



Sheridan | International  
Centre

# Student Guide

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# Welcome from the International Centre

Congratulations and welcome to Sheridan! As an international student, the thought of leaving your home country to study abroad can be both an exciting and daunting prospect but rest assured that you are not alone and there is help. This International Student Guide is just one of many supports available to you and has been developed to assist you in your educational transition.

Your main source of support at Sheridan is The International Centre. Please contact us if you have any questions about the information provided in this guide or if you have any queries related to your studies or living here. We provide many services for international students including social and cultural integration. Our dedicated and supportive team of professionals take pride in caring for the needs of our international students every step of the way. Please visit us in person or connect with us by one of the following:

## Contact Information

Monday to Friday: 8:30 a.m. – 5:00 p.m.  
Trafalgar Campus: Room B360  
Davis Campus: Room B216  
HMC Campus: Room A163a  
Email: [international@sheridancollege.ca](mailto:international@sheridancollege.ca)  
International Phone: (905) 815-4001

## Additional Contacts

IRCC Canada: 1 (888) 242-2100 / [www.cic.gc.ca](http://www.cic.gc.ca)  
Service Canada: 1 (800) 622-6232  
Faculty Contacts: <http://it.sheridanc.on.ca/corpdir/index.php>



## International Centre Services

- Answers to any questions you have about your current student status at Sheridan
- Immigration advising relating to study and work permits, and extensions
- Immigration Advising Sessions to explain the various online application processes
- Information sessions to help you become familiar with your new surroundings and with Sheridan's services and campuses
- Information about health insurance, on-campus employment, SIN (Social Insurance Number), scholarships and academic awards
- Information on how to become a Peer Mentor or to get help from one
- Social activities and organized trips - participation is voluntary
- Assistance with any other queries you might have (e.g. Enrollment Verification Letters, etc.)

## Languages Spoken

We are very lucky to have people in our community who are familiar with many languages. If you need help with understanding something, please contact us and we will try to help with the following language interpretation:

Arabic ~ English ~ Farsi ~ French ~ German ~ Gujarati ~ Hindi ~ Italian ~ Malayalam ~ Mandarin ~ Polish ~ Portuguese ~ Punjabi ~ Russian ~ Sinhala ~ Spanish ~ Urdu ~ Vietnamese

## Sheridan International Mobile App

Download the Sheridan International Mobile App (Mobile and Web).

With the Sheridan International app students can:

- review and complete the pre-departure and registration checklists,
- upload their Study Permit and Emergency Contact information,
- book an appointment with an International Student Advisor,
- access their Sheridan email and Access Sheridan,
- log in to their health insurance account,
- view immigration session schedules,
- navigate campus maps,
- receive push notifications for important reminders and events, and much more.

**Login information:** your Sheridan username and password

- **Mobile Application:** free and available for download on the [Google Play store](#) and the [Apple Store](#).
- **Web Portal:** [internationalmobileapp.sheridancollege.ca](http://internationalmobileapp.sheridancollege.ca)



# Preparing for Your Studies at Sheridan

## Applying to Sheridan

All prospective international students interested in pursuing a full-time diploma, degree or certificate program at Sheridan must submit a program application online: [How to Apply](#). The application fee is \$100 and includes application for up to three programs.

## Obtaining a New Study Permit and Temporary Resident Visa

To study in Canada, you must apply and be approved for the following:

### Study Permit

A valid Study Permit permits a foreign national to study and remain in Canada. All International students studying at Sheridan for longer than six months must apply and be approved for a study permit prior to arrival in Canada. For more information about study permit, please click on this link: [How to apply for permit](#).

### Temporary Resident Visa (TRV)

A valid Temporary Resident Visa, if required, permits a foreign national to enter/re-enter Canada until the expiration of the visa. International students must apply for a visa from outside of Canada if they plan to leave Canada during their study period.

If you require a TRV, you can get the application from IRCC's [website](#). Please note all new TRV applications must be submitted OUTSIDE of Canada. You can do it online through your country's Canadian Embassy website.

### Electronic Travel Authorization (eTA)

Visa-exempt foreign nationals who will fly to or transit through a Canadian airport will require an eTA (visa-exempt travelers do not require an eTA when entering Canada by land or sea).

**TRV or eTA?** If you're not sure whether you require a TRV or eTA, click [here](#).

## Packing for Your Trip

Be patient and pack well in advance to ensure you are ready and have everything you need prior to your departure. It is a good idea to take photos of your documents and email them to yourself and/or make photocopies and leave them at home or with a family member. Should you lose your documents, replacing them would be much easier.

Upon arrival into Canada, students will be required to proceed through customs and ensure they have the following necessary documentation ready to present to Immigration Officers:



## Documents to Bring

- Valid Passport with entry permission documents (TRV or eTA unless exempt—see above)
- Study Permit. Bring the letter from the Canadian Embassy (if applicable)
- Original Letter of Acceptance from Sheridan College
- Evidence of financial support to prove you have enough funds to cover you/your family's tuition and living expenses (bank statements, tuition payment receipts, etc.)
- Photo ID (picture identification)
- International Student Identity Card (ISIC) if you have one
- Original transcripts or school certificates
- Credit cards (if applicable)
- Marriage certificate if your spouse is accompanying you
- Your children's school records if your children are accompanying you
- Medical and immunization records
- Driver's license or International Driver's License (if you have one)
- Additional medical insurance for extended health care if arrival will be prior to the first month of the semester (all international students are covered by Guard.Me during semester months).
- electrical equipment you may need (note that voltage in Canada is 110 volts, 60Hz; you may require an adapter)
- Prescription, doctor's instructions or medicine with English translation if necessary
- Canadian currency to cover immediate costs such as rent, textbooks or groceries

When you are packing, you should think about your own personal needs and decide what you need from home. Please do not place anything of value in your luggage and be sure to carry it with you at all times (money, jewellery, etc.).

For a complete list of what you can and cannot bring into Canada, please refer to the [Canada Border Services Agency](#) (CBSA) website.

## Climate and Clothing

Canada's weather ranges from near-tropical in the summer (up to 35° C), to very cold in the winter (sometimes as low as -20° C). You may need different kinds of clothing to stay comfortable all year round. It is very important that you wear clothing that is appropriate to the weather, especially in winter.

### **Some items you may prefer to purchase upon arrival in Canada due to size and weight.**

- Pillows, bedding, towels, etc.
- Personal hygiene items
- Clothing for Canadian weather such as coats and boots, rainwear and umbrella, hat, scarf, gloves

## Shipping Items to Canada

If you will be shipping items to Canada separately, you must declare them at Canada Customs by providing a detailed list. Customs will then acknowledge and stamp this list. DO NOT lose this stamped list as if you do, you will most likely have to pay duty tax on these items that will be shipped to you.

## Finding Accommodation

Leaving your home for the first time and moving alone to another country is an experience in itself. Please consider the following when choosing a residence:

### On-Campus Housing (Sheridan Residence)

Residence at Sheridan combines affordable, modern accommodations with the convenience of on-campus living. Sheridan offers residence at Trafalgar Campus and Davis Campus (please note, there is no residence at HMC)

These residences are managed independently. The rooms get filled very quickly, so students should apply for a room as soon as their academic plans have been confirmed. For more detailed and accurate information regarding pricing, room configurations, etc., please visit [Sheridan Residence](#).

### Off-Campus Housing

If you would like to live off-campus, you may rent a home, apartment or room in a larger home where common areas are shared by everyone (meals are the responsibility of the student) or live with a family (homestay).

You may visit the following website for listings and information about off-campus housing:

- [www.placesforstudents.com](http://www.placesforstudents.com)
- <http://homestayconnection.ca/prod/>
- [Other resources](#)

### Please Consider the Following for Off-Campus Housing:

- Distance – Is it within walking or biking distance to the college?
- Public transportation – Is a public transit stop nearby? What is the travel time? How frequent is the bus or subway service?
- Food – How close is the nearest grocery store? Is a convenience store nearby in case of emergency?
- Utilities – What is included (phone, internet, cable, electricity, heating)? If you are living with others, will the cost be divided between the tenants? What is the cost of heating during the winter months? If utilities are not included, you will have to set up accounts with the utility companies and pay your monthly bills. You may be asked for a proof of address and a credit card. You may also be required to give a deposit and/or an initial instalment fee.
- Facilities – What is included (laundry, heating, lighting, storage space)?
- Room and Board – Are meals included with room rental?
- Furnishings – Is the room or apartment furnished? Will you need to provide your own bed, dresser, desk, lighting, chairs and shelves?
- Lease – You may be required to sign a Lease – ([Tenancy Agreement](#)). Make sure you understand the terms of the lease BEFORE you sign anything. Landlords usually ask for a time commitment and two months' rent at time of rental (first and last month). Make sure you ask for receipts of payment, especially if you pay in cash. Also, keep these receipts in a safe place.
- Payments – What are the terms of the lease, rent payment methods and deadlines?

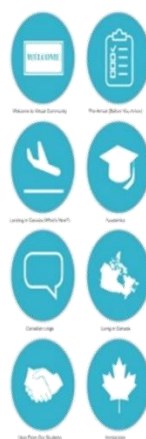


- Subletting – Is subletting permitted? If you sign a yearly lease, you may want to sublet during the summer months.
- Safety – Are there good locks on the doors and windows?
- Noise – Are there restrictions on how loud music is played? Can you host parties?
- Outdoