center that supports the university's commitment to creating and maintaining a healthy work and study environment. It is a safe, confidential source of knowledge, assistance, and advice for information seekers and for people who have fallen victim to or witnessed harassment.

Pavillon Alphonse-Desjardins, Room 3310  
418-656-7632  
[www.harcelement.ulaval.ca](http://www.harcelement.ulaval.ca)

### Declaration of student's rights

The Déclaration des droits des étudiants et des étudiantes de l'Université Laval is designed to promote students' right to:

- A high quality university education
- Information
- Participation in student life
- A high quality environment

### Do you need help defending your rights?

#### Bureau des droits étudiants – BDE (Office of Student Rights) and ÆLIÉS

BDE can provide information and assistance in resolving problems you encounter during your studies. Services are free of charge and confidential.

For undergraduate students  
Bureau des droits étudiants  
Pavillon Maurice-Pollack, Room 2258  
[www.cadeul.com/bde](http://www.cadeul.com/bde)

ÆLIÉS can provide information and assistance in resolving problems you encounter during your studies. Services are free of charge and confidential.

For graduate students  
ÆLIÉS  
Vice-présidence aux droits étudiants  
(Vice-Chair for Student Rights)  
Maison Marie-Sirois  
[www.aelies.ulaval.ca](http://www.aelies.ulaval.ca)

#### Bureau de l'Ombudsman (Ombudsman's Office)

Do you have reason to believe you've received unfair, inappropriate, or unreasonable treatment? Do you feel like no one is willing to help solve your problem or take it seriously? Have you tried finding a solution via unofficial or university channels, but didn't get the help you wanted? Do you feel, rightly or wrongly, that you can't blow the whistle without putting yourself or others at risk, or out of fear of reprisal?

The ombudsman is there to help clarify your situation, identify potential solutions, or point you in the right direction. As a neutral party, the ombudsman provides information and advice and handles complaints and requests for assistance from members of the university community. The ombudsman offers bilingual service that is accessible and free of charge.

Pavillon Alphonse-Desjardins, Room 3320  
418-656-3081  
[www.ombudsman.ulaval.ca](http://www.ombudsman.ulaval.ca)



# CHAPTER 13

## *Finding Your Way Around Campus*

Université Laval's main campus is a certified "Sustainable Campus" and one of the finest in Québec. It spans 1.8 km<sup>2</sup>, 64% of which is greenspace and woodlands. It has nearly 40 buildings linked by a network of over 5 km of pedestrian tunnels.

Université Laval is a small city in itself, with 43,000 students and more than 9,000 employees on campus every day. Here are a few basics to help you find your bearings.

### **Finding a room in a building**

Room or suite numbers have 3 letters and 4 numbers. The letters indicate the building, the first number indicates the floor, and the following numbers indicate the location on that floor.

For example, the Student Life Office (Bureau de la vie étudiante, ADJ-2344) is located in the Alphonse-Desjardins building on the second floor. In Québec, the ground floor (rez-de-chaussée) is the same as the first floor. All rooms beginning with the number 1 are located there. Rooms beginning with 0 are located in the building's basement.



## Université Laval buildings and their acronyms

- |   |  |
|---|--|
| 1 Centre d'eau refroidie (CEF)                      | 18 Pavillon de l'Éducation physique et des sports (PEPS) |
| 2 Centre de gestion des matières dangereuses (CGMD) | 19 Pavillon de l'Est (PVE)                               |
| 3 Complexe des serres de haute performance (CSHP)   | 20 Pavillon de Médecine dentaire (MDE)                   |
| 4 Édifice du Boulevard (EDB)                        | 21 Pavillon des Sciences de l'éducation (TSE)            |
| 5 Édifice du Vieux-Séminaire de-Québec (SEM)        | 22 Pavillon des Services (PSA)                           |
| 6 Édifice La Fabrique (FAB)                         | 23 Pavillon d'Optique-photonique (COP)                   |
| 7 Maison Couillard (MCO)                            | 24 Pavillon Envirotron (EVT)                             |
| 8 Maison Eugène-Roberge (EGR)                       | 25 Pavillon Félix-Antoine-Savard (FAS)                   |
| 9 Maison Marie-Sirois (MRS)                         | 26 Pavillon Ferdinand-Vandry (VND)                       |
| 10 Maison Michael-John-Brophy (BRY)                 | 27 Pavillon Gene-H.-Kruger (GHK)                         |
| 11 Maison Omer-Gingras (OMG)                        | 28 Pavillon J.-A.-DeSève (DES)                           |
| 12 Pavillon Abitibi-Price (ABP)                     | 29 Pavillon Jean-Charles-Bonenfant (BNF)                 |
| 13 Pavillon Adrien-Pouliot (PLT)                    | 30 Pavillon La Laurentienne (LAU)                        |
| 14 Pavillon Alexandre-Vachon (VCH)                  | 31 Pavillon Louis-Jacques-Casault (CSL)                  |
| 15 Pavillon Alphonse-Desjardins (ADJ)               | 32 Pavillon Maurice-Pollack (POL)                        |
| 16 Pavillon Charles-De Koninck (KDN)                | 33 Pavillon Palasis-Prince (PAP)                         |
| 17 Pavillon Charles-Eugène-Marchand (CHM)           | 34 Pavillon Paul-Comtois (CMT)                           |
|   | 35 Stade TELUS-Université Laval                          |

