Studying at UL - International Student's Handbook
A French version of this document is available on our website or in our office.
www.ulaval.ca/bve
2016-2017

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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TABLE OF CONTENTS

A Word from the Rector .................................................................6

Chapter 1
Getting Off to a Good Start at Université Laval .................................7
Essential steps after your arrival at Université Laval .........................7
Back-to-school activities offered by the Bureau de la vie étudiante - BVE (Student Life Office) ........7
Discover Québec Activity Program ................................................9

Chapter 2
Academic Information .................................................................10
University calendar ....................................................................10
Course portal (ENA) ....................................................................10
Credits, levels of study (cycles), and grading system .......................10
Registration and course selection ..................................................11
Course changes and withdrawals ...................................................11
Université Laval ID card ................................................................11
Tuition and other fees ..................................................................12
Course outline .............................................................................12
English proficiency .....................................................................12
Email@ulaval.ca ..........................................................................12
Communication with professors and staff members .......................12
Useful courses for beginning your studies in Québec .......................13
Important dates ..........................................................................14

Chapter 3
Immigration Formalities ...............................................................15
Need more information? ...............................................................15

Chapter 4
Student Services ..........................................................................16
On-campus Internet (WiFi) ...........................................................16
Université Laval welcome and information kiosk .........................16
Library ......................................................................................16
Service de consultation en français écrit et bureautique (French writing and software program consulting service) ......................16
Bureau de la vie étudiante - BVE (Student Life Office) ....................17
Contact Cosmopolite web portal .................................................17
Bureau des bourses et de l’aide financière - BBAF (Student Awards and Financial Aid Office) .................................17
Centre d’aide aux étudiants - CAE (Student Assistance Centre) ..........18
Buying text books .....................................................................18
Photocopies and printing ..............................................................18
Service de sécurité et de prévention - SSP (Safety and Prevention Services) .........................................................19
Service des activités sportives - SAS (Sports Activities Service) .......19

Chapter 5
Student Associations ....................................................................21
Campus associations ..................................................................21
Undergraduate and graduate associations ......................................21
Faculty orientation activities .........................................................21
Extracurricular associations .........................................................21

Chapter 6
Housing .....................................................................................22
When you arrive ..........................................................................22
On-campus housing ...................................................................22
Finding off-campus housing ........................................................23
Home insurance ............................................................................25
Electricity .....................................................................................25
Water ..........................................................................................25

Chapter 7
Getting Around ...........................................................................26
Public transit ................................................................................26
Bicycles .......................................................................................27
Ridesharing ..................................................................................27
Buses ..........................................................................................27
A Word from the Rector

For some time now, you have been preparing to begin your studies on our campus—and we have been awaiting your arrival with great pride and enthusiasm. You come with your values, sensibilities, experiences, knowledge, learning and, perhaps, some apprehension about this new adventure. We welcome you with the firm desire to help you achieve your goals, progress academically, and succeed in this new stage in your education and life.

Your presence enriches our university community and the Québec City region, enhancing its vitality. Our global outlook, top-quality programs, and support services tailored to your needs will make your studies at Université Laval rich and stimulating intellectually, personally, and culturally.

You are one of more than 5,000 international students from 110 countries who attend Université Laval. Students like you make up more than 10% of our student body and contribute to the vitality of our institution by sharing their diverse cultures and experiences. We invite and encourage you to take every opportunity to play an active part in campus life and everything it has to offer.

This practical guide contains the basic information you will need to make your way through university and to enhance your stay in this new environment. Our staff is also available to offer the support and understanding you will need to succeed in your studies with us.

I hope that your stay at Université Laval and in the Québec City area is crowned with success and constitutes a memorable experience!
Every year, more than 5,000 international students from over 110 countries come to study at Université Laval. You’re probably curious about your new campus and academic environment. This guide contains a wealth of information to help you adjust during your first few months in Québec and 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.

You can also contact the Registrar’s Office to obtain proof of registration, your medical and hospital insurance card, and copies of your transcripts.

*Tip! The first two things you should do upon your arrival at Université Laval are to submit your documents and attend the 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)**

At the orientation sessions offered by the Student Life Office, 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’ll also receive an information packet.

Sessions take place at the Alphonse-Desjardins building and last 60 minutes.

**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 (BVE) will serve as a centre of information and knowledge to help you settle in and integrate into the university community. This guide presents the various services we offer to international students at the start of the fall and winter semesters. Note that these services are free unless otherwise indicated.

The schedule of activities can be found on the BVE website at www.bve.ulaval.ca.

*To register for back-to-school activities offered by the Student Life Office:*
International student orientation lounge, Pavillon Alphonse-Desjardins, Room 2470
Student Life Office, Pavillon Alphonse-Desjardins, Room 2344.
Orientation Lounge for international students

During the first weeks of the fall and winter semesters, 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
- 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

Orientation Lounge hours (open 7 days/week)

Fall: August 15 to September 9, 2016
Winter: January 9 to 19, 2017

Guided campus tours

The campus covers 1.8 km² and comprises more than 30 buildings (pavillons) all linked by a system of pedestrian tunnels. Université Laval is a small city in itself with a population of about 48,000 students, 2,500 professors and 5,000 employees.

