

Studying at ULaval

International Student's Handbook

2019-2021



Direction des services
aux étudiants
Bureau de la vie étudiante



UNIVERSITÉ
LAVAL

Studying at ULaval - International Student's Handbook

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

www.bve.ulaval.ca

2019-2021

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

Production

Bureau de la vie étudiante

Direction des services aux étudiants

Coordination and drafting

Geneviève Roberge, international student advisor

Rachelle Pelletier, communications officer

Shirley Charles, secretariat officer

Graphics

Atelier 480

Translation

Benjamin Daigle

UPDATED

JUNE 2019

ALL RIGHTS RESERVED

© Direction des services aux étudiants, Université Laval

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
Follow us!	9

Chapter 2

Academic Information

University calendar	10
monPortail	10
Credits, levels of study (cycles), and grading system	10
Registration and course selection	11
Course changes and withdrawals	11
Important dates	12
Université Laval ID card	14
Tuition and other fees	14
Course outline	14
English language requirement	14
Email@ulaval.ca	15
Communication with professors and staff members	15
Useful courses for beginning your studies in Québec	15

Chapter 3

Immigration Formalities

Student advising	17
------------------------	----

Chapter 4

Student Resources and Services

On-campus Internet (WiFi)	18
Le Point - Université Laval welcome and	

information kiosk	18
Library	18
Bureau de la vie étudiante - BVE (Student Life Office)	19
Bureau des bourses et de l'aide financière - BBAF (Student Awards and Financial Aid Office)	19
Bureau du registraire (Registrar's Office)	19
Centre d'aide aux étudiants - CAE (Student Assistance Centre)	20
Buying text books on campus	20
Photocopies and printing	20
Service de sécurité et de prévention - SSP (Safety and Prevention Services)	20
Pavillon de l'Éducation physique et des sports - PEPS (Physical Education and Sports Complex)	21
Learning french	21

Chapter 5

Student Associations

Campus associations	22
Undergraduate and graduate associations	22
Orientation activities	22
Extracurricular associations	22

Chapter 6

Housing

Temporary accommodation	24
On-campus housing	24
Off-campus housing	25
Home insurance	27
Electricity	27
Water	27

Chapter 7

Getting Around

LPU	28
Bicycles	29
Ridesharing	29
Buses	29

Chapter 8	
Working during your studies	30
Working	30
Internships	30
Service de placement - SPLA (Université Laval Placement Service)	31
Social insurance number	31

Chapter 9	
Health Care	32
Health and hospitalization insurance	32
Supplemental insurance – Student health	35
Medical clinics and hospitals	35
In the event of an emergency	35
Info-Santé (health info) telephone consultation service	35
Sports health services available at PEPS	36
Psychological assistance	36

Chapter 10	
Managing Your Money	37
Bank account	37
Transferring money	37
Main financial institutions	38
Debit and credit cards	39
Making a budget	39
La table du pain - food bank	39

Chapter 11	
Telecommunications	40
Phone calls	40
Cell phone service	40
Main telecom service providers	41

Chapter 12	
Student Rights and Responsibilities	42

Academic regulations	42
Disciplinary regulations	42
Intellectual integrity	42
Plagiarism	42
Responsible research conduct	42
Regulation against psychological and sexual harassment	42
Declaration of student's rights	43
Do you need help defending your rights?	43

Chapter 13	
Finding Your Way Around Campus	44
Finding a room in a building	44
Université Laval buildings and their acronyms	45
Campus map	46

Chapter 14	
Useful Addresses and Phone Numbers	48
Université Laval services	48
Government services	48
Université Laval faculties	49
Short-term accommodations	50
Health care	50
Grocery stores specializing in imported products	51
Bargain stores	52
Improving your French	53
Getting around	54

A FEW TIPS FOR EASING THE TRANSITION	55
---	-----------

GLOSSARY OF TERMS USED AT UNIVERSITÉ LAVAL	56
---	-----------

A SHORT QUÉBEC FRENCH GLOSSARY	59
---	-----------

A Word from the Rector



Rector

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

Sophie D'Amours

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

By choosing to study at Université Laval, you're joining an extended family of over 43,000 students, 9,000 staff members, and 300,000 graduates. You're also joining a welcoming community steeped in excellence, creativity, and openness that is committed to building a better world.

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

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

I hope your ULaval experience is both memorable and rewarding.



CHAPTER 1

Getting Off to a Good Start at Université Laval

Essential steps after your arrival at Université Laval

When you arrive, you will need to jump through some mandatory administrative hoops to finalize your admission and enrolment in the health insurance plan.

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. Once you have submitted your documents, a Registrar's Office advisor will invite you to an orientation session.

Pavillon Jean-Charles-Bonenfant, Room 2440
www.reg.ulaval.ca

Mandatory orientation sessions

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

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

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

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

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

Visit www.bve.ulaval.ca/en to find the schedule of our activities.

Orientation Lounge for international students

Before and at the start of the fall and winter semesters, new international students are invited to visit the Orientation Lounge (Salon d'accueil) in **Room 2470 of the Alphonse-Desjardins building**. For the schedule, go to www.bve.ulaval.ca/welcome.

The Orientation Lounge's multilingual staff, can help with:

- Answering all your questions
- Signing up for activities
- Letting you use computers with internet access
- Finding a place to live
- Getting your Université Laval ID card photo taken

Guided campus tours

The campus covers 1.8 km² and comprises more than 40 buildings (pavillons) all linked by a system of pedestrian tunnels. Université Laval is a small city in itself with a population of about 43,000 students and more than 9,000 employees.

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

Student Buddy Program

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

www.bit.ly/2LOj0CW

Rentrée UL (Welcome Week)

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

At Rentrée UL, you can:

- Learn more about the services available at Université Laval
- Get information about student associations
- Rent a locker
- Get your student ID card
- Get your U-Pass to use the regional public transit networks
- Receive a free planner

Check out www.ulaval.ca/rentree to find the ULaval Welcome Week schedule for fall and winter.

Planner

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

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

Graduate students: AÉLIÉS,
Maison Marie-Sirois

Pizza lunch

Come and meet other students at our traditional pizza lunch! Details are in the Orientation Lounge.

Board games afternoon

Come have fun and meet other students. Details in the Orientation Lounge.

Talks

Come and learn more about your new surroundings. No registration required.

- What to do in Québec City
- Discounts and deals: where to find them
- Clothing and advice for winter
- And much more!

Talk venues and topics at

www.bve.ulaval.ca/en/international-students/conferences

Photo credit: David Rigal, Master's in Food Science student and participant in the Student Life Office photo contest.

Discover Québec Activity Program

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

**Registration required.
Fees apply.**

www.bve.ulaval.ca/activities

Follow us!

The Student Life Office regularly sends out a special newsletter to all international students. To subscribe, go to: www.bve.ulaval.ca/newsletter.



Follow us on Facebook to make sure you don't miss any of our events:
www.facebook.com/BVEetudiantsetrangers.





CHAPTER 2

Academic Information

University calendar

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

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

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

The **summer semester** is divided into several periods and courses and other educational activities may be offered during these periods.

monPortail

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

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

To access monPortail:

1. Go to www.monportail.ulaval.ca
2. Enter your **IDUL**
3. Enter your password (**PIN**)

To find out more:

www.ene.ulaval.ca/monportail-decouvrir-monportail.