### SERVICES

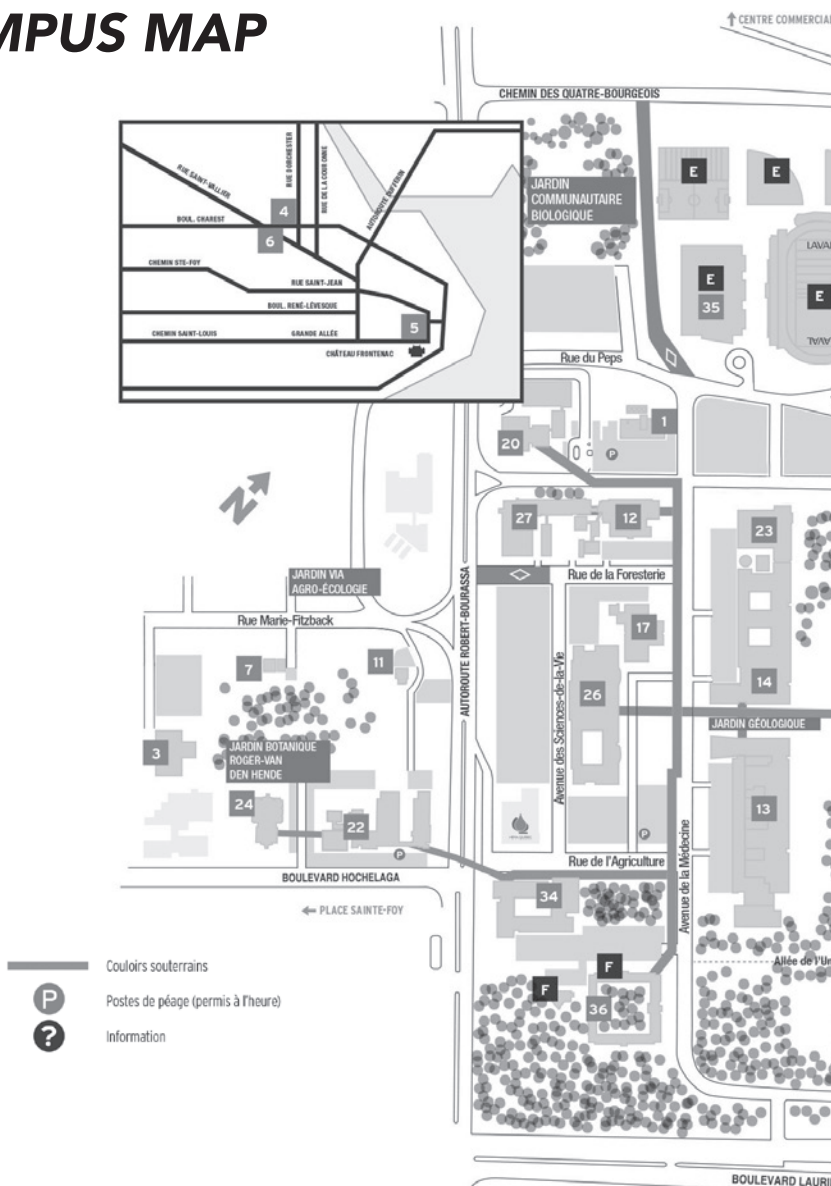
- A Métrobus stop (800–801)
- B Library
- C Caisse populaire Desjardins
- D Security and Parking
- E Sports facilities
- F Daycare centre (CPE)