To familiarize yourself with the campus, we encourage you to take a 1½ hour free guided tour.

Québec City orientation tour

To help you get your bearings, join us for a bus tour of Québec City’s central districts and then visit the historic quarters and learn about the city's history in a walking tour through Old Québec.

Registration required.
Fees apply.

This tour is made possible through a partnership with Commission de la capitale nationale du Québec.

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/jumelage

International Students Night

Meet incoming international students and recent UL graduates for a festive evening to kick off the fall session. For just $15 per person, join people from around the world for a networking cocktail followed by live music.

Fall only: September 27, 2016

Registration required.
Fees apply.

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
- Have your photo taken and your student ID card made
- Receive a free planner

Rentrée UL schedule:

Fall: September 6 and 7, 2016
Winter: January 10, 2017

www.ulaval.ca/rentree
Planner

During the semester, you can pick up a planner at:

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

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

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**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.**

There are over $600 in prizes up for grabs! **The photo submission deadline is November 6, 2016.**

To attend, go to www.contactcosmopolite.ulaval.ca (Espace étudiant tab).

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**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, visits to the National Assembly, 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/BVEtudiantsetrangers
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.

Course portal (ENA)

ENA (portail des cours) is Université Laval’s online learning portal. Most course websites that instructors create are found here.

These sites may be a supplement to what happens in the classroom or the main platform for distance learning.

ENA lets you communicate easily with your instructor and other students in the course or access the course outline and reference texts.

To access the Digital Learning Environment, go to www.portaildescours.ulaval.ca and enter your IDUL and PIN. This will take you to your personal space, where you will see a list of your registered courses for which your professor has created a website.

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.

<table>
<thead>
<tr>
<th>Succès</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>A+</td>
<td>4,33</td>
<td>B+</td>
<td>3,33</td>
</tr>
<tr>
<td>A</td>
<td>4,00</td>
<td>B</td>
<td>3,00</td>
</tr>
<tr>
<td>A-</td>
<td>3,67</td>
<td>B-</td>
<td>2,67**</td>
</tr>
<tr>
<td>Échec</td>
<td>E</td>
<td></td>
<td>E</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 Capsule at the end of each semester.

www.capsule.ulaval.ca
Registration and course selection

Capsule, the self-service web platform for students

Capsule is a website where you can apply for admission, consult the course catalogue, and register for courses or other educational activities. You can also update your personal information (e.g., your address) and check your academic progress.

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 the fall and winter semesters. Registration for the summer semester is optional for most study programs.

You can register directly via your Capsule student account or get help from an academic advisor or counselor in your faculty. See pages 46 and 47 for faculty contact information.

Before each new semester, you must choose and register for your courses on Capsule. 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 in Capsule.

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.

• See course deadlines for dropping courses on the website of the Registrar’s Office: www.reg.ulaval.ca
• See overview of dates in the table on page 14.

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.

Université Laval ID card

Your ID card proves your status as a Université Laval student. The card is required to access certain services (e.g., library, PEPS sports complex, etc.). You will receive your Université Laval non-photo ID card by mail within ten days after you register. If you don’t yet have a Québec address when you register, you’ll be asked to pick up your envelope at the Registrar’s Office. The envelope contains your non-photo ID card, the photo schedule, and other useful information.
**Photo session schedules** are also published on the Registrar’s Office website under the Demande de documents tab.

**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 Capsule.

Tuition Counter, Service des finances
Pavillon Jean-Charles-Bonenfant, Room 3540
www2.ulaval.ca/les-etudes/droits-de-scolarite/paiement-des-droits-de-scolarite.html

**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 at the beginning of the semester. You should start planning for your assignment and exam schedule in the first few weeks of classes. Exams are generally concentrated over two one-week periods, one halfway through the semester and the other at the end.

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

**English proficiency**

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

**Tip!**

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

**Email @ ulaval.ca**

As soon as your Université Laval offer of admission is issued, a personal email address is assigned to you. All correspondence from UL faculties, professors, student associations, services, and so on will be sent to this address. You can access your email by visiting the courriel.ulaval.ca website or via the ENA course portal at www.portaildescours.ulaval.ca.

**Communication with professors and staff members**

Professor-student relations are generally direct and informal. It is easy to consult professors by going to their office (appointment suggested) or contacting them by e-mail or telephone. 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.

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.

**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, 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
## Important dates!

<table>
<thead>
<tr>
<th></th>
<th>Fall 2016</th>
<th>Winter 2017</th>
<th>Summer 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Courses start</td>
<td>September 6</td>
<td>January 9</td>
<td>May 1</td>
</tr>
<tr>
<td>Course registration deadline</td>
<td>September 13</td>
<td>January 17</td>
<td>April 28</td>
</tr>
<tr>
<td>Course-change period</td>
<td>September 6–13</td>
<td>January 9–17</td>
<td>March 22–April 28</td>
</tr>
<tr>
<td>Deadline for dropping a course with refund of tuition fees</td>
<td>September 20</td>
<td>January 23</td>
<td>*Date varies with course length</td>
</tr>
<tr>
<td>Tuition fees Payment Deadline</td>
<td>October 15</td>
<td>February 15</td>
<td>June 15</td>
</tr>
<tr>
<td>Reading week</td>
<td>October 31–November 5</td>
<td>March 6–11</td>
<td>None</td>
</tr>
<tr>
<td>Deadline for dropping a course without refund or academic penalty</td>
<td>November 15</td>
<td>March 20</td>
<td>*Date varies with course length</td>
</tr>
<tr>
<td>Holidays</td>
<td>October 10 and December 8</td>
<td>April 14–17</td>
<td>June 24 and July 1</td>
</tr>
<tr>
<td>Courses end</td>
<td>December 16</td>
<td>April 21</td>
<td>*Date varies with course length</td>
</tr>
<tr>
<td>Exam period</td>
<td>December 19–23</td>
<td>April 24–28</td>
<td>None</td>
</tr>
</tbody>
</table>