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

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

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

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

Tip! Visit the **Étudiants actuels** section of the Université Laval website. You'll find all the resources you need to help you succeed!

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

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

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

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

www.monportail.ulaval.ca

Registration and course selection

After accepting your offer of admission to a study, exchange, or internship program, you will receive a notice from your program director indicating how to 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.

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

Please note! Under Canadian immigration laws, international students must be registered for at least 12 credits during both the fall and winter semesters. Registration for the summer semester is optional for most study programs.

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

Course changes and withdrawals

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

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

For important dates, see the tables on pages 12 and 13 of the handbook.

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 could face various consequences, including loss of your right to work or of your eligibility for certain scholarships.

***Important dates!**

	Fall 2019	Winter 2020	Summer 2020
Course registration deadline	August 30	January 10	May 1
Courses start	September 3	January 13	First period: May 4 Second period: July 6
Course-change period	September 3–10	January 13–21	Varies
Deadline for dropping a course with refund of tuition fees	September 17	January 27	**Date varies with course length
Tuition fees Payment Deadline	October 15	February 15	June 15
Reading week	October 28–November 1	March 2–6	None
Deadline for dropping a course without refund or academic penalty	November 12	March 23	**Date varies with course length
Holidays	October 14 and December 6	April 10 and 13	June 24 and July 1
Courses end	December 13	April 24	**Date varies with course length
Exam period	December 16–20	April 27 – May 1	None

*Subject to change

**See full calendar:

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

***Important dates!**

	Fall 2020	Winter 2021	Summer 2021
Course registration deadline	August 28	January 8	April 30
Courses start	August 31	January 11	First period: May 3 Second period: July 5
Course-change period	August 31 - September 8	January 11–19	Varies
Deadline for dropping a course with refund of tuition fees	September 14	January 25	**Date varies with course length
Tuition fees Payment Deadline	October 15	February 15	June 15
Reading week	October 26–30	March 1–5	None
Deadline for dropping a course without refund or academic penalty	November 9	March 22	**Date varies with course length
Holidays	October 12 and December 8	April 2 and 5	June 24 and July 1
Courses end	December 11	April 23	**Date varies with course length
Exam period	December 14–18	April 26–30	None

*Subject to change

**See full calendar:

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

Université Laval ID card

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

www.ulaval.ca/etudiants-actuels/etudes/carte-identite

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

Tuition and other fees

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

Methods of payment:

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

www.ulaval.ca/en/academics

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

Course outline

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

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

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

English language requirement

Many programs require a certain level of English to graduate. You can take the TOEIC or VEPT 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 ULaval faculties, professors, student associations, services, and so on will be sent to this address. You can access your email by visiting monPortail or courriel.ulaval.ca.

Communication with professors and staff members

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

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

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

Useful courses for beginning your studies in Québec

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

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

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

- Key moments in Québec history
- Québec culture through its history, literature, and arts
- Québec political institutions
- Québec City and its many faces
- Québec today and key challenges ahead
- How to better understand and adapt to your new social setting

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

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

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

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

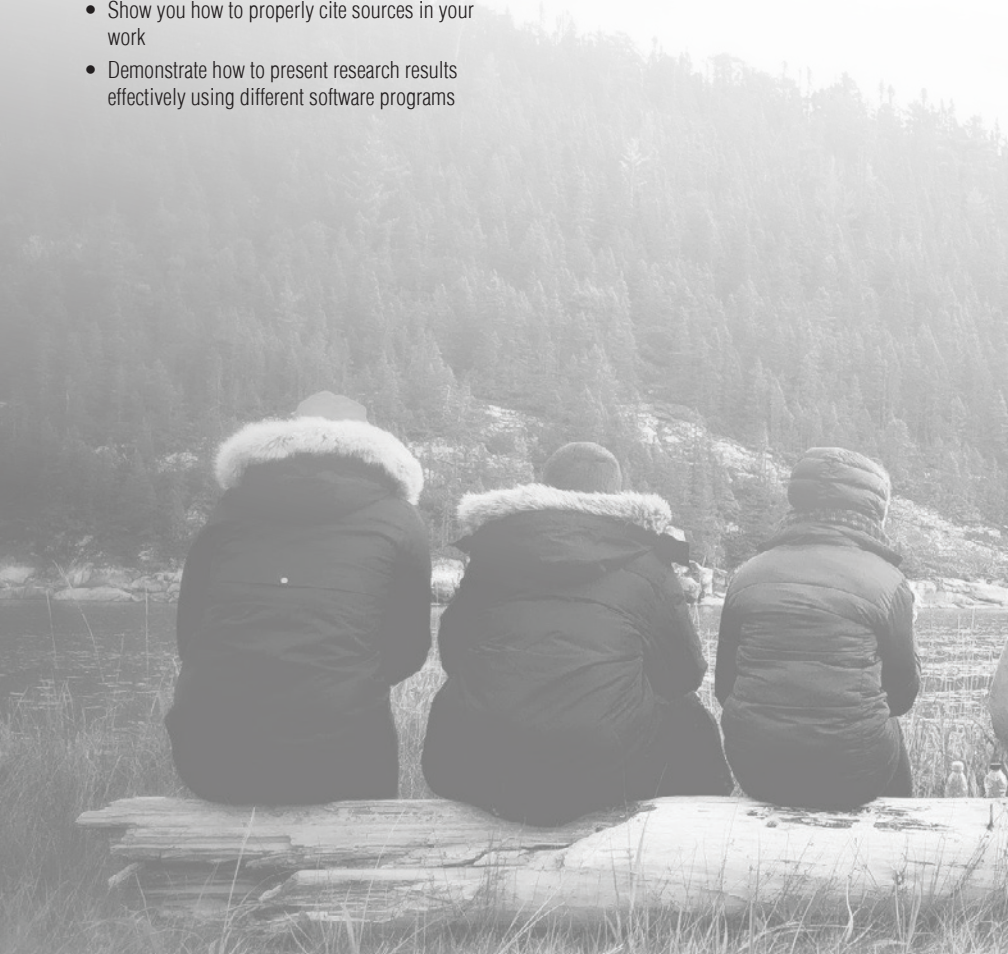
This course, offered at the undergraduate and graduate levels, is designed to:

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

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

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

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





CHAPTER 3

Immigration Formalities

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

You must have valid immigration documents in your possession for the duration of your stay in Canada.

Don't forget to submit a copy of your documents to the Registrar's Office each time you renew your status.

Ministère de l'Immigration, de la Diversité et de l'Inclusion
www.immigration-quebec.gouv.qc.ca/en/

Immigration, Refugees and Citizenship Canada
www.cic.gc.ca

For a summary of the immigration process, go to
www.ulaval.ca/en/international/international-students/immigration.html.

Student advising

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

To find out about the consultation service and opening hours, go to www.bve.ulaval.ca/individualassistance.

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



Photo credit: Amaury Retailleau, Master's of Architecture student and participant in the Student Life Office photo contest.



CHAPTER 4

Student Resources and Services

On-campus Internet (WiFi)

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

To connect to the WiFi:

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

Le Point - Université Laval welcome and information kiosk

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

Le Point's services are offered in person only:

- Information
- Tuition fee payment
- University agenda
- Locker rentals

www.ulaval.ca/en/contact-us

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

Library

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

Academic support

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

Centre de services technologiques (IT services centre)

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

Software program consulting

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

French writing consultation

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

www.bibl.ulaval.ca, Services menu, Soutien aux études (Academic support) section

Workshops

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

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

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

Documentation and information research

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

- Through chat on the library website
- By email at bibl@bibl.ulaval.ca
- At one of the library's research assistance desks

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

Visit www.bibl.ulaval.ca, Explorer par discipline (Explore by field) menu.

