STUDYING AT UL
International Student’s Handbook
2017-2019
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
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.

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UPDATED
JUNE 2017

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A Word from the Rector

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.

Rector

Sophie D’Amours
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

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 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.
Guided campus tours
The campus covers 1.8 km² and comprises more than 40 buildings (pavilions) 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 1½ 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

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 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: ÆLIÉS, 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 (Espace étudiant tab).

Photo credit: Viola Hoessl, 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
www.facebook.com/BVEetudiantsetrangers
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.

<table>
<thead>
<tr>
<th>Program type</th>
<th>Number of credits</th>
<th>Number of semesters</th>
<th>Level of study (cycle)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bachelor's</td>
<td>90 - 120</td>
<td>6 - 8</td>
<td>undergraduate</td>
</tr>
<tr>
<td>Certificate</td>
<td>30</td>
<td>2</td>
<td>undergraduate</td>
</tr>
<tr>
<td>Master's</td>
<td>45 - 48</td>
<td>4</td>
<td>graduate</td>
</tr>
<tr>
<td>Advanced graduate diploma (DESS)</td>
<td>30</td>
<td>2 - 3</td>
<td>graduate</td>
</tr>
<tr>
<td>PhD</td>
<td>90 - 96</td>
<td>8</td>
<td>graduate</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Grade</th>
<th>A+</th>
<th>A</th>
<th>A-</th>
<th>B+</th>
<th>B</th>
<th>B-</th>
<th>C+</th>
<th>C</th>
<th>C-</th>
<th>D+</th>
<th>D</th>
<th>E</th>
</tr>
</thead>
<tbody>
<tr>
<td>Points</td>
<td>4.33</td>
<td>4.00</td>
<td>3.67</td>
<td>3.33</td>
<td>3.00</td>
<td>2.67</td>
<td>2.33</td>
<td>2.00</td>
<td>1.67</td>
<td>1.33</td>
<td>1.00</td>
<td>0</td>
</tr>
</tbody>
</table>

*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

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

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!

<table>
<thead>
<tr>
<th>Event</th>
<th>Fall 2017</th>
<th>Winter 2018</th>
<th>Summer 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course registration deadline</td>
<td>September 1</td>
<td>January 12</td>
<td>May 4</td>
</tr>
</tbody>
</table>
| 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 with refund of tuition fees | September 19 | January 29   | **Date varies with course length |
| **Tuition fees Payment Deadline**          | October 15  | February 15  | June 15     |
| Reading week                               | October 30–November 3 | March 5–9   | None        |
| Deadline for dropping a course without refund or academic penalty | 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
## *Important dates!*

<table>
<thead>
<tr>
<th></th>
<th>Fall 2018</th>
<th>Winter 2019</th>
<th>Summer 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course registration deadline</td>
<td>August 31</td>
<td>January 11</td>
<td>May 3</td>
</tr>
</tbody>
</table>
| 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        | September 18    | January 28     | **Date varies with course length** |
| course with refund of tuition fees |                |                |             |
| Tuition fees Payment Deadline  | October 15      | February 15    | June 15     |
| Reading week                   | October 29–November 2 | March 4–8 | None        |
| Deadline for dropping a        | November 13     | March 25       | **Date varies with course length** |
| course without refund or       |                |                |             |
| academic penalty               | October 8 and December 7 | April 19 and 22 | June 24 and July 1 |
| Holidays                       | 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
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.

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

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

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.
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.

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

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.
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

Immigration, Refugees and Citizenship Canada
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.

To ask an advisor a question via email, write to etudiantsetrangers@bve.ulaval.ca.

For a summary of the immigration process, go to 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.
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

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, 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, 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
- 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, Explorer par discipline (Explore by field) menu.

Library (two main sites): Pavillon Jean-Charles-Bonenfant and Pavillon Alexandre-Vachon
www.bibl.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

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
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)

Pavillon Alphonse-Desjardins, Room 2546
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

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
Edifice Beenox - Zone, 305, boulevard Charest Est

Université Laval Coop Zone bookstore
www.zone.coop/en

Centre d’aide aux étudiants – CAE (Student Assistance Centre)

The Student Assistance 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

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

Buying text books

Coop Zone bookstore
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www.zone.coop/en

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Used book market (MLU)
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

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.