*For more information, see full calendar.

www2.ulaval.ca/les-etudes/programmes-cours-horaire/calendriers-universitaires.html

*See course deadlines for dropping courses on the website of the Registrar’s Office: www.reg.ulaval.ca*
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

Need more information?

International student advisors at the Student Life Office can give you more information about the administrative steps to take in conjunction with your studies. Feel free to come and meet them.

Walk-in schedule:

Tuesdays and Thursdays, 9:30 a.m. to 3 p.m.*

*Subject to change without notice.

For more information: www.ulaval.ca/immigration
On-campus Internet (WiFi)

Université Laval offers free access to the Eduroam 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)

Université Laval welcome and information kiosk

The information kiosk at the entrance to the Maurice-Pollack and Alphonse-Desjardins buildings is a campus service hub. In addition to providing information to visitors and students, it also offers transactional student services such as tuition fee payment as well as distribution of official documents and assistance and information services related to academics, finances, educational resources, and campus activities.

Opening September 20, 2016
www.ulaval.ca/lepoint

Library

The university library, which specializes in all the academic fields taught at UL, is home to nearly six million documents—including books, dictionaries, periodicals, theses, films, music, and statistics—as well as thousands of electronic resources accessible via its website.

The library also offers numerous study rooms and hundreds of computer workstations for your use.

Can’t find the information you’re looking for? Take advantage of the library’s research assistance services, including:

- Research assistance staff and documentation specialists to help guide your research
- Introductory training on research techniques for individuals or groups
- Introduction to searching the library catalogue using the Ariane 2.0 search engine
- Advice on using library databases effectively to find scientific papers

Bibliothèque des sciences humaines et sociales
Pavillon Jean-Charles-Bonenfant

Bibliothèque scientifique
Pavillon Alexandre-Vachon
www.bibl.ulaval.ca

Service de consultation en français écrit et en bureautique (French writing and software application consultation service)

Need help with writing and revising your assignment or with using computer software? The library offers a consulting service on French writing (by appointment or drop-in) and a computer consulting service to help you with the main software applications, including Microsoft Word, Excel, PowerPoint, OpenOffice Writer and LaTeX.

For more information:
bibl.ulaval.ca, Services menu, Formations (training) section
Chapter 4 • Student Services

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

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.
• Photo contest: Enter photos and videos of your UL stay in our international student photo contest À travers votre lentille: expérience étudiante à l’international! Over $600 in prizes to be won! Entry deadline: November 6, 2016.

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 involvement in a variety of ways

Pavillon Alphonse-Desjardins, Room 2344
www.bve.ulaval.ca
Centre d’aide aux étudiants - CAE (Student Assistance Centre)

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

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

Pavillon Maurice-Pollack, Room 2121
www.aide.ulaval.ca

Buying text books

Zone bookstore

The 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 promotional items, 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, local 1100

Other locations
Pavillon Ferdinand-Vandry, Room 1625
PEPS university sports complex - Boutique du Rouge et Or, Room 2707
Édifice Beenox - Zone artistique, 305, boulevard Charest Est

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

Used book market

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

Used book market (MLU)
www.cadeul.com/mlu

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.

In addition to photocopying, the Copy Service also offers services such as digital printing, large format, binding and finishing, lamination, CD and DVD archiving and printing, scanning, and much more!

Main counter
Pavillon Maurice-Pollack, Room 1255

Quick service counter
Pavillon Charles-De Koninck, Room 1156
Pavillon Ferdinand-Vandry, Room 1696

Service de reprographie (Copy Service)
www.srep.ulaval.ca
Service de sécurité et de prévention - SSP (Safety and Prevention Services)

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

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

Pavillon Ernest-Lemieux, Room 1532
Information and lost & found : 418-656-7762
www.ssp.ulaval.ca
Emergency : 911

Service des activités sportives - SAS (Sports Activities Service)

SAS 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:

- Pools
- Ice rinks
- Two indoor stadiums
- A 200-meter indoor track
- Climbing walls
- Gymnasiums
- Dojos
- Squash and racquetball courts
- Multi-sport rooms
- Fitness rooms

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 : Students registered for 12 or more credit hours enjoy free access to the pool, ice rinks and running track and free field and court reservations. Your student ID card is also your PEPS membership card.