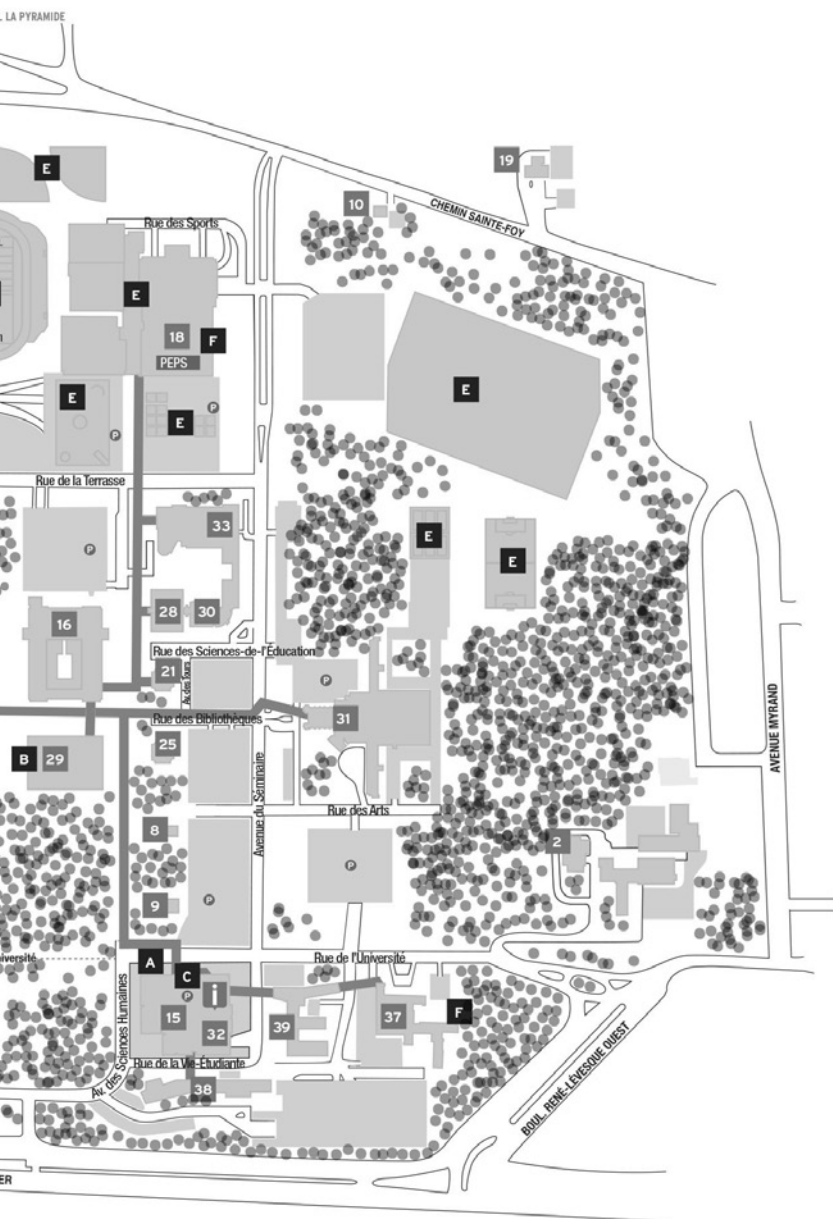
### RESIDENCES

- 36 Pavillon Agathe-Lacerte (LCT)
- 37 Pavillon Alphonse-Marie-Parent (PRN)
- 38 Pavillon Ernest-Lemieux (LEM)
- 39 Pavillon H.-Biermans-L.-Moraud (PBM)

Photo credit : Claire Bernhard,  
Integrated bachelor's in public affairs and international  
relations student and participant in the Student Life  
Office and International Office photo contest.

# CAMPUS MAP







# CHAPTER 14

## Useful Addresses and Phone Numbers

### Université Laval services

#### **Bureau de la vie étudiante (BVE) (Student Life Office)**

Pavillon Alphonse-Desjardins, Room 2344  
418-656-2765  
accueil@bve.ulaval.ca  
www.bve.ulaval.ca

#### **Bureau des bourses et de l'aide financière (BBAF) (Student Awards and Financial Aid Office)**

Pavillon Alphonse-Desjardins, Room 2546  
418-656-3332  
bbaaf@bbaaf.ulaval.ca  
www.bbaaf.ulaval.ca

#### **Bureau du registraire (Registrar's Office)**

Pavillon Jean-Charles-Bonenfant, Room 2440  
418-656-3080  
reg@reg.ulaval.ca  
www.reg.ulaval.ca

#### **Centre d'aide aux étudiants (CAE) (Student Assistance Centre)**

Pavillon Maurice-Pollack, Room 2121  
418-656-7987  
accueil@aide.ulaval.ca  
www.aide.ulaval.ca

#### **Le Point**

At the entrance to the Alphonse-Desjardins and Maurice-Pollack buildings  
www.ulaval.ca/nous-joindre

#### **Service de placement de l'Université Laval (SPLA) (Université Laval Placement Service)**

Pavillon Alphonse-Desjardins, Room 2447  
418-656-3575  
spla@spla.ulaval.ca  
www.spla.ulaval.ca

#### **Service des activités sportives (SAS) (Sports Activities Service)**

Pavillon de l'Éducation physique et des sports  
Room 2254  
418-656-7377  
www.peps.ulaval.ca

#### **Service des résidences (Residence Office)**

Pavillon Alphonse-Marie-Parent, Room 1604  
418-656-2921  
sres@sres.ulaval.ca  
www.residences.ulaval.ca

### Université Laval faculties

#### **Faculty of Planning, Architecture, Art, and Design**

Édifice du Boulevard  
350, boulevard Charest Est, 7<sup>th</sup> floor  
Québec (Québec) G1K 3H5  
www.faaad.ulaval.ca

#### **Faculty of Law**

Pavillon Charles-De Koninck, Room 2407  
(undergraduate)  
Pavillon Charles-De Koninck, Room 5140  
(postgraduate)  
www.fd.ulaval.ca

#### **Faculty of Graduate and Postdoctoral Studies**

Pavillon Jean-Charles-Bonenfant, Room 3445  
www.fesp.ulaval.ca

#### **Faculty of Forestry, Geography and Geomatics**

Pavillon Abitibi-Price, Room 1155  
www.fgg.ulaval.ca

#### **Faculty of Arts and Human Sciences**

Pavillon Charles-De Koninck, Room 3248  
www.flsh.ulaval.ca



**Faculty of Medicine**

Pavillon Ferdinand-Vandry, Room 4633  
[www.fmed.ulaval.ca](http://www.fmed.ulaval.ca)

**Faculty of Dentistry**

Pavillon de Médecine dentaire, Room 1615  
[www.fmd.ulaval.ca](http://www.fmd.ulaval.ca)

**Faculty of Music**

Pavillon Louis-Jacques-Casault, Room 3312  
[www.mus.ulaval.ca](http://www.mus.ulaval.ca)

**Faculty of Pharmacy**

Pavillon Ferdinand-Vandry, Room 2645  
[www.pha.ulaval.ca](http://www.pha.ulaval.ca)