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

Pavillon de l’Éducation physique et des sports (PEPS)
www.peps.ulaval.ca
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

Association des étudiantes et des étudiants de Laval inscrits aux études supérieures – ÆLIÉS (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

**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
Photo credit: Melissa Andres, Bachelor’s in architecture student and participant in the Student Life Office and International Office photo contest.
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 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
  - quebec.kijiji.ca
  - www.contactcosmopolite.ulaval.ca

For more resources, visit:
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 1st 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

Le Bail (advice and support)  
418-523-6177  
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.

Assurance Québec  
www.assurance-qc.com

Regroupement des cabinets de courtage d’assurance du Québec (RCCAQ)  
1-800-516-6258  
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

**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.
公共交通

魁北克市有一个公共汽车系统，Réseau de transport de la Capitale (RTC)。根据你使用系统的频率和时间，你有几种选择：

1) 你可以用现金支付所有公交车费用，但只能支付整数（$3.50），因为司机会不找零或不卖票。
2) 你可以按票添加（$3）到智能卡上（OPUS或偶尔）。
3) 如果你经常乘坐公共汽车，你可能想购买一个Monthly Student +。
4) 咨询RTC网站上的价格列表，以找到适合你的正确通行证。

警告！如果丢失或被盗，请在线注册OPUS卡。

Dépanneur Chez Alphonse，方便店，位于Pavillon Maurice-Pollack，是魁北克市RTC公共交通公司的服务中心。你可以在那里购买车票和Monthly Student +通行证，拍摄用于OPUS Student +卡的照片，更新您的Student +状态，等等。

要找出哪些公交车路线途经你的区域，请查看Google Map，或者下载RTC Nomade应用。

Réseau de transport de la Capitale
客服中心：418-627-2511，选项1
www.rtcquebec.ca

重要注意: RTC公交车服务北岸（魁北克市）。要乘坐公交车去南岸（勒维市）你需要使用Société de transport de Lévis (STL)公交车和车票。

Société de transport de Lévis (STL)
www.stlevis.ca

<table>
<thead>
<tr>
<th>通行证</th>
<th>需要</th>
<th>价格（2017–2018）</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly General</td>
<td>OPUS卡无照片需$6，于信息中心或RTC销售点可购得</td>
<td>$87.50</td>
</tr>
<tr>
<td>Monthly Student +</td>
<td>OPUS卡带照片需$15，于Rentrée UL迎新会或Chez Alphonse可购得</td>
<td>$58.00</td>
</tr>
</tbody>
</table>

L’Abonne BUS是一种服务，可以为你每月通行证提供额外10%的折扣。
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
- www.velo.qc.ca
- 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

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
- Kangaride (Amigo Express in French) 1-877-264-4697 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.orleansexpress.com
- Chicoutimi: www.intercar.qc.ca
- Rimouski and Gaspésie: www.orleansexpress.com
- Sherbrooke: www.autobus.qc.ca

**From Montréal (selected destinations)**
- Toronto: www.megabus.com
- Ottawa: www.greyhound.ca
- New-York: www.greyhound.ca
- Boston: www.greyhound.ca

For other destinations, use the search engine at 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.orleansexpress.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.

<table>
<thead>
<tr>
<th>Type of program</th>
<th>Eligibility</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>On campus</td>
</tr>
<tr>
<td>Exchange program</td>
<td>X</td>
</tr>
<tr>
<td>Non-degree studies</td>
<td>X</td>
</tr>
<tr>
<td>French language learning program (FLE, FLS)</td>
<td>X</td>
</tr>
<tr>
<td>Preuniversity training</td>
<td>X</td>
</tr>
<tr>
<td>Program leading to a Université Laval degree</td>
<td>X</td>
</tr>
</tbody>
</table>

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.