Pavillon de l’Éducation physique et des sports (PEPS)
www.peps.ulaval.ca
Photo credit: Tabata Alejandra Puentes Estrada, agronomy student and participant in the Student Life Office and International Office photo contest.
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 Université Laval 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
- Funds student projects

Pavillon Maurice-Pollack, Room 2265  
www.cadeul.ulaval.ca

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

## 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 and will send you more information before the semester begins. If you don’t receive the 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 Students Services website.  
www.dse.ulaval.ca/associations
When you arrive

If you don’t have housing arrangements when you arrive in Québec, here are some options for affordable temporary accommodation:

**Residence Office – Hébergement hôtelier**
Pavillon Alphonse-Marie-Parent, Room 1618
418-656-5632
hebergement@sres.ulaval.ca
www.residences.ulaval.ca
$40 and up/night

**Auberge Internationale de Québec**
19, rue St-Ursule
418-694-0755
aubergeinternationaledequebec.com
$33 and up/night

**Auberge de la Paix**
31, rue Couillard
418-694-0735
www.aubergedelapaix.com
$30 and up/night, with tax

**Auberge Planète Backpacker**
386, rue du Pont
418-264-4615
www.planetebackpackers.com
$30 and up/night

Visit the Student Life Office website for other temporary housing suggestions:
www.bve.ulaval.ca/logement

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). Rooms are reserved for full-time students.

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 ($).

The rooms are connected to the university’s free wireless Internet. Wired access is also available on a paid subscription basis.

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.cherchetrouve.ca
  - contactcosmopolite.ulaval.ca

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) If it sounds good, make an appointment with the landlord or concierge to go and visit during the day, when the lighting is better.

4) Be sure to inspect all of the rooms and check whether household appliances work properly if they're included in the rent.

5) If applicable, check the common areas (laundry room, storage areas, etc.).

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**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 for any duration. **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

By law (Act respecting the *Régie du logement*) you are entitled to receive a copy of the lease within 10 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.

Insurance Bureau of Canada
1-877-288-4321
www.ibc.ca/en/

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.
Public transit

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

1) You can pay cash in all buses, but in **exact change** only ($3.50) because drivers do not make change or sell tickets.

2) You can buy **tickets** ($2.95 each) on an OPUS or Occasional smart card.

3) If you regularly ride the bus, you may want to buy a **pass**.

Which pass is right for you?

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

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

Réseau de transport de la Capitale (RTC)

www.rtcquebec.ca

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>General monthly pass</td>
<td>Unlimited number of trips from the first day to the last day of the month</td>
<td>$85.60</td>
</tr>
<tr>
<td>Student monthly pass</td>
<td>Unlimited number of trips from the first day to the last day of the month</td>
<td>$57.00</td>
</tr>
<tr>
<td></td>
<td>To be eligible for this rate, you have to buy an OPUS student card from Réseau de transport de la Capitale ($15) at the following locations:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Rentrée UL welcome fair in Pavillon Alphonse-Desjardins</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Dépanneur chez Alphonse in Pavillon Maurice-Pollack</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Confirmation of full–time registration</strong> from the Registrar’s Office and photo ID required.</td>
<td></td>
</tr>
<tr>
<td>Day pass</td>
<td>Unlimited trips for one day</td>
<td>$8.25</td>
</tr>
<tr>
<td>Unlimited weekend pass</td>
<td>Unlimited trips for one weekend</td>
<td>$15.00</td>
</tr>
<tr>
<td>Five-day pass</td>
<td>Unlimited trips for 5 consecutive days starting the day of activation</td>
<td>$28.50 or $21.50 with OPUS student card</td>
</tr>
</tbody>
</table>

The **Abonne BUS** service gives you an additional 10% off your monthly subscriptions

www.abonnebus.ca

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

Société de transport de Lévis (STL)

www.stlevis.ca
**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 4-hour periods upon presentation of an official ID. Various rental packages are available, including a seasonal pass.

Coop Roue-libre

Trailer in the parking area across from the Alphonse-Desjardins building

May to October

www.cooprouelibre.com

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**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

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**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.

Fares : $25 one way/$45 return

https://www.orleansexpress.com/en/fares-discounts/ (see bottom of page)

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**Ridesharing**

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

There are 2 ridesharing organizations :

- www.ulaval.covoiturage.ca
- Kangaride (Amigo Express in French)
  1-877-264-4697
  www.kangaride.com
Working during your studies

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>
<th>On campus</th>
<th>Off campus</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exchange program</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-degree studies</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>French language learning program (FLE, FLS)</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Preuniversity training</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Program leading to a Université Laval degree</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>(certificate, advanced graduate diploma (DESS), bachelors’s, master’s, doctorate)</td>
<td></td>
<td></td>
<td></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.

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

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

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

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

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

www.ulaval.ca/immigration

Internships
International students who are required to do an off-campus internship as part of their studies must 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. For more information, visit the Immigration, Refugees and Citizenship Canada website.

Important note: The work permit is compulsory, even for unpaid internships. We recommend that you apply for your internship work permit as soon as you arrive, even if you haven't yet found an internship.
Service de placement - SPLA
(Université Laval Placement Service)

The career and employment specialists at Université Laval’s Placement Service (SPLA) have the tools you need to help you successfully enter the job market.