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

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

The Bureau de la vie étudiante actively supports students in their extracurricular activities and encourages them to develop to their full potential.

The Bureau de la vie étudiante:

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

Pavillon Alphonse-Desjardins, Room 2344
www.bve.ulaval.ca/en

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
- Personal finance tools
- An interactive calculator to build your personal budget (faistonbudget.ca)

Pavillon Alphonse-Desjardins, Room 2546
www.bbaif.ulaval.ca/en

Bureau du registraire (Registrar's Office)

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

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

Pavillon Jean-Charles-Bonenfant, Room 2440
www.reg.ulaval.ca

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 on campus

Coop Zone bookstore

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

Join the Coop Zone for discounts on your purchases.

Main location
Pavillon Maurice-Pollack, Room 1100

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

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

Cégep Limoilou
1300, 8^e avenue Room 1201

Photocopies and printing

For all your printing, scanning, or photocopying needs, the Service de reprographie (Copy Service) has set up a web platform that allows you to purchase printing credits and take advantage of some 60 self-service multifunction printers available in 20 buildings on the Université Laval campus.

This system allows for wireless printing and does not require downloading a printer driver. It is accessible from your laptop, tablet, or smartphone and from the computers available at the Copy Service self-service counters, Library, and department computer laboratories.

For more details, visit the Copy Service website at:
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.

Emergency: 911

Emergency UL: 555 or red telephone
Lost & found: 418-656-2131 ext. 408500
Parking: 418 656-3359
Pavillon Ernest-Lemieux, Room 1533
www.ssp.ulaval.ca

Pavillon de l'Éducation physique et des sports - PEPS (Physical Education and Sports Complex)

PEPS offers the university community more than 100 sports activities. As the largest sports complex in eastern Canada, PEPS boasts world-class facilities, including:

- 17,000 sq. ft. training gym
- Two pools and a kids' splash pool
- Badminton, basketball, racquetball, squash, tennis, ping-pong, and volleyball courts and areas
- Covered soccer stadium
- Multisport gyms
- 200-metre indoor track
- Climbing walls
- Two skating rinks
- Dance halls and dojos
- Indoor golf
- Clinique du PEPS (PEPS Clinic) – Sports. Health. Motion.

The outdoor facilities at PEPS include:

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

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

Your Université Laval student card doubles as your PEPS membership card.

Pavillon d'éducation physique et des sports - PEPS
(Physical Education and Sports Complex)

www.peps.ulaval.ca

Learning French

Learning French will help you a lot with integrating into life in Québec and at the university. For more information on all the resources available to you, go to page 53 of this guide or visit the Student Life Office website at: www.bit.ly/2JtvGH5.



CHAPTER 5

Student Associations

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

Campus associations

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

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

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

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

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

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

Maison Marie-Sirois
www.aelies.ulaval.ca

Undergraduate and graduate associations

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

Orientation activities

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

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

Extracurricular associations

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

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

www.dse.ulaval.ca/associations

Photo Credit: Jacques Nouvel, Master's of Business
Administration student and participant in the
Student Life Office photo contest.





CHAPTER 6

Housing

Temporary accommodation

If you don't have housing arrangements when you arrive in Québec City, some **affordable temporary accommodation options** (under \$50 per night) at various locations are listed on page 52 of this guide.

For other temporary accommodation options, visit: www.bit.ly/2JnTimv.

On-campus housing

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

Rent includes the following amenities:

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

Note: Linens are not provided, but you can rent them.

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

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

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

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

Service des résidences (Residence Office) organizes activities to foster a vibrant and welcoming community:

- Grand don (The Great Give-Away) – boxes of items people wish to give away are put in the basement of different buildings
- Neighbourhood Party – the perfect opportunity to make new friends
- Hikes
- Dance workshops
- Café nights
- And many more activities ...

More information can be found at:
www.residences.ulaval.ca/en/activities-and-recreation.

Off-campus housing

Looking for housing in Québec City? You might try:

- Visiting the following **websites**:

www.facebook.com/marketplace/quebec

www.lespac.com/en

www.quebec.kijiji.ca

- Looking for buildings and homes sporting a sign reading *À louer* (For rent)
- Checking the notice boards in the buildings on campus

For more resources, visit:
www.bit.ly/2JnTimv.

Types of rental housing

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

Room

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

Apartment (1 ½, 2 ½, 3 ½, 4 ½, etc.)

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

Furnished, semi-furnished, heating/lighting included

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

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

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

Apartment sharing (colocation)

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

Subletting (*sous-location*)

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

Tips on choosing the right housing

Spotted a place that seems to meet your needs?

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

Tip!

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

Rental contract (lease)

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

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

Make sure that:

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

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

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

Paying rent

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

Use and maintenance

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

Renewing your lease

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

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

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

Leaving when your lease ends

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

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

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.bac-quebec.qc.ca/en/index.asp

Assurance Québec
www.assurance-qc.com

Regroupement des cabinets de courtage d'assurance
du Québec (RCCAQ)
1-800-516-6258
www.rccaq.com/index_en.html

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/residential

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 provider.



CHAPTER 7

Getting Around

Laissez-passer universitaire (U-Pass)

The Laissez-passer universitaire – LPU (U-Pass) is a public transit pass available only to full-time students at Université Laval. It offers unlimited access to the regular services of Réseau de transport de la Capitale (RTC) and Société de transport de Lévis (STLévis) for the fall and winter semesters.

It costs \$120.60 per semester (2019–2020 rate), is one of the mandatory institutional fees, and is automatically charged to all full-time students.

Open to students who are:	Not open to students who are:
<ul style="list-style-type: none"> Registered full-time at Université Laval (with some exceptions) 	<ul style="list-style-type: none"> Registered part-time Visiting Doing postdoctoral fellowships

How to get the U-Pass

To get your U-Pass, please apply online. Go to the Services section of monPortail and follow the different steps.

Once you've completed the process on monPortail, information will appear on the page on how to pick up your U-Pass.

For people who do not qualify for the U-Pass, other transit fares are available:

Transit Fares	What you need		Price (2019-2020)
Single fare (cash)	Exact change on all buses; drivers do not give change and do not sell tickets		\$3,50
Single fare (ticket)	OPUS ou Occasionnelle cards (free)	Where? In an RTC sales outlet, including the Chez Alphonse convenience store in Pavillon Maurice-Pollack.	\$3,10 per ticket
Monthly Étudiant + pass	OPUS card with photo (\$15)		\$59,80
Monthly Général pass	OPUS card without photo (\$6) – If you are not eligible for the monthly Étudiant + pass		\$89,50

Exceptions

Under certain circumstances, it is possible to apply for the U-Pass or to apply for a withdrawal. Students who are eligible to apply for the U-Pass, including visiting student, will receive an email confirmation from the Registrar's Office allowing them to start their application process

Important note! The U-Pass is valid from September 1 to December 31 for the fall semester and from January 1 to April 30 for the winter semester. You'll be able to use your U Pass during the summer to purchase the Étudiant + pass from RTC or Privilège pass from STLévis.

For more details, go to www.ulaval.ca/lpu.