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

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

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

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, 3rd 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).
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

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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
www.ulaval.ca/assurancemaladie
### Options for enrolling in student health insurance plans

<table>
<thead>
<tr>
<th></th>
<th>Basic insurance plans</th>
<th>Supplemental insurance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>RAMQ Health</td>
<td>RAMQ, Prescription drugs</td>
</tr>
<tr>
<td>Automatic enrolment</td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Self-enrolment</td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Free</td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Fee-based</td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Option of adding spouse and dependent(s)</td>
<td>x</td>
<td>x</td>
</tr>
</tbody>
</table>

### Eligibility based on country of citizenship

<table>
<thead>
<tr>
<th>Country of citizenship</th>
<th>Level of study</th>
<th>RAMQ Health</th>
<th>RAMQ, Prescription drugs</th>
<th>Desjardins private health insurance (Université Laval)</th>
<th>Student health</th>
<th>Dental</th>
<th>Student health (CADEUL and ÆLIÉS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Belgium and metropolitan France</td>
<td>Regular students</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Exchange students</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Denmark, Finland, Greece, Luxembourg, Norway, Portugal, Romania, Sweden</td>
<td>Regular students</td>
<td>x</td>
<td></td>
<td>x</td>
<td>x</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Exchange students</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>All other countries</td>
<td>Regular students</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Exchange students</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Regular students
- Exchange students
### 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.

<table>
<thead>
<tr>
<th>Coverage at a glance</th>
<th>RAMQ Health</th>
<th>RAMQ Prescription drugs</th>
<th>Desjardins private insurance (Université Laval)</th>
<th>Student health Dental (CADEUL and ÆLIÉS)</th>
<th>Student health Health (CADEUL and ÆLIÉS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical consultation</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hospitalization</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prescription drugs</td>
<td></td>
<td></td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eye exam</td>
<td></td>
<td></td>
<td>x</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>Eyeglasses and contact lenses</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Maternity</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ambulance</td>
<td></td>
<td></td>
<td>x</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>Travel outside Québec (travel insurance)</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Specialists in the RAMQ health network:</td>
<td></td>
<td></td>
<td>x</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>cardiologist, anesthesiologist, dermatolo-</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>gist, gastroenterologist, neurologist,</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>psychiatrist, etc.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Specialists outside the RAMQ health</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>network: physical therapist, chiropractor,</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>osteopath, psychologist, etc.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dental care (exam, cleaning, etc.)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>x</td>
</tr>
</tbody>
</table>

Useful information on insurance coverage:

- www.ramq.gouv.qc.ca/en
- www.ulaval.ca/immigration
- 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 (ASEQ). Students with a RAMQ can also request to enrol for student health insurance.

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

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

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
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

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

Centre d’aide aux étudiants
(Student Assistance Centre)
Pavillon Maurice-Pollack, Room 2121
418-656-7987
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

Off-campus resources

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
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

Transferring money

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

www.westernunion.com
www.moneygram.com
www.paypal.com
# Main financial institutions

Overview of services available from main financial institutions

<table>
<thead>
<tr>
<th>Financial institutions</th>
<th>Students registered for two or more semesters</th>
<th>Students registered for one semester</th>
<th>Transaction fees and student plans</th>
<th>Standard credit card</th>
<th>Prepaid credit card or Visa debit card</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BANK ACCOUNT</strong></td>
<td>With study permit</td>
<td>Without study permit</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Banque de Montréal (BMO)</td>
<td><a href="http://www.bmo.com/main/personal">www.bmo.com/main/personal</a></td>
<td>•</td>
<td></td>
<td>No fees – 30 transactions per month</td>
<td>Possible with a guaranteed deposit, based on file review</td>
</tr>
<tr>
<td>Banque Nationale</td>
<td><a href="http://www.nbc.ca/en/personal/programs/newcomers.html">www.nbc.ca/en/personal/programs/newcomers.html</a></td>
<td>•</td>
<td></td>
<td>No fees for 3 years, conditions apply</td>
<td>Free</td>
</tr>
<tr>
<td>Banque Royale du Canada (RBC)</td>
<td><a href="http://www.rbcbanqueroyale.com">www.rbcbanqueroyale.com</a></td>
<td>•</td>
<td></td>
<td>No fees – 25 transactions per month</td>
<td>Possible, based on file review</td>
</tr>
<tr>
<td>Banque Scotia</td>
<td><a href="http://www.scotiabank.com">www.scotiabank.com</a></td>
<td>•</td>
<td></td>
<td>No fees – unlimited transactions</td>
<td>Free</td>
</tr>
<tr>
<td>Banque Laurentienne</td>
<td><a href="http://www.banquelaurentienne.ca/en">www.banquelaurentienne.ca/en</a></td>
<td>•</td>
<td></td>
<td>No fees, conditions apply</td>
<td>Possible, based on file review</td>
</tr>
<tr>
<td>Caisse Desjardins de l’Université Laval</td>
<td><a href="http://www.desjardins.com/caisse-universitelaval">www.desjardins.com/caisse-universitelaval</a></td>
<td>•</td>
<td></td>
<td>$5 membership fee</td>
<td>$11 discount on all plans</td>
</tr>
<tr>
<td>CIBC</td>
<td><a href="http://www.cibc.com">www.cibc.com</a></td>
<td>•</td>
<td></td>
<td>No fees – unlimited transactions</td>
<td>Free</td>
</tr>
</tbody>
</table>
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