**Faculty of Philosophy**

Pavillon Félix-Antoine-Savard, Room 444  
[www.fp.ulaval.ca](http://www.fp.ulaval.ca)

**Faculty of Business Administration**

Pavillon Palasis-Prince, Room 1405  
[www.fsa.ulaval.ca](http://www.fsa.ulaval.ca)

**Faculty of Agriculture and Food Sciences**

Pavillon Paul-Comtois, Room 1122  
[www.fsa.ulaval.ca](http://www.fsa.ulaval.ca)

**Faculty of Education**

Pavillon des Sciences de l'éducation, Room 282  
[www.fse.ulaval.ca](http://www.fse.ulaval.ca)

**Faculty of Science and Engineering**

Pavillon Alexandre-Vachon, Room 1033  
[www.fsg.ulaval.ca](http://www.fsg.ulaval.ca)

**Faculty of Nursing**

Pavillon Ferdinand-Vandry, Room 3645  
[www.fsi.ulaval.ca](http://www.fsi.ulaval.ca)

**Faculty of Social Sciences**

Pavillon Charles-De Koninck, Room 3456  
[www.fss.ulaval.ca](http://www.fss.ulaval.ca)

**Faculty of Theology and Religious Studies**

Pavillon Félix-Antoine-Savard, Room 816  
[www.ftsr.ulaval.ca](http://www.ftsr.ulaval.ca)

**Government services****Immigration, Refugees and Citizenship Canada (IRCC)**

Toll-free: 1-888-242-2100 (Canada only)  
[www.cic.gc.ca](http://www.cic.gc.ca)

**Ministère de l'Éducation, du Loisir et du Sport du Québec (MELS)**

418-643-7095  
 1-866-747-6626  
[www.mels.gouv.qc.ca/en](http://www.mels.gouv.qc.ca/en)

**Ministère de l'Immigration, de la Diversité et de l'Inclusion du Québec (MIDI)**

1-877-864-9191  
[www.immigration-quebec.gouv.qc.ca/en](http://www.immigration-quebec.gouv.qc.ca/en)

**Régie de l'assurance maladie du Québec (RAMQ)**

787, boulevard Lebourgneuf  
 418-646-4636  
[www.ramq.gouv.qc.ca/en](http://www.ramq.gouv.qc.ca/en)

**Service Canada**

3229, chemin des Quatre-Bourgeois, 3<sup>rd</sup> floor  
 and Complexe du Littoral,  
 2500, boulevard Montmorency, Room 101  
 1-800-622-6232  
[www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

**Ville de Québec**

2, rue des Jardins  
 418-641-6010  
[www.ville.quebec.qc.ca/en](http://www.ville.quebec.qc.ca/en)

## Short-term accommodations

### Auberge de la Paix

31, rue Couillard  
418-694-0735  
www.aubergedelapaix.com

### Auberge Internationale de Québec

19, rue St-Ursule  
418-694-0755  
www.aubergeinternationaledequebec.com

### Auberge Le Central

386, rue du Pont  
418-264-4615  
www.aubergequebeccentral.com

### Hébergement hôtelier

Service des résidences  
Pavillon Alphonse-Marie-Parent, Room 1618  
418-656-5632  
www.residences.ulaval.ca

## Health care

### Medical clinics

Université Laval medical clinic  
Pavillon Maurice-Pollack, Room 2110  
418-656-2943

Clinique médicale Saint-Louis  
3165, chemin Saint-Louis  
418-653-1970

Clinique-réseau proactive santé la Cité-Limoilou  
400 boulevard Jean-Lesage, Suite 38, 3<sup>rd</sup> floor,  
west hall  
418-781-0022

La Cité médicale  
Place de la Cité  
2600 boulevard Laurier, Room 295, 2<sup>nd</sup> floor  
418-781-0480

## Hospitals

Centre hospitalier de l'Université Laval (CHUL)  
2705, boulevard Laurier  
418-525-4444

Hôpital de l'Enfant-Jésus  
1401, 18<sup>e</sup> Rue  
418-649-0252

Hôpital du Saint-Sacrement  
1050, chemin Sainte-Foy  
418-682-7511

Hôpital Jeffery Hale  
(service in English and French)  
1250, chemin Sainte-Foy  
418-684-5333

Hôpital Saint-François d'Assise  
10, rue de l'Espinay  
418-525-4444

Hôtel-Dieu de Québec  
11, côte du Palais  
418-525-4444

Institut universitaire de cardiologie  
et de pneumologie de Québec (Hôpital Laval)  
2725, chemin Sainte-Foy  
418-656-8711

### Centre local de services communautaires - CLSCs (local community service centres)

www.indexsante.ca/clsc/capitale-nationale

CLSC de la Basse-Ville  
50, rue St-Joseph Est  
418-529-2572

CLSC de la Haute-Ville  
55, chemin Sainte-Foy  
418-641-2572

CLSC de Limoilou  
1405, chemin de la Canardière  
418-529-2572

CLSC de Sainte-Foy-Sillery  
3108, chemin Sainte-Foy  
418-651-2572

### Grocery stores specializing in imported products

#### African foods

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EpiAfrica  
92, rue Saint-Joseph Ouest  
418-529-4488