Réseau de transport de la Capitale (RTC)

RTC operates in the Greater Québec City Area. **To find out which bus routes** run through your area, check out Google Maps or download the RTC mobile app (Nomade) on your phone or tablet.

Réseau de transport de la Capitale
 Customer Service: 418-627-2511
www.rtcquebec.ca/en

To find out about STLévis transit fares, visit 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/en/Home
www.routeverte.com/en

Bike rentals

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

Coop Roue-libre
 Trailer in the parking area across from the
 Alphonse-Desjardins building
 May to October
www.cooprouelibre.com

Ridesharing

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

There are two ridesharing organizations:

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

Buses

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

From Québec City (selected destinations)

Montréal: www.orleansexpress.com/en
 Chicoutimi: www.intercar.ca/en
 Rimouski and Gaspésie: www.orleansexpress.com/en
 Sherbrooke: www.autobus.qc.ca/en

From Montréal (selected destinations)

Toronto: www.megabus.com
 Ottawa: www.greyhound.ca
 New-York: www.greyhound.ca
 Boston: www.greyhound.ca

See page 54 of this guide for the full addresses.

For other destinations, use the search engine at www.busbud.com.

*Student shuttle between Université Laval and Montréal

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

www.orleansexpress.com/en/schedules-fare/montreal-universite



CHAPTER 8

Working during your studies

Working

Prerequisites for working in Canada

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

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

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

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

Course withdrawals

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

Number of hours a week

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

Immigration, Refugees and Citizenship Canada imposes no limit on the number of hours you can work on campus. However, internal rules may apply.

School vacations and summer semester

To be eligible to work full-time during the scheduled breaks, you must be registered full time for the semesters before and after these breaks. Note that, if the summer semester is mandatory in your program of study, then you have to register full-time, and you are allowed to work only 20 hours a week off campus.

www.ulaval.ca/en/immigration

Information

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

www.cic.gc.ca

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

Internships

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

www.ulaval.ca/en/international/international-students/immigration.html

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

Service de placement - SPLA (Université Laval Placement Service)

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

Register on the SPLA website so you can:

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

Follow SPLA's Facebook page to hear about their latest news and contests!

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

Social insurance number

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

If everything is in order, you will get your SIN during your visit. Your SIN has the same expiry date as your study permit. Therefore, if you extend your study permit, you will also have to renew your SIN to continue working.

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

You should only have to provide your SIN to:

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

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

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

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



CHAPTER 9

Health Care

Health and hospitalization insurance

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

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

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

Your Desjardins private insurance card will be provided to you at the Registrar's Office when you come by to submit your legal documents.

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/en/international/international-students/immigration/health-and-hospitalization-insurance

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 completed no later than September 30 for the fall semester and **January 31**, for the winter semester, and **May 31** for the summer semester. Otherwise, you will be billed for Desjardins mandatory private insurance.

Bureau du registraire
Pavillon Jean-Charles-Bonenfant, Room 2440
assurances@reg.ulaval.ca
www.ulaval.ca/en/international/international-students/immigration/health-and-hospitalization-insurance

Health insurance for your family

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

www.bit.ly/2LJxtQm

Options for enrolling in student health insurance plans

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

NOTE: Desjardins offers an insurance product separate from the group insurance for your family members. For more information: <https://www.desjardins.com/ca/personal/insurance/travel-insurance/visitors-canada/index.jsp>.

Eligibility

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

Coverage at a glance

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

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

Useful information on insurance coverage:

www.ramq.gouv.qc.ca/en

www.ulaval.ca/en/international/international-students/immigration/health-and-hospitalization-insurance.html

www.aseq.ca

Supplemental insurance - Student health

Students registered in a regular program at Université Laval (which means, not exchange students) are automatically enrolled in a supplemental dental insurance plan separate from the basic plan provided by Alliance pour la santé étudiante au Québec (ASEQ). It is possible to apply for a withdrawal. Students with a RAMQ can also request to enrol for student health insurance.

www.aseq.ca

Undergraduate students:

Bureau Assurances CADEUL

Pavillon Maurice-Pollack, Room 2256

Graduate students:

Maison Marie-Sirois

Medical clinics and hospitals

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.

Université Laval medical clinic

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

Opening hours

Monday through Thursday:

9 a.m. to 5 p.m.

Friday: 9 a.m. to 1 p.m.

Adjusted schedule during the summer

Pavillon Maurice-Pollack, Room 2110

418-656-2943

www.ulaval.ca/services-ul.html

Off-campus medical clinics and hospitals

Need to see a doctor? Québec City has a number of medical clinics that are accepting new patients.

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

See page 50 for the contact information of the health care establishments closest to campus.

www.sante.gouv.qc.ca/en/repertoire-ressources

In the event of an emergency: Dial 911

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

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

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

Sports health services available at PEPS

At Clinique du PEPS (PEPS Clinic), regardless of your level of activity, you have access to the best treatment and assessment because the clinic works with sports health specialists. With its comprehensive approach and spacious and practical environment, the team of professionals provides timely care for each patient, offering advice and programs that are relevant and adapted to each individual. Services include:

- Acupuncture
- Kinesiology
- Orthotics
- Sports massage therapy
- Sports medicine
- Nutrition
- Physiotherapy
- Sports psychology
- Yoga therapy

www.peps.ulaval.ca/clinique-du-peps

Psychological assistance

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

On-campus resources

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

Centre de prévention et d'intervention en matière de harcèlement (Harassment Prevention and Resolution Centre)
Pavillon Alphonse-Desjardins, Room 3310
418-656-7632
www.ulaval.ca/services-ul/harcelement

Off-campus resources

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

Centre de prévention du suicide de Québec
(Suicide Prevention Centre)
418-683-0933
Urgence: 1-866-APPELLE (1-866-277-3553)

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

Interligne (LGBTQ+)
1 888 505-1010
www.interligne.co

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

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



CHAPTER 10

Managing Your Money

Bank account

Find out which services are offered by banks and caisses (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 Desjardins will ask for a \$5 qualifying share (membership share). **Caisse 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 Desjardins de l'Université Laval
Pavillon Alphonse-Desjardins, Room 1506
418-656-2358

www.desjardins.com/caisse-universitelaval

Transferring money

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

www.westernunion.com

www.moneygram.com

www.paypal.com

Main financial institutions

Overview of services available from main financial institutions

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

Debit and credit cards

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

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

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

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

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

Making a budget

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

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

www.faistonbudget.ca

Sample student budget:

www.bbaf.ulaval.ca/en/budget/sample-student-annual-budget

La table du pain - food bank

Free bread and other food items for students in financial difficulty.

www.facebook.com/La-Table-du-Pain-UL--405709472818255





CHAPTER 11

Telecommunications

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, 581, or 367, e.g., 418-656-2765).
- **A long-distance call within North America** has 11 digits and is not free (e.g., 1-418-or 1-514-XXX-XXXX).
- Calls to phone numbers with the area codes 1-900 and 1-976 are billed at a higher rate.
- Calls to phone numbers with the area codes 1-800, 1-866, 1-877, and 1-888 are toll-free.
- When calling off campus from a Université Laval phone, you must always dial 9.
- For **international calls**, you must first dial 011, the country code, and then the regional or city code before the phone number.
- Three-digit numbers are used **to access free services**, for example the list of local community resources (211), directory information (411), Info-Santé health information (811), and **emergency assistance (911)**.

Long-distance calling

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

Cell phone service

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

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

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

Important note:

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

Main telecom service providers

Providers	Cell phone	Home phone	Home internet	Television
Altima Telecom 1 514 800-2266 www.altimatel.com		•	•	•
Bell Canada 1-866-310-2355 www.bell.ca	•	•	•	•
Fido 1-888-481-3436 www.fido.ca	•	•		
Koodo Mobile 1-866-995-6636 www.koodomobile.com	•	•		
Oricom 1-866-967-4266 www.oricom.ca/en		•	•	•
Primus Canada 1-800-340-4920 www.primus.ca	•	•	•	
Rogers 1-888-764-3771 www.rogers.com	•	•	•	
Telus 1-800-463-3633 www.telusquebec.com	•	•	•	•
Vidéotron 1-877-512-0911 www.videotron.com/ residential	•	•	•	•
Virgin Mobile 1-888-999-2321 www.virginmobile.ca	•	•	•	



CHAPTER 12

Student Rights and Responsibilities

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

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

www.ulaval.ca/notre-universite/documents-officiels

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.

We strongly recommend you read this document before beginning your studies.

www.ulaval.ca/fileadmin/Secetaire_general/Reglements/Reglement-disciplinaire.pdf

Intellectual integrity

Intellectual integrity is a fundamental value at ULaval. Plagiarizing or cheating during your studies compromises your integrity by preventing you from acquiring the knowledge and skills that you have come to the university for and that you will have to use in the workplace.

Plagiarism

Plagiarism is defined in many ways and takes many forms. It can be claiming someone else's words or ideas as your own without citing the source, using the contents of a video you found online as your own, not paraphrasing a source well enough, or bending the rules for an assignment or test. Any student who commits a plagiarism offence is subject to disciplinary action.

www.ulaval.ca/etudiants-actuels/droits-et-responsabilites/plagiat.html

Important note: Because plagiarism practices are so broad, you could unintentionally commit plagiarism. This is not a valid excuse in the event of an offence, so make sure you are well-informed!

Responsible research conduct

Participating in university-level research projects and creative activities means taking on responsibilities that may be difficult to identify. Université Laval promotes responsible and ethical conduct in research by providing its community with a variety of tools to help with analyzing various situations and guide decision-making regarding research activities.

www.ulaval.ca/conduite-responsable-et-ethique-en-recherche.html

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 centre 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

Centre d'intervention et de prévention des violences à caractère sexuel (CIPVACS) is a sexual violence intervention and prevention centre that brings together all available sexual violence services and resources in one well-known and easily accessible location on the campus.

Pavillon Alphonse-Desjardins, local 3310
418-656-3468
www.cipvacs.ulaval.ca

Declaration of student's rights

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

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

www.bit.ly/2HAu3KH

Do you need help defending your rights?

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

BDE can provide information and assistance in resolving problems you encounter during your studies.

Services are free of charge and confidential.

For undergraduate students
Bureau des droits étudiants
Pavillon Maurice-Pollack, Room 2258
www.cadeul.com/bde

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

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

Bureau de l'Ombudsman (Ombudsman's Office)

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

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

Pavillon Alphonse-Desjardins, Room 3320
418-656-3081
www.ombudsman.ulaval.ca



CHAPTER 13

Finding Your Way Around Campus

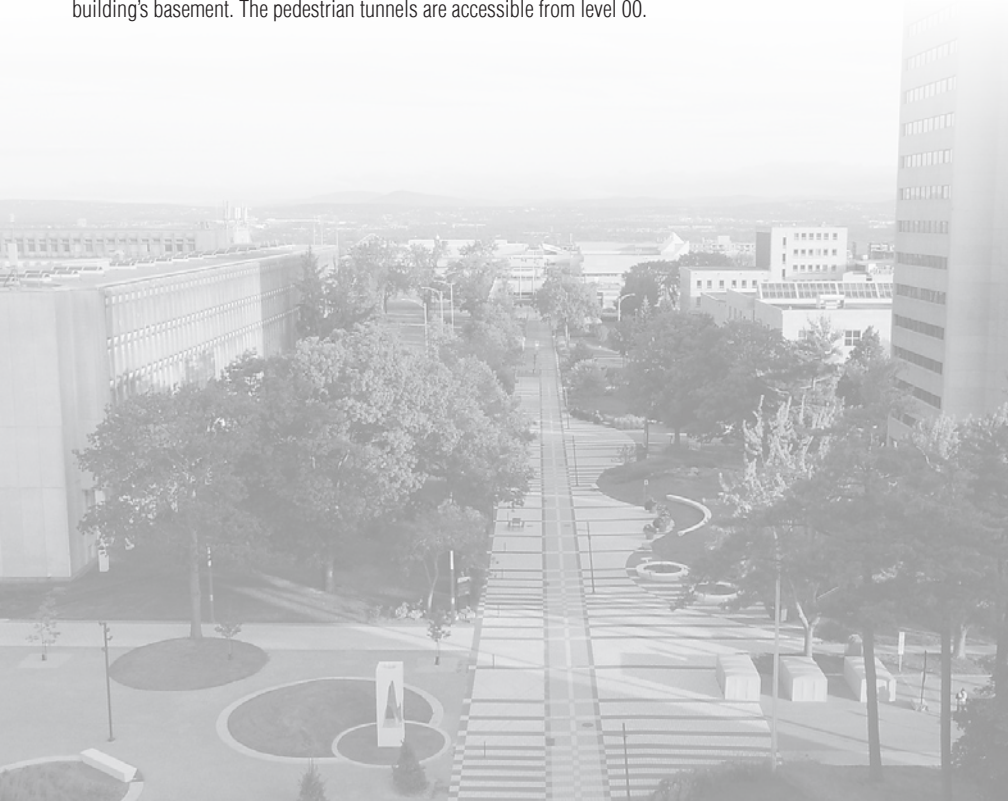
Université Laval's main campus is a certified "Sustainable Campus" and one of the finest in Canada. It spans 1.8 km², 64% of which is greenspace and woodlands. It has nearly 40 buildings linked by a network of over 3,7 km of pedestrian tunnels.

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

Finding a room in a building

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

For example, the Student Life Office (Bureau de la vie étudiante, ADJ-2344) is located in the Alphonse-Desjardins building on the second floor. In Québec, the ground floor (rez-de-chaussée) is the same as the first floor. All rooms beginning with the number 1 are located there. Rooms beginning with 0 are located in the building's basement. The pedestrian tunnels are accessible from level 00.