Register on the SPLA website so you can:
- Browse internship and job offers
- Meet with an employment advisor specializing in your field of study
- Learn critical job search strategies
- Prepare for interviews
- Have someone edit your CV and cover letter during a walk-in consultation
- Explore job opportunities in your area of expertise
- Attend training sessions, seminars, and activities around specific themes
- Take part in the Mentor program
- Take advantage of the SPLA job market document centre

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

Social insurance number

To work in Canada, you need a social insurance number (SIN). The SIN is different from the number on the Québec health insurance card.

If you are not a Canadian citizen or permanent resident, you can apply for a temporary SIN so you can get paid for your work. This SIN will have an expiry date. When you renew your study permit and/or work permit, you must also renew your SIN.

To get a social insurance number, bring your passport and study permit indicating that you are eligible to work in Canada.

Service Canada
3229, chemin des Quatre-Bourgeois, 3rd floor
www.servicecanada.gc.ca
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 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 Université Laval’s mandatory insurance.

For more information:
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><strong>Automatic enrolment</strong></td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td><strong>Self-enrolment</strong></td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td><strong>Free</strong></td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td><strong>Fee-based</strong></td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td><strong>Option of adding spouse and dependent(s)</strong></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 Université Laval</th>
<th>Student health (ÆLIÉS and CADEUL)</th>
<th>Student health (ÆLIÉS and CADEUL)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Belgium and metropolitan France</td>
<td>Regular students</td>
<td>x</td>
<td>x</td>
<td></td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td></td>
<td>Exchange students</td>
<td>x</td>
<td>x</td>
<td></td>
<td>x</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></td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td></td>
<td>Exchange students</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>All other countries</strong></td>
<td>Regular students</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Exchange students</td>
<td>x</td>
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<td>x</td>
</tr>
</tbody>
</table>
# 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>Service</th>
<th>RAMQ Health</th>
<th>RAMQ Prescription drugs</th>
<th>Desjardins Université Laval</th>
<th>Student health and dental (ÆLIÉS and CADEUL)</th>
<th>Student health (ÆLIÉS and CADEUL)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical consultation</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hospitalization</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Prescription drugs</td>
<td></td>
<td>x</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Eye exam</td>
<td></td>
<td></td>
<td>x</td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Eyeglasses and contact lenses</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>Maternity</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Ambulance</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Travel outside Québec (travel insurance)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Specialists in the RAMQ health network: cardiologist, anesthesiologist, dermatologist, gastroenterologist, neurologist, psychiatrist, etc.</td>
<td>x</td>
<td></td>
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</tr>
<tr>
<td>Specialists outside the RAMQ health network: physical therapist, chiropractor, osteopath, psychologist, etc.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>x</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](http://www.ramq.gouv.qc.ca/en)
- [www.ulaval.ca/immigration](http://www.ulaval.ca/immigration)
- [www.santeetudiante.com](http://www.santeetudiante.com)
Supplemental insurance – Student health

Students registered in a regular program at Université Laval are automatically enrolled in a supplemental dental insurance plan separate from the basic plan provided by Alliance pour la santé étudiante au Québec (ASÉQ). Students from certain countries may also hold supplemental health and hospitalization insurance.

www.santeetudiante.com

Undergraduate students:
Bureau Assurances CADEUL
Pavillon Pollack, local 2256

Graduate students:
Maison Marie-Sirois
www.aelies.ulaval.ca

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 walk-in clinic
The Université Laval medical clinic dispenses frontline 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.

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

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

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

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

See pages 48-49 for the contact information of the health care establishments closest to campus.

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 (Services tab)

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
- Sports medicine
- Physiotherapy
- Orthopedic clinic

For more information: www.peps.ulaval.ca under the Services santé (Health services) tab

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

Centre de prévention et d’intervention en matière de harcèlement (Harassment Prevention and Resolution Centre)
Pavillon Alphonse-Desjardins, Room 3310
418-656-7632

Off-campus resources

Centre de crise de Québec (Crisis Centre)
418-688-4240

Centre de prévention du suicide de Québec (Suicide Prevention Centre)
418-683-4588
Emergency: 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

If you plan to work in Canada or to transfer money while you are here, we suggest you open an account with a Canadian bank or credit union.

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, local 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 INSTITUTION</th>
<th>BANK ACCOUNTS</th>
<th>CREDIT CARDS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Students registered for two or more semesters</td>
<td>Students registered for one semester</td>
</tr>
<tr>
<td></td>
<td>With study permit</td>
<td>Without study permit</td>
</tr>
<tr>
<td>Scotia Bank <a href="http://www.scotiabank.com">www.scotiabank.com</a></td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>TD Canada Trust, Laurentian Bank <a href="http://www.tdcanadatrust.com">www.tdcanadatrust.com</a></td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Caisse Desjardins de Université Laval <a href="http://www.desjardins.com/caisse-universitelaval">www.desjardins.com/caisse-universitelaval</a></td>
<td>●</td>
<td>●</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. 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 financial 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
Phone calls

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

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

Long-distance calling

Certain providers specialize in long-distance calling and offer competitive rates for service using your existing telephone line.

Here is a list of a few such providers:
- Caztel: www.1010710.com
- Yak: www.yak.ca
- 1010320: www.1010320.com
- 450 Tel: www.450tel.ca

You can also purchase long-distance calling cards at the Chez Alphonse convenience store in the Maurice-Pollack building.