Épicerie Africa  
1101, 8<sup>e</sup> Avenue  
418-522-1384

Épicerie De Chez-Nous  
231, avenue Bélanger  
418-683-0759

#### Asian foods

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Aliments Toyo  
2860, chemin Sainte-Foy  
418-657-8838

Épicerie Indienne Deshi Bazar  
34, rue Saint-Joseph Est  
418-266-7299

Épicerie Lao-Indochine  
538, avenue des Oblats  
418-524-3955

Épicerie Traiteur  
Montagne Dorée  
652, rue Saint-Ignace  
418-649-7575

#### European foods

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Chez Vladimir  
3400, chemin des Quatre-Bourgeois  
418-650-0064

Épicerie Européenne  
560, rue Saint-Jean  
418-529-4847

Morena Épicerie Traiteur Inc.  
1040, avenue Cartier  
418-529-3668

#### International foods

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Déli Universel Enr.  
Place de la Cité  
2600, boulevard Laurier  
418-656-0790

Dépanneur Mokolo (exotic international market)  
3062, chemin des Quatre-Bourgeois  
418-614-6955

Épicerie Saveur Des Nations  
1850, 1<sup>re</sup> Avenue  
418-977-7117

#### Latin American foods

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Épicerie Latinos À Québec  
2690, chemin Sainte-Foy  
581-981-1831

Marché Exotique La Fiesta  
101, rue Saint-Joseph Est  
418-522-4675

#### Mediterranean foods

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Épicerie Assalam  
3173, chemin Sainte-Foy  
418-686-0777

Épicerie Internationale Amine  
627, boulevard Charest Est  
418-522-2828

## Bargain stores

Books, clothing, furniture, sports gear, etc.  
Stores with an asterisk \* sell used goods.

### Limoilou neighbourhood

Entrepôt du Meuble Gaétan\*  
1095, chemin de la Canardière  
418-529-7545  
www.meublegaetan.com

Village des Valeurs\* (Value Village)  
2555, boulevard Montmorency  
418-660-5840  
www.villagedesvaleurs.com

### Sainte-Foy neighbourhood

Aubainerie  
Place des Quatre-Bourgeois  
999, avenue de Bourgogne  
418-653-3214  
www.aubainerie.com

Canadian Tire  
1170, route de l'Église  
418-659-4882  
www.canadiantire.ca

Comptoir de Frédéric\*  
2901, chemin Sainte-Foy  
418-651-3993

### Dollarama

- La Pyramide  
2360, chemin Ste-Foy  
418-657-0512
- Place des Quatre-Bourgeois  
999, avenue de Bourgogne  
418-263-0155
- Place Laurier  
2700, boulevard Laurier  
418-659-5976

La Fripe.com\*  
2120, rue Boivin  
418-688-5162  
www.lafripe.com

Les coffres de Monsieur Vincent\*  
909, boulevard Pie-XII  
418-657-3206

Village des Valeurs\* (Value Village)  
3355, rue de la Pérade  
418-651-2772  
www.villagedesvaleurs.com

### Walmart

- 2700, boulevard Laurier  
418-656-9407
- 1470, avenue Jules-Verne  
418-874-6068  
www.walmart.ca

### Winners

Place des Quatre-Bourgeois  
999, avenue de Bourgogne  
418-654-1186  
www.winners.ca

### Saint-Roch neighbourhood

Au Coin du Meuble\*  
253, rue Saint-Joseph Est  
418-648-8998  
www.aucoindumeuble.com

### Centre Ozanam\*

860, rue du Roi  
418-522-0880  
www.centreozanam.com

### Comptoir Emmaüs\*

915, rue Saint-Vallier Est  
418-692-0385  
www.comptoiremmaus.com

Électro-meubles\*  
59, rue Saint-Joseph Est  
418-521-1830

Escomptes Lecompte  
729, rue Saint-Joseph Est  
418-524-1430  
[www.escompteslecompte.com](http://www.escompteslecompte.com)

Meuble Genina\*  
175, rue Saint-Joseph Est  
418-529-9708

### Vanier neighbourhood

Armée du Salut\* (Salvation Army)  
815, boulevard Wilfrid-Hamel  
418-641-0050  
[www.arneedusalut.ca](http://www.arneedusalut.ca)

Canadian Tire  
630, boulevard Wilfrid-Hamel  
418-687-2111  
[www.canadiantire.ca](http://www.canadiantire.ca)

Dollarama  
Place Fleur de Lys  
550, boulevard Wilfrid-Hamel  
418-529-9600

Walmart  
Place Fleur de Lys  
550, boulevard Wilfrid-Hamel  
418-641-5945  
[www.walmart.ca](http://www.walmart.ca)

### Improving your French

**Bibliothèque Gabrielle Roy**  
350, rue Saint-Joseph Est  
418-641-6789  
[www.bibliothequesdequebec.qc.ca](http://www.bibliothequesdequebec.qc.ca)

### Centre d'auto-apprentissage du français pour immigrants (CAFI)

2410, chemin Sainte-Foy  
418-659-6620, ext. 5099  
[dfc.cegep-ste-foy.qc.ca](http://dfc.cegep-ste-foy.qc.ca)

### Centre du Phénix

1094, route de l'Église  
418-652-2158  
[phenix.csdecou.qc.ca](http://phenix.csdecou.qc.ca)