Sample student 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).

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, voicemail, 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.

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.
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

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

### 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 enter 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

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.
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

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

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
Université Laval’s main campus is a certified “Sustainable Campus” and one of the finest in Québec. It spans 1.8 km$^2$, 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)  
2. Centre de gestion des matières dangereuses (CGMD)  
3. Complexe des serres de haute performance (CSHP)  
4. Édifice du Boulevard (EDB)  
5. Édifice du Vieux-Séminaire de-Québec (SEM)  
6. Édifice La Fabrique (FAB)  
7. Maison Couillard (MCO)  
8. Maison Eugène-Roberge (EGR)  
9. Maison Marie-Sirois (MRS)  
10. Maison Michael-John–Brophy (BRY)  
11. Maison Omer-Gingras (OMG)  
12. Pavillon Abitibi-Price (ABP)  
13. Pavillon Adrien-Pouliot (PLT)  
14. Pavillon Alexandre-Vachon (VCH)  
15. Pavillon Alphonse-Desjardins (ADJ)  
16. Pavillon Charles-De Koninck (DKN)  
17. Pavillon Charles-Eugène-Marchand (CHM)  
18. Pavillon de l’Éducation physique et des sports (PEPS)  
19. Pavillon de l’Est (PVE)  
20. Pavillon de Médecine dentaire (MDE)  
21. Pavillon des Sciences de l’éducation (TSE)  
22. Pavillon des Services (PSA)  
23. Pavillon d’Optique-phononique (COP)  
24. Pavillon Envirotron (EVT)  
25. Pavillon Félix-Antoine-Savard (FAS)  
26. Pavillon Ferdinand-Vandy (VND)  
27. Pavillon Gene-H.-Kruger (GHK)  
29. Pavillon Jean-Charles-Bonenfant (BNF)  
30. Pavillon La Laurentienne (LAU)  
31. Pavillon Louis-Jacques-Casault (CSL)  
32. Pavillon Maurice-Pollack (POL)  
33. Pavillon Palasis-Prince (PAP)  
34. Pavillon Paul-Comtois (CMT)  
35. Stade TELUS-Université Laval  
36. Pavillon Agathe-Lacerte (LCT)  
37. Pavillon Alphonse-Marie-Parent (PRN)  
38. Pavillon Ernest-Lemieux (LEM)  

### 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)  

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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
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
(Student Awards and Financial Aid Office)
Pavillon Alphonse-Desjardins, Room 2546
418-656-3332
bbaf@bbaf.ulaval.ca
www.bbaf.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
(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, 7th 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.ffgg.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

Faculty of Dentistry
Pavillon de Médecine dentaire, Room 1615
www.fmd.ulaval.ca

Faculty of Music
Pavillon Louis-Jacques-Casault, Room 3312
www.mus.ulaval.ca

Faculty of Pharmacy
Pavillon Ferdinand-Vandry, Room 2645
www.pha.ulaval.ca

Faculty of Philosophy
Pavillon Félix-Antoine-Savard, Room 444
www.fp.ulaval.ca

Faculty of Business Administration
Pavillon Palasis-Prince, Room 1405
www.fsa.ulaval.ca