On-campus Internet (WiFi)

Université Laval offers free access to the Eduroam 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)
Before you purchase a cell phone or activate a phone brought from your home country, check with a number of companies to compare prices. Some providers—like Fido, Rogers, Virgin Mobile, and Koodo Mobile—are more accommodating than others when it comes to international students.

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 usually not 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 (unless you sign up for an unlimited plan).
- Taxes and emergency 911 service charges are not included in the plan price.
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.

www2.ulaval.ca/notre-universite/documents-officiels.html

### 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.

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### Scientific integrity policy

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

### Regulation against psychological and sexual harassment

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

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

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

Pavillon Alphonse-Desjardins, Room 3310
418-656-7632
www.harcelement.ulaval.ca
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 information, to participate in student life, and to a high quality university education and environment.

Do you need help defending your rights?

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

BDE and ÆLIÉS 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

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
The campus covers 1.8 km² and comprises over 30 buildings (or pavillons) connected by a network of tunnels. The university is its own little city frequented by some 48,000 students, 1,500 faculty, and 5,000 other employees 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

<table>
<thead>
<tr>
<th>Number</th>
<th>Building Name</th>
<th>Acronym</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Carré des affaires FSA ULaval-Banque Nationale</td>
<td>FSA</td>
</tr>
<tr>
<td>2</td>
<td>Centre de foresterie des Laurentides (CFL)</td>
<td>CFL</td>
</tr>
<tr>
<td>3</td>
<td>Édifice du Boulevard (EDB)</td>
<td>EDB</td>
</tr>
<tr>
<td>4</td>
<td>Édifice du Vieux-Séminaire de Québec (SEM)</td>
<td>SEM</td>
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<tr>
<td>5</td>
<td>Édifice La Fabrique (FAB)</td>
<td>FAB</td>
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<tr>
<td>6</td>
<td>Édifice logeant Héma-Québec (HQ)</td>
<td>HQ</td>
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<tr>
<td>7</td>
<td>Maison Couillard (MCO)</td>
<td>MCO</td>
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<tr>
<td>8</td>
<td>Maison Eugène-Roberge (EGR)</td>
<td>EGR</td>
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<tr>
<td>9</td>
<td>Maison Marie-Sirois (MRS)</td>
<td>MRS</td>
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<tr>
<td>10</td>
<td>Maison Omer-Gingras (OMG)</td>
<td>OMG</td>
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<tr>
<td>11</td>
<td>Pavillon Abitibi-Price (ABP)</td>
<td>ABP</td>
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<tr>
<td>12</td>
<td>Pavillon Adrien-Poulion (PLT)</td>
<td>PLT</td>
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<tr>
<td>13</td>
<td>Pavillon Alexandre-Vachon (VCH)</td>
<td>VCH</td>
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<tr>
<td>14</td>
<td>Pavillons Alphonse-Desjardins et Maurice-Pollack (ADJ et POL)</td>
<td>ADJ et POL</td>
</tr>
<tr>
<td>15</td>
<td>Pavillon Charles-De Koninck (DKN)</td>
<td>DKN</td>
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<tr>
<td>16</td>
<td>Pavillon Charles-Eugène-Marchand (CHM)</td>
<td>CHM</td>
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<tr>
<td>17</td>
<td>Pavillon de l'Éducation physique et des sports (PEPS)</td>
<td>PEPS</td>
</tr>
<tr>
<td>17a</td>
<td>Espace sportif Desjardins -Université Laval</td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>Pavillon de l’Environotron (EVT)</td>
<td>EVT</td>
</tr>
<tr>
<td>19</td>
<td>Pavillon de l’Est (PVE)</td>
<td>PVE</td>
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<tr>
<td>20</td>
<td>Pavillon de Médecine dentaire (MDE)</td>
<td>MDE</td>
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<tr>
<td>21</td>
<td>Pavillon des Sciences de l’éducation (TSE)</td>
<td>TSE</td>
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<tr>
<td>22</td>
<td>Pavillon des Services (PSA)</td>
<td>PSA</td>
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<tr>
<td>23</td>
<td>Pavillon d’Optique-photonique (COP)</td>
<td>COP</td>
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<tr>
<td>24</td>
<td>Pavillon Félix-Antoine-Savard (FAS)</td>
<td>FAS</td>
</tr>
<tr>
<td>25</td>
<td>Pavillon Ferdinand-Vandry (VND)</td>
<td>VND</td>
</tr>
<tr>
<td>26</td>
<td>Pavillon Gene-H.-Kruger (GHK)</td>
<td>GHK</td>
</tr>
<tr>
<td>27</td>
<td>Pavillon J.-A.-DeSève (DES)</td>
<td>DES</td>
</tr>
<tr>
<td>28</td>
<td>Pavillon Jean-Charles-Bonenfant (BNF)</td>
<td>BNF</td>
</tr>
<tr>
<td>29</td>
<td>Pavillon La Laurentienne (LAU)</td>
<td>LAU</td>
</tr>
<tr>
<td>30</td>
<td>Pavillon Louis-Jacques-Casault (CSL)</td>
<td>CSL</td>
</tr>
<tr>
<td>31</td>
<td>Pavillon Palasis-Prince (PAP)</td>
<td>PAP</td>
</tr>
<tr>
<td>32</td>
<td>Pavillon Paul-Comtois (CMT)</td>
<td>CMT</td>
</tr>
<tr>
<td>33</td>
<td>Stade TELUS-Université Laval</td>
<td>TELUS</td>
</tr>
</tbody>
</table>