### Centre Louis-Jolliet

1201, rue de la Pointe-aux-Lièvres  
418-686-4040, ext. 8280  
[www.centrelouisjolliet.qc.ca](http://www.centrelouisjolliet.qc.ca)

### École de langues de l'Université Laval (Université Laval School of Languages)

Pavillon Charles-De Koninck, Room 2301  
418-656-2321  
[elul@elul.ulaval.ca](mailto:elul@elul.ulaval.ca)  
[www.elul.ulaval.ca](http://www.elul.ulaval.ca)

### Mieux-être des immigrants (MEI)

2120, rue Boivin, Room 204  
418-527-0177  
[www.meiquebec.org](http://www.meiquebec.org)

### Service d'aide à l'adaptation des immigrants et immigrantes (S.A.A.I.)

Halles Fleur de Lys  
245, rue Soumande, Room RC 24  
418-523-2058  
[saai@biz.videotron.ca](mailto:saai@biz.videotron.ca)  
[www.saaiquebec.com/en/accueil.php](http://www.saaiquebec.com/en/accueil.php)

### Répertoire des services aux immigrants dans la ville de Québec

**(Québec City directory of immigrant services)**  
[www.ville.quebec.qc.ca/en/nouveaux\\_arrivants/index.aspx](http://www.ville.quebec.qc.ca/en/nouveaux_arrivants/index.aspx)

## Getting around

### Intercity Buses

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Montréal bus station  
1717, rue Berri, Montréal  
514-842-2281  
[www.gamtl.com](http://www.gamtl.com)

Sainte-Foy bus station  
3001, chemin des Quatre-Bourgeois  
418-650-0087

Greyhound (Canada and the US)  
[www.greyhound.ca](http://www.greyhound.ca)

Orléans Express Groupe Keolis (within Québec)  
[www.orleansexpress.com](http://www.orleansexpress.com)  
1-888-999-3977

Québec City bus station (Gare du Palais)  
320, rue Abraham-Martin  
418-525-3000

### Car rentals

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Avis  
[www.avis.ca](http://www.avis.ca)

Discount  
Pavillon Alphonse-Desjardins, Room 1300  
Université Laval  
418-656-3560  
[www.discountcar.com](http://www.discountcar.com)

Hertz  
[www.hertz.ca](http://www.hertz.ca)

### Taxis

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Taxi Coop Québec : 418-525-5191  
Taxi Coop Sainte-Foy : 418-653-7777  
Taxi Laurier : 418-651-2727

### Trains

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Via Rail Canada  
[www.viarail.ca](http://www.viarail.ca)

## ***A FEW TIPS FOR EASING THE TRANSITION***

- 1.** Socialize with Quebecers : Ask questions to learn more about your host country.
- 2.** Avoid spending too much time alone : Go out, meet people, and take part in activities.
- 3.** Be curious : Read and learn as much as possible about Québec.
- 4.** Be tolerant, open-minded, and flexible.
- 5.** Avoid hasty judgment.
- 6.** Share your experience : Talk to someone else who has had to adapt to a new culture.
- 7.** Take French classes if you are not a native speaker.
- 8.** Continue doing the sports and recreational activities you enjoyed in your home country.
- 9.** Get involved in your new community : Do volunteer work or join a student association, for example.
- 10.** Keep in touch with your family and friends at home, and stay abreast of what's happening there.

**And most importantly, be patient with yourself and others.**

# GLOSSARY OF TERMS USED AT UNIVERSITÉ LAVAL

**Abandon (Withdrawal):** A course or activity that a student has dropped during the period where it is possible to withdraw without failure. The letter X (withdrawal without failure) is attributed to the educational activity. Tuition fees are not reimbursed or cancelled.

**Admission (Admission):** The first of the two administrative steps that allow you to study at Université Laval. Once you have been admitted, you must register before being officially recognized as a student by the university.

**Attestation d'études (Attestation of studies):** The official document that confirms your academic level and program at Université Laval along with the semester's official dates. You may request one at any time at the Registrar's Office.

**Baccalauréat (Bachelor's):** A three-year or four-year undergraduate university program (90 to 120 credits) leading to a university y bachelor's degree.

**Capsule (Capsule):** The old secure web platform that gave students direct access to their student files. It is gradually being replaced by monPortail.

**Carte d'identité (Student card):** The official identity card at Université Laval. It gives access to the library, laboratories, sports facilities, etc.

**Certificat (Certificate):** A short one-year program at the undergraduate level, with 24 to 36 credits.

**Code permanent (Permanent code):** A number issued by Ministère de l'Éducation du Loisir et du Sport to every student in Québec. Not to be confused with the identification number (NI).

**Confirmation d'inscription (Confirmation of registration):** The official document issued by the Registrar's Office at the beginning of the session, confirming your type of studies and academic program.

**Conditions de poursuite des études (Conditions for pursuing studies):** The requirements that must be fulfilled to be permitted to register in your program in a future session.

**Cours compensateurs (Prerequisite courses):** The courses that need to be taken to satisfy the admission requirements of a program.

**Crédit (Credit):** A credit (cr) is a numerical value, and one credit represents 45 or 60 hours of work (depending on your level of study) in the form of individual study or attendance in a classroom, laboratory, workshop, or internship.

**Diplôme d'études supérieur spécialisé (DESS) (Advanced graduate diploma):** A short graduate program lasting one year, with 30 credits.