Faculty of Agriculture and Food Sciences
Pavillon Paul-Comtois, Room 1122
www.fsaa.ulaval.ca

Faculty of Education
Pavillon des Sciences de l’éducation, Room 282
www.fse.ulaval.ca

Faculty of Science and Engineering
Pavillon Alexandre-Vachon, Room 1033
www.fsg.ulaval.ca

Faculty of Nursing
Pavillon Ferdinand-Vandry, Room 3645
www.fsi.ulaval.ca

Faculty of Social Sciences
Pavillon Charles-De Koninck, Room 3456
www.fss.ulaval.ca

Faculty of Theology and Religious Studies
Pavillon Félix-Antoine-Savard, Room 816
www.ftsr.ulaval.ca

Government services

Immigration, Refugees and Citizenship Canada (IRCC))
Toll-free: 1-888-242-2100 (Canada only)
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

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

Régie de l’assurance maladie du Québec (RAMQ)
787, boulevard Lebourgneuf
418-646-4636
www.ramq.gouv.qc.ca/en

Service Canada
3229, chemin des Quatre-Bourgeois, 3rd floor and Complexe du Littoral,
2500, boulevard Montmorency, Room 101
1-800-622-6232
www.servicecanada.gc.ca

Ville de Québec
2, rue des Jardins
418-641-6010
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, 3rd floor, west hall
418-781-0022

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

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

Hôpital de l’Enfant-Jésus
1401, 18th 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, côté 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**

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

Épicerie Africa
1101, 8e Avenue
418-522-1384

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

**Asian foods**

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**

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**

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, 1re Avenue
418-977-7117

**Latin American foods**

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**

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.comptoireemmaus.com
Électro-meubles*
59, rue Saint-Joseph Est
418-521-1830

Escomptes Lecompte
729, rue Saint-Joseph Est
418-524-1430
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.armeedusalut.ca

Canadian Tire
630, boulevard Wilfrid-Hamel
418-687-2111
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

**Improving your French**

Bibliothèque Gabrielle Roy
350, rue Saint-Joseph Est
418-641-6789
www.bibliothequesdequebec.qc.ca

Centre d’auto–apprentissage du français pour immigrants (CAFI)
2410, chemin Sainte-Foy
418-659-6620, ext. 5099
dfc.cegep-stf.oy.qc.ca

Centre du Phénix
1094, route de l’Église
418-652-2158
phenix.csdecou.qc.ca

Centre Louis–Jolliet
1201, rue de la Pointe-aux-Lièvres
418-686-400, ext. 8280
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
www.elul.ulaval.ca

Mieux–être des immigrants (MEI)
2120, rue Boivin, Room 204
418-527-0177
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

Répertoire des services aux immigrants dans
la ville de Québec
(Québec City directory of immigrant services)
Getting around

**Intercity Buses**

Montréal bus station
1717, rue Berri, Montréal
514-842-2281
www.gamtl.com

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

Greyhound (Canada and the US)
www.greyhound.ca

Orléans Express Groupe Keolis (within Québec)
www.orleansexpress.com
1-888-999-3977

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

**Car rentals**

Avis
www.avis.ca

Discount
Pavillon Alphonse-Desjardins, Room 1300
Université Laval
418-656-3560
www.discountcar.com

Hertz
www.hertz.ca

**Taxis**

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

**Trains**

Via Rail Canada
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 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: 1st period (May-June) and 2nd 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
Aiguisoir : 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, Quebeccers 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 Québécois 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)
Cenne : 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
Dispensier : 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

Il citte: 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 mélant): 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 niaiseux: 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
Pâchéchinois: Quebec version of shepherd's pie
Pate: Same as in English
Pelleteur: To shovel snow
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)
Poudre: Blizzard
Poutine: A popular Quebec specialty dish made with french fries, cheese curds, and gravy

Quatre roues: All-terrain vehicle (ATV)
Quétéaine: Uncool or out of style

Raquettes: Snowshoes
S-T-U-V

Ski-Doo: See «Motoneige»
Slush: Same as in English
Souffleuse: Snow blower

Traîneau: 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
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