## Services

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Arrêt Métrobus (800-801)</td>
</tr>
<tr>
<td>B</td>
<td>Bibliothèque</td>
</tr>
<tr>
<td>C</td>
<td>Caisse populaire Desjardins</td>
</tr>
<tr>
<td>D</td>
<td>Sécurité-stationnement</td>
</tr>
<tr>
<td>E</td>
<td>Installations sportives</td>
</tr>
</tbody>
</table>

## Residences

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>34</td>
<td>Pavillon Agathe-Lacerte (LCT)</td>
</tr>
<tr>
<td>35</td>
<td>Pavillon Alphonse-Marie-Parent (PRN)</td>
</tr>
<tr>
<td>36</td>
<td>Pavillon Ernest-Lemieux (LEM)</td>
</tr>
<tr>
<td>37</td>
<td>Pavillon H.-Biermans-L.-Morard (PBM)</td>
</tr>
</tbody>
</table>
CAMPUS MAP
CHAPTER 14
Useful Addresses and Phone Numbers

Université Laval services

Bureau de la vie étudiante (Student Life Office)
Pavillon Alphonse-Desjardins, Room 2344
418-656-2765
accueil@bve.ulaval.ca
www.bve.ulaval.ca

Bureau des bourses et de l’aide financière - BBAF (Student Awards and Financial Aid Office)
Pavillon Alphonse-Desjardins, Room 2546
418-656-3332
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

Service de placement de l’Université Laval - SPLA (Université Laval Placement Service)
Pavillon Alphonse-Desjardins, Room 2447
418-656-3575
spla@spla.ulaval.ca
www.spla.ulaval.ca

Service des finances – Droits de scolarité (Financial Services – Tuition fees)
Pavillon Jean-Charles-Bonenfant, Room 3540
418-656-3006
droitsscol@sf.ulaval.ca
www.sf.ulaval.ca/droitsscolarités

Service des résidences (Residence Office)
Pavillon Alphonse-Marie-Parent, Room 1604
418-656-2921
sres@sres.ulaval.ca
www.residences.ulaval.ca

Service des activités sportives (Sports Activities Service)
Pavillon de l’Éducation physique et des sports (PEPS), Room 2254
418-656-7377
www.peps.ulaval.ca

Université Laval faculties

Faculty of Planning, Architecture, Art, and Design
Édifice du Boulevard
350, boulevard Charest Est, 7th floor
Québec City, 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
Chapter 14 • Useful Addresses and Phone Numbers

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’Immigration, de la Diversité et de l’Inclusion du Québec (MIDI)
1-877-864-9191

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

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
or
2500, boulevard Montmorency
Complexe du Littoral, Suite 101
1-800-622-6232
www.servicecanada.gc.ca

City of Québec
2, rue des Jardins
418-641-6010
www.ville.quebec.qc.ca/en
**Short-term accommodations**

**Auberge Internationale de Québec**  
19, rue St-Ursule  
418-694-0755  
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

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

The reception desk is open 24/7 in case of emergency.

**Health care**

**Medical clinics**  
Université Laval walk-in clinic  
Pavillon Maurice-Pollack, Room 2110  
418-656-2943

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

Clinique médical Racine  
2880, chemin des Quatre-Bourgeois  
418-657-6363

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

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

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

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

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

Hôpital de l’Enfant-Jésus  
1401, 18e Rue  
418-649-0252

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

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

**Centre local de services communautaires - CLSCs (local community service centres)**  
www.csssvc.qc.ca/services/clsc

CLSC Sainte-Foy-Sillery  
3108, chemin Sainte-Foy  
418-651-2572
CLSC Haute-Ville
55, chemin Sainte-Foy
418-641-2572

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

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

**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

**Latin American foods**
Marché Exotique La Fiesta
101, rue Saint-Joseph Est
418-522-4675

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

**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

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

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

**Asian foods**
Aliment Toyo
2860, chemin Sainte-Foy
418-657-8838

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

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

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

**International foods**
Déli Universel
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
Bargain stores

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

Sainte-Foy neighbourhood

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

Winners
Place des Quatre-Bourgeois
999, Avenue de Bourgogne
418-654-1186

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

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

Village des valeurs*
3355, rue de la Pérade
418-651-2772
www.villagedesvaleurs.com

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

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

Boutique du Dollar +
Place de la Cité
2600, boulevard Laurier
418-653-6905

Dollarama
Place Laurier
2700, boulevard Laurier

La Pyramide
2360, chemin Ste-Foy

Place des Quatre-Bourgeois*
999, avenue de Bourgogne

Limoilou neighbourhood

Village des valeurs*
2555, boulevard Montmorency
418-660-5840

Entrepôt du Meuble Gaétan*
1095, chemin de la Canardière
418-529-7545

Saint-Roch neighbourhood

Comptoir Emmaus*
915, rue Saint-Vallier Est
418-692-0385
www.comptoireemmaus.com

Centre Ozanam*
860, rue du Roi
418-522-0880

Escomptes Lecompte
729, rue Saint-Joseph Est
418-524-1430
www.escompteslecompte.com