**Direction de programme (Program Administration Office):** An administrative entity offering students guidance through their educational program. The Program Administration Office is composed of a director, academic advisors, and administrative staff.

**Doctorat (Doctorate):** A three-year graduate program (90 credits) leading to the degree of Doctor of Philosophy (PhD), or a doctoral degree in a field of education.



**Étudiant régulier (Regular student):** A student admitted and registered in a regular degree program at Université Laval or in a short program leading to a certificate or diploma.

**Étudiant visiteur (Visiting student):** A student admitted and registered as part of a bilateral or multilateral agreement between the student's university and Université Laval for one or two sessions. At the end of the stay, the student does not receive a diploma from Université Laval.

**Faculté (Faculty):** An education or research unit to which is attached the Program's Administration Office.

**Grade (Degree):** The degree is a title conferred by the university at the end of a complete program of university studies (bachelor's, master's, or doctorate).

**IDUL (Identifiant Unique Laval):** A unique identifier with a maximum of eight characters, it is generally composed of five letters followed by zero to three digits. It gives access to a number of IT services at Université Laval.

**Inscription (Registration):** A process that is repeated every session that enables students to choose the courses necessary for continuing their academic program.

**Introduction, lettre d' (Letter of introduction):** A letter confirming that your study permit will be issued at a Canadian border crossing.

**Maîtrise (Master's):** A two-year graduate program (45 to 48 credits) leading to a university master's degree.

**Mémoire (Master's thesis):** A written presentation of the results of research conducted as part of a master's degree with thesis.

**Microprogramme (short program):** A university program at the undergraduate or graduate level that has from 9 to 18 credits and leads to a short program attestation.

**monPortail:** monPortail is Université Laval's online learning portal. It combines a learning platform and useful information and services for students in one centralized and personalized access point.

**NI (Numéro d'identification études) (student identification number):** A nine-digit number indicated on your official documents. Your NI appears on your UL student card issued at the start of the semester.

**NIP – Numéro d'identification personnel (PIN – Personal identification number):** It is used as a password in several Université Laval systems. For example, it is used to access monPortail.

**Note (Mark):** An appreciation given according to a grading system established by the professor in the course outline.

**Numéro de dossier (File number):** A number that identifies Université Laval students. Synonymous with the student identification number (IN), it is used by Université Laval in its official communications with the student.

**Plan de cours (Course outline):** A document handed out during the first class detailing the course's specific objectives, content, relevant bibliography, teaching methods used, activity calendar, evaluation methods, and course deliverables.

**Profil (Profile):** A bachelor's program option related to the field of studies. Université Laval has five bachelor's program options: entrepreneurial, international, sustainable development, reward, research.

**Programme contingenté (Limited enrolment program):** A program where the number of available places is limited.

**Régime d'études (Type of studies):** The type of studies is either 12 credits or more (full-time studies) or under 12 credits (part-time studies).

**Registraire, Bureau du (Registrar's Office):** Its mandate is to oversee student admission and academic record management. The Registrar's Office is responsible for evaluating and sending official responses to applications. It also provides registration and graduation support to faculties and other units.

**Résident permanent (Permanent resident):** A person who legally resides in Canada on a permanent basis as an immigrant or refugee, but who is not yet a Canadian citizen.

**Semaine de lecture (Reading Week):** During the fall and winter semester, a week with no classes, which gives students the opportunity to catch up on their coursework.

**Session (Semester):** A consecutive period of fifteen weeks that includes teaching and evaluations, but excludes the registration period and the additional period required for completing certain types of evaluation. The academic year at Université Laval is divided into three semesters: fall (September to December), winter (January to April), and summer (May to August). The summer semester is divided into two periods: 1<sup>st</sup> period (May-June) and 2<sup>nd</sup> period (July-August).

**Stage (Internship):** The practical training done in a professional environment supervised by the university with the collaboration of a partner or supervised by an employer with the collaboration of the university.

**Thèse (Dissertation):** A written presentation of the results of original research conducted as part of a doctoral program.

# A SHORT QUÉBEC FRENCH GLOSSARY

## A-B-C

**Asteure** : Now

**Abreuvoir** : Water fountain

**À cause que** : Because

**Achaler** : To annoy or irritate

**S'accoter** : To lean against or on

**Accrocher quelqu'un/quelque chose** : To accidentally brush up against someone/something

**Aiguiseur** : Pencil sharpener

**Baboune (faire la baboune)** : To pout or sulk

**Balayeuse** : Vacuum cleaner

**Banc de neige** : Snowdrift

**Bas** : Socks

**Baveux** : Smart-alecky

**Bec (donner un bec)** : Kiss (to give someone a kiss)

**Bed and breakfast (B&B)** : Same as in English

**Bibitte** : Insect

**Bienvenue** : After someone says thank you, Quebecers sometimes say «bienvenue» (from the English «You're welcome») instead of «de rien» or «Il n'y a pas de quoi»