Université Laval buildings and their acronyms

- | | |
|---|---|
| 10 Centre d'eau refroidie (CER) | 7 Pavillon de l'Est (PVE) |
| 32 Centre de gestion des matières dangereuses (CMD) | 8 Pavillon de Médecine dentaire (MDE) |
| 14 Complexe des serres de haute performance (CSHP) | 27 Pavillon des Sciences de l'éducation (TSE) |
| 1 Édifice du Boulevard (EDB) | 18 Pavillon des Services (PSA) |
| 3 Édifice du Vieux-Séminaire de-Québec (SEM) | 12 Pavillon d'Optique-photonique (COP) |
| 2 Édifice La Fabrique (FAB) | 16 Pavillon Environtron (EVT) |
| 15 Maison Couillard (MCO) | 28 Pavillon Félix-Antoine-Savard (FAS) |
| 29 Maison Eugène-Roberge (EGR) | 19 Pavillon Ferdinand-Vandry (VND) |
| 30 Maison Marie-Sirois (MRS) | 9 Pavillon Gene-H.-Kruger (GHK) |
| 6 Maison Michael-John Brophy (MMJB) | 33 Pavillon Gérard-Bisaillon (GBI) |
| 17 Maison Omer-Gingras (OMG) | 25 Pavillon J.-A.-DeSève (DES) |
| 11 Pavillon Abitibi-Price (ABP) | 24 Pavillon Jean-Charles-Bonenfant (BNF) |
| 22 Pavillon Adrien-Pouliot (PLT) | 26 Pavillon La Laurentienne (LAU) |
| 21 Pavillon Alexandre-Vachon (VCH) | 31 Pavillon Louis-Jacques-Casault (CSL) |
| 36 Pavillon Alphonse-Desjardins (ADJ) | 37 Pavillon Maurice-Pollack (POL) |
| 23 Pavillon Charles-De Koninck (DKN) | 13 Pavillon Palasis-Prince (PAP) |
| 20 Pavillon Charles-Eugène-Marchand (CHM) | 34 Pavillon Paul-Comtois (CMT) |
| 5 Pavillon de l'Éducation physique et des sports (PEPS) | 4 Stade TELUS-Université Laval |

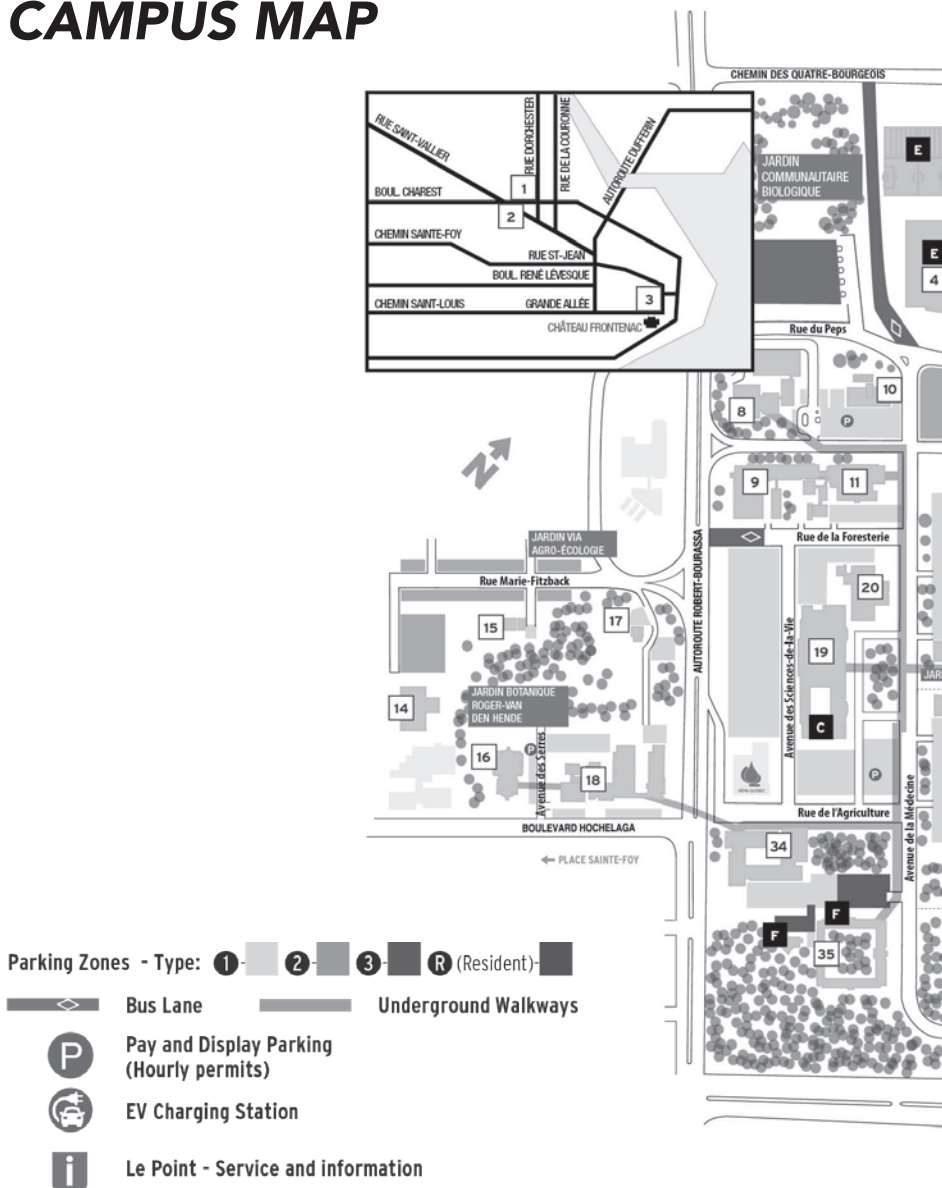
SERVICES

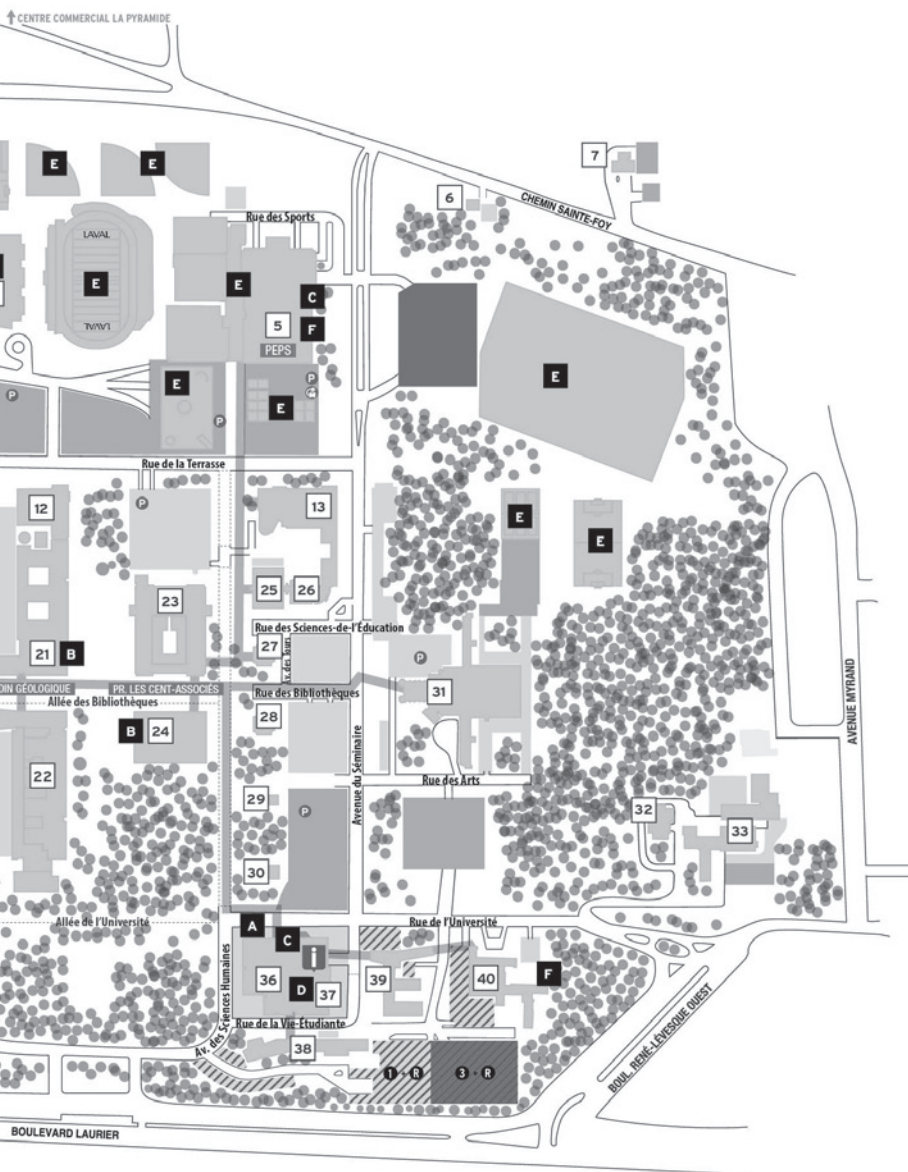
- A Station Métrobus (800-801-804)
- B Library
- C ATM
- D Security and Parking
- E Sports facilities
- F Daycare centre (CPE)