Au Coin du Meuble*
253, rue Saint-Joseph Est
418-648-8998

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

Électro-meubles*
59, rue Saint-Joseph Est
418-521-1830
Vanier - Les Saules neighbourhood

Dollarama
Place Fleur de Lys
550, boulevard Wilfrid-Hamel

Walmart
Place Fleur de Lys
550, boulevard Wilfrid-Hamel
www.walmart.ca

Canadian Tire
630, boulevard Wilfrid-Hamel
418-687-2111
www.canadiantire.ca

Improving your French

Université Laval School of Languages
Pavillon Charles-De Koninck, Room 2301
418-656-2321
elul@elul.ulaval.ca
www.elul.ulaval.ca

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

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
www.saaiguebec.com

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
418-686-4040, ext. 8280
www.centrelouisjolliet.qc.ca

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

Québec City directory of immigrant services
www.ville.quebec.qc.ca/immigrants

Getting around

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

Intercity Buses
Orléans Express Groupe Keolis (within Québec)
www.orleansexpress.com

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

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

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

Montréal bus station
1717, rue Berri, Montréal
514-842-2281
www.gamtl.com
**Trains**
Via Rail Canada  
www.viarail.ca

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

Avis  
www.avis.ca

Hertz  
www.hertz.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 (www.reg.ulaval.ca).

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

Campus (Campus) : The Université Laval campus.

Capsule (Capsule) : A secure web platform providing students direct access to their student files.

Carte étudiante (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 (IN).

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). Diant au Québec. À ne pas confondre avec le numéro d'identification (NI).

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.

NI (Numéro d’identification études) : A student identification number with nine digits. The NI is sometimes synonymous with the record number, for example on the student card issued at the start of the session, after registration.

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 Capsule and Adage.

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 5 bachelor’s program options : entrepreneurial, international, sustainable development, reward, research.

Programme contingenté (Limited enrolment program) : An undergraduate 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): The mandate of the Registrar’s Office 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 15 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’accoster: To lean against or on
Accrocher quelqu’un/quelque chose: To accidentally brush up against someone/something
Aiguïsoir: Pencil sharpener
Baboune (faire la baboune): To pout or sulk
Balayeuse: Vacuum cleaner
Banc de neige: Snowdrift
Bas: Socks
Baveux: Smart-alecky
Bec (donner un bec): Kiss (to give someone a kiss)
Bed-and-breakfast (B&B): Same as in English
Bibitte: Insect
Bienvenue: After someone says thank you, Quebecers sometimes say «bienvenue» (from the English «You’re welcome») instead of «de rien» or «Il n’y a pas de quoi»
Blé d’inde: Corn
Bleuet: Blueberry
Bloc appartements: Apartment building
Blonde: Girlfriend
Boss: Same as in English
Breuvage: Non-alcoholic drink (from the English «beverage»)
Briser la glace: To break the ice or start a conversation with someone
Brunch: Same as in English
C’est correct: Expression meaning «OK» or «it’s a deal,» depending on the context
C’est de valeur: That’s too bad
Cabane à sucre: Sugar shack, a building in a maple grove where maple syrup and maple sugar are prepared
Cadran: Alarm clock
Canne: Can
Capoter: To get worked up or lose one’s head
Caribou: A species of deer found in Northern regions, or a traditional Québec alcoholic drink
Céduler: To schedule or put something on one’s calendar
CÉGEP: Collège d’enseignement général et professionnel (a kind of junior college for pre-university studies)
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
Dispendieux: Expensive or pricey
Échapper: To drop something
Éocean: 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

Icitte: Here

Imperméable (un): Rain coat

Jaser: To chat

Joke: Same as in English

Kleenex: Tissue (from the brand name)

Kodak: Camera (from the brand name)

Laisser faire: To drop something or let it go

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

Liqueur: Soda (soft drink)

M-N-O

Magasiner: To go shopping

Maringouin: Mosquito

Mêlant (c’est mêlant): Complicated or confusing

Mitaines: Mittens

Motoneige: Snowmobile

Mouiller (il mouille): To rain (it’s raining)

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

Être niaisexux: To be an imbecile or a simpleton

Orignal: Moose

P-Q-R

Pacté: Drunk

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

Patate: Potato

Patates pilées: Mashed potatoes

Pâte à dent: Toothpaste

Pâté chinois: Québec version of shepherd’s pie

Patente: An indescribable object, a thingy

Peanut: Same as in English

Pelleter: To shovel snow

Peser sur un piton: To press a button

Piassa (une): Canadian dollar

Piquer une jasette: To chat or shoot the breeze

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

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

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

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

Poudrerie: Blizzard

Poutine: A popular Québec specialty made with french fries, cheese curds, and gravy
Quatre roues: All-terrain vehicle (ATV)
Quétaine: 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
NOTES
NOTES
Bureau de la vie étudiante
Direction des services aux étudiants

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