**Blé d'inde** : Corn

**Bleuet** : Blueberry

**Bloc appartements** : Apartment building

**Blonde** : Girlfriend

**Boss** : Same as in English

**Breuvage** : Non-alcoholic drink (from the English «beverage»)

**Briser la glace** : To break the ice or start a conversation with someone

**Brunch** : Same as in English

**C'est correct** : Expression meaning «OK» or «it's a deal,» depending on the context

**C'est de valeur** : That's too bad

**Cabane à sucre** : Sugar shack, a building in a maple grove where maple syrup and maple sugar are prepared

**Cadran** : Alarm clock

**Canne** : Can

**Capoter** : To get worked up or lose one's head

**Caribou** : A species of deer found in Northern regions, or a traditional Québec alcoholic drink

**Céduler** : To schedule or put something on one's calendar

**CÉGEP** : Collège d'enseignement général et professionnel (a kind of junior college for pre-university studies)

**Genne** : One-cent coin

**Chance (prendre une)** : To take a chance

**Chandail** : A sweater

**Change (avoir du change)** : Change (as in, to have change)

**Char** : Car

**Chaud (être chaud)** : Drunk

**Chaudron** : Cooking pot

**Checker** : To check or verify

**Chialer** : To grumble or bellyache

**Chicane** : Disagreement

**Chum** : Boyfriend

**Cinq à sept (5 à 7)** : Happy hour

**Coke** : Coca-Cola

## D-E-F

**Débarbouillette** : Washcloth

**Débarque (prendre une débarque)** : Fall (to take a fall)

**Débarquer** : To get off (a bus, train, etc.)

**Dépanneur** : A convenience store

**Dispendieux** : Expensive or pricey

**Échapper** : To drop something

**Écoeurant** : A term that can be used to express disgust or admiration, depending on tone of voice

**Efface (une)** : Eraser

**S'enfarger** : To trip

**En masse (en avoir en masse)** : A lot of, enough (to have enough of something)

**Envoye !** : Go ! Get going !

**Épluchette** : Corn roast

**Été indien**: Indian summer, a period of several days when the temperature is warmer than normal (usually in October)

**Être à côté de la track**: To be wrong

**Être brûlé**: To be exhausted or wiped out

**Être un deux de pique**: To be stupid

**Être tanné**: To be sick of something or fed up

**Faire du pouce**: To hitchhike

**Faire l'épicerie**: To go grocery shopping

**Frette (il fait frette)**: To be very cold

**Frigidaire**: Refrigerator (from the brand name)

**Fun**: Quebecers say «avoir du fun» for «to have fun» and «c'est l'fun» for «it's fun»

## G-H-I-J-K-L

**Gadoue (ou slush)**: Winter slush formed of snow, water, and salt

**Gang**: A group of friends

**Garrocher**: To throw aimlessly

**Geler**: To be really cold

**Habit de neige**: Snow suit—a sturdy, waterproof, cold weather garment usually worn by children, consisting of pants and a jacket

**Huard**: Dollar coin

**Ice**: Here

**Imperméable (un)**: Rain coat

**Jaser**: To chat

**Joke**: Same as in English

**Kleenex**: Tissue (from the brand name)

**Kodak**: Camera (from the brand name)

**Laisser faire**: To drop something or let it go

**Lift (avoir un lift, offrir un lift à quelqu'un)**: Same as in English - to give someone a lift (free car ride)

**Liqueur**: Soda (soft drink)

## M-N-O

**Magasiner**: To go shopping

**Maringouin**: Mosquito

**Mêlant (c'est mêlant)**: Complicated or confusing

**Mitaines**: Mittens

**Motoneige**: Snowmobile

**Mouiller (il mouille)**: To rain (it's raining)

**Niaiser**: To waste time lying around, or to make fun of someone

**Être niais**: To be an imbecile or a simpleton

**Original**: Moose

## P-Q-R

**Pacté**: Drunk

**Pantoute**: Not at all (from «pas du tout»)

**Patate**: Potato

**Patates pilées**: Mashed potatoes

**Pâte à dent**: Toothpaste

**Pâté chinois**: Québec version of shepherd's pie

**Patente**: An indescribable object, a thingy

**Peanut**: Same as in English

**Pelleter**: To shovel snow

**Peser sur un piton**: To press a button

**Piasse (une)**: Canadian dollar

**Piquer une jasette**: To chat or shoot the breeze

**Pire (c'est pas si pire)**: Bad (it's not so bad)

**Pis**: Then, so (from the French «puis»)

**Plate (C'est plate)**: Boring, dull, not fun

**Pogner (Pogner un rhume)**: To catch (To catch a cold), or To be charming or popular (il pogne)

**Poudrerie**: Blizzard

**Poutine**: A popular Québec specialty dish made with french fries, cheese curds, and gravy

**Quatre roues**: All-terrain vehicle (ATV)

**Quétaïne**: Uncool or out of style

**Raquettes**: Snowshoes

**S-T-U-V**

**Ski-Doo** : See «Motoneige»

**Slush** : Same as in English

**Souffleuse** : Snow blower

**Traineau** : Sled or toboggan

**Tripant** : Exciting

**Tuque** : A wool winter hat

**Verglas** : Black ice

**Vidanges** : Garbage

**Voyage (j'ai mon voyage)** : I'm fed up, I can't take anymore

**Source :**

*Lexique du français québécois, Wikipedia,  
The Free Encyclopedia*

# ***NOTES***



**Bureau de la vie étudiante  
Direction des services aux étudiants**

Pavillon Alphonse-Desjardins  
2325, rue de l'Université, Room 2344  
Université Laval  
Québec (Québec) G1V 0A6

418-656-2765  
etudiantsetrangers@bve.ulaval.ca  
www.bve.ulaval.ca



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