RESIDENCES

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

CAMPUS MAP







CHAPTER 14

Useful Addresses and Phone Numbers

Université Laval services

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

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

Bureau des bourses et de l'aide financière (BBAF)

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

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

Chez Alphonse convenience store

Pavillon Maurice-Pollack, Room 1114
418-656-2434
chezalphonse@cadeul.ulaval.ca
www.cadeul.com/chezalphonse

Le Point

At the entrance to the Alphonse-Desjardins and
Maurice-Pollack buildings
www.ulaval.ca/en/contact-us.html

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

Pavillon Alphonse-Desjardins, Room 2447
418-656-3575

spla@spla.ulaval.ca
www.spla.ulaval.ca

Service des activités sportives - (PEPS) (Sports Activities Service)

Pavillon de l'Éducation Physique et des Sports, Room 2254
418-656-7377
www.peps.ulaval.ca

Service des résidences (Residence Office)

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

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
www.immigration-quebec.gouv.qc.ca/en

Régie de l'assurance maladie du Québec (RAMQ)

787, boulevard Lebourgneuf
418-646-6636
www.ramq.gouv.qc.ca/en

Service Canada

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

Ville de Québec

2, rue des Jardins
418-641-6010 or 311
www.ville.quebec.qc.ca/en

Université Laval faculties

Faculty	Address	Telephone	Website
Advanced International Studies	Pavillon Charles-De Koninck, local 5456	418 656-7771	www.eti.ulaval.ca/en/home
Agriculture and Food Sciences	Pavillon Paul-Comtois, local 1122	418 656-3145	www.fsaa.ulaval.ca/en
Arts and Human Sciences	Pavillon Charles-De Koninck, local 3248	418 656-7770	www.flsh.ulaval.ca
Business Administration	Pavillon Palasis-Prince, local 1405	418 656-2180	www4.fsa.ulaval.ca/en/
Dental Medicine	Pavillon de Médecine dentaire, local 1615	418 656-2247	www.fmd.ulaval.ca
Education	Pavillon des Sciences de l'éducation, local 168A	418 656-3062	www.fse.ulaval.ca
Forestry, Geography and Geomatics	Pavillon Abitibi-Price, local 1155	418 656-7776	www.ffgg.ulaval.ca
Graduate and Postdoctoral Studies	Pavillon Jean-Charles Bonenfant, local 3445	418 656-2464	www.fesp.ulaval.ca
Law	Pavillon Charles-De Koninck, local 5140 (tous cycles confondus) déménagement prévu printemps 2020	418 656-6134	www.fd.ulaval.ca
Medecine	Pavillon Ferdinand-Vandry, local 4633	418 656-5245	www.fmed.ulaval.ca
Music	Pavillon Louis-Jacques Casault, local 3311	418 656-7061	www.mus.ulaval.ca
Nursing	Pavillon Ferdinand-Vandry, local 3645	418 656-3356	www.fsi.ulaval.ca
Pharmacy	Pavillon Ferdinand-Vandry, local 2645	418 656-3211	www.pha.ulaval.ca
Philosophy	Pavillon Félix-Antoine-Savard, local 444	418 656-2244	www.fp.ulaval.ca/en
Planning, Architecture, Art, and Design	Édifice du Boulevard 350, boulevard Charest Est, 7 ^e étage Québec (Québec) G1K 3h5	418 656-7231	www.faaad.ulaval.ca
Science and Engineering	Pavillon Alexandre-Vachon, local 1033	418 656-7172	www.fsg.ulaval.ca/en
Social Sciences	Pavillon Charles-De Koninck, local 3248	418 656-2397	www.fss.ulaval.ca
Theology and Religious Sciences	Pavillon Félix-Antoine-Savard, local 816	418 656-8883	www.ftsr.ulaval.ca

Short-term accommodations

Residence Office – Hébergement hôtelier (Hotel Accommodation)

Pavillon Alphonse-Marie-Parent, Room 1618
(from May to mid-September)
and Room 1604 (rest of the year)
418-656-5632
sres@sres.ulaval.ca
www.residences.ulaval.ca/en

Auberge de la Paix

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

Auberge Internationale de Québec

19, rue St-Ursule
418-694-0755
1-866-694-0950 (International)
www.aubergeinternationaledequebec.com

Auberge Planète Backpackers

386, rue du Pont
418 264-4615

Health care

Medical clinics

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

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

Clinique Proactive Santé de la Cité-Limoilou
400 boulevard Jean-Lesage, Office 400
418-781-0022

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

Hospitals

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

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

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

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

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

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

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

Important note! Some clinics do not accept the Desjardins insurance card. When this happens, you have to pay the necessary fees up front and then submit a claim to Desjardins to get a reimbursement.

Grocery stores specializing in imported products**African foods**

EpiAfrica

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

Épicerie Africa

1101, 8^e Avenue
418-522-1384

Asian foods

Aliments Toyo

2860, chemin Sainte-Foy
418-657-8838

Épicerie Bollywood Food Market

186, avenue Eugène Lamontagne
418-266-7299

Épicerie Lao-Indochine

538, avenue des Oblats
418-524-3955

Épicerie Traiteur

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

European foods

Chez Vladimir

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

Épicerie Européenne

560, rue Saint-Jean
418-529-4847

Morena Épicerie Traiteur Inc.

1040, avenue Cartier
418-529-3668

International foods

Déli Universel Enr.

Place de la Cité
2600, boulevard Laurier
418-656-0790

Dépanneur Mokolo (exotic international market)

3062, chemin des Quatre-Bourgeois
418-614-6955

Épicerie Saveur Des Nations

186, avenue Eugène Lamontagne
418-977-7117

Latin American foods

Épicerie Latinos à Québec

2690, chemin Sainte-Foy
581-981-1831

Marché Exotique La Fiesta

101, rue Saint-Joseph Est
418-522-4675

Mediterranean foods

Épicerie Internationale Amine

299, rue Saint-Vallier Ouest
418-522-2828

Bargain stores

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

Limoilou neighbourhood

Entrepôt du Meuble Gaétan*
1095, chemin de la Canardière
418-529-7545
meublegaetan.com/index.php/en/

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

Sainte-Foy neighbourhood

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

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

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

Dollarama

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

La Fripe.com*
2120, rue Boivin
418-688-5162
www.lafripe.com / www.facebook.com/La-Fripecom
(50% off everything on the first Friday of the month)

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

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

Walmart

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

Winners

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

Saint-Roch neighbourhood

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

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

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

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

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

Vanier neighbourhood

Armée du Salut* (Salvation Army)
815, boulevard Wilfrid-Hamel
418-641-0050
www.armeedusalut.ca

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

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

Walmart
Place Fleur de Lys
550, boulevard Wilfrid-Hamel
418-641-5945
www.walmart.ca

Improving your French

On campus

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

Bursaries offered to graduate students.
Pavillon Charles-De Koninck, Room 2301
418-656-2321
elul@elul.ulaval.ca
www.elul.ulaval.ca/en

Rêver en français workshops

Language and culture training workshops in French as a second language. They are open to all Université Laval graduate students for whom French is not their native language, regardless of their proficiency level in French.

www.bit.ly/2qlf03Y

Off campus

Bibliothèque Gabrielle Roy

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

Bibliothèque Monique Corriveau

1100, route de l'Église
418-641-6277
www.bibliothequesdequebec.qc.ca

Carrefour d'action interculturelle

14, rue Dauphine, Québec
www.soutenir.org

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

Cégep de Sainte-Foy, 2410, chemin Sainte-Foy
418-659-6620, ext. 5099
<https://dfc.cegep-ste-foy.qc.ca/accueil/>

Centre du Phénix

1094, route de l'Église
418-652-2158
<http://phenix.csdecou.qc.ca>

Centre Louis-Joliet

1201, rue de la Pointe-aux-Lièvres
418-686-4040, ext. 8280
www.centreloisijoliet.qc.ca

Edu-inter

755, Grande-Allée Ouest
418-573-5956

Mieux-être des immigrants (MEI)

2120, rue Boivin, Room 204
418-527-0177
www.meiquebec.org

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

www.ville.quebec.qc.ca/en/citoyens/immigrants/index.aspx

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

2520, chemin Ste-Foy, Office 100
418-523-2058
saai@biz.videotron.ca
www.saaiquebec.com

Getting around**Intercity Buses**

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

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

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

Orléans Express Groupe Keolis (within Québec)
www.orleansexpress.com/en
1-833-449-6444

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

Car rentals

Avis
www.avis.ca

Budget
www.budget.ca

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

Enterprise
www.enterprise.ca/en/home.html

Hertz
www.hertz.ca

Taxis

Taxi Coop Québec: 418-525-5191
Taxi Coop Sainte-Foy: 418-653-7777
Or via the Taxi Coop App

Taxi Laurier: 418-651-2727

Uber
www.uber.com

Trains

Via Rail Canada
www.viarail.ca

A FEW TIPS FOR EASING THE TRANSITION

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

And most importantly, be patient with yourself and others.

GLOSSARY OF TERMS USED AT UNIVERSITÉ LAVAL

Abandon (Withdrawal): a course or activity that a student has dropped during the semester. There are 3 types of withdrawals: with refund, without failing mark and without refund, and with failing mark.

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'inscription officielle en français ou en anglais (Official registration certificate in English or French): the official document from the Registrar's Office for organizations that request it that confirms you are registered at Université Laval. You can get it through the Documents officiels (Official Documents) section of monPortail.

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

Capsule (Capsule): portal that allows you to manage your admission and check information about your record and academic progress.

Carte d'identité (Student card): the official identification card at Université Laval. It allows you to borrow material from the Library, gives you access to the PEPS, and is used as ID for exams and at the Registrar's Office.

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 et de l'Enseignement supérieur to every student in Québec. Not to be confused with the identification number (NI).

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

Conditions de poursuite des études (Conditions for pursuing studies): the requirements that must be fulfilled to avoid facing any kind of probation, conditional approval to pursue studies, or even disqualification from your program.

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 unit used to assign a numerical value to the workload required for students to meet the objectives of a given course. One university course usually corresponds to three credits and one credit represents approximately 45 hours of work. Hours of work could take the form of individual study, presence in a class, lab, workshop, or an internship.

Diplôme d'études supérieur spécialisé (DESS) (Advanced graduate diploma): a short graduate program lasting one year, with generally 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 program director and administrative staff dedicated to managing study programs.

Doctorat (Doctorate): a postgraduate program of 90 credits spread out over 8 semesters, leading to the degree of Doctor of Philosophy (PhD) or a doctoral degree in another field of study.

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

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 semesters while remaining registered at their home institution. At the end of the stay, the student does not receive a diploma from Université Laval.

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

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

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

Inscription (Registration): a process that is repeated every semester 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.

LPU (U-Pass): a public transit pass available only to full-time students at Université Laval. It offers unlimited access to the regular services of Réseau de transport de la Capitale (RTC) and Société de transport de Lévis (STLévis) for the fall and winter semesters.

Maîtrise (Master's): a two-year graduate program (45 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 certificate.

monPortail: monPortail is Université Laval's online learning platform. It gives you access to your course sites, allows you to prepare, confirm, and modify your registration, and is where you can get online information and services related to your studies.

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

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

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

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

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

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

Programme contingenté (Limited enrolment program): a program where there are more applicants than available spots.

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): one of its many mandates 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.

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

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

Thèse (Dissertation): a written presentation of the results of an original and major research project conducted as part of a doctoral program.

A SHORT QUÉBEC FRENCH GLOSSARY

A-B-C

Asteure: now

Abreuvoir: water fountain

À cause que: because

Achaler: to annoy or irritate

S'accoter: to lean against or on

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

Aiguisoir: pencil sharpener

Baboune (faire la baboune): to pout or sulk

Balayeuse: vacuum cleaner

Banc de neige: snowdrift

Bas: socks

Baveux: smart-alecky

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

Bed and breakfast (B&B): same as in English

Bibitte: insect

Bienvenue: after someone says "thank you", 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

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

Efface (une): eraser

S'enfarger: to trip

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

Envoyez!: 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 niaiseux: to be an imbecile or a simpleton

Original: moose

P-Q-R

Pacté: drunk

Pantoute: not at all (from "pas du tout")

Patate: potato

Patates pilées: mashed potatoes

Pâte à dent: toothpaste

Pâté chinois: Québec version of shepherd's pie

Patente: an indescribable object, a thingy

Peanut: same as in English

Pelleter: to shovel snow

Peser sur un piton: to press a button

Piasse (une): Canadian dollar

Piquer une jasette: to chat or shoot the breeze

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

Pis: then, so (from the French "puis")

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

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

Poudrerie: blizzard

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

Quatre roues: all-terrain vehicle (ATV)

Quétaine: uncool or out of style

Raquettes: snowshoes

S-T-U-V

Ski-Doo: see "Motoneige"

Slush: same as in English

Souffleuse: snow blower

Traineau: sled or toboggan

Tripant: exciting

Tuque: a wool winter hat

Verglas: black ice

Vidanges: garbage

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

Source:

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

NOTES

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

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

418-656-2765
etudiantsetrangers@bve.ulaval.ca
www.bve.ulaval.ca/en
www.ulaval.ca/en/immigration



www.facebook.com/BVEetudiantsetrangers

This entire document is printed on 100% post-consumer paper.



Cover photo credit: Eros Luriel de Araujo Lourenço,
Bachelor's of Industrial Relations student
and participant in the Student Life Office photo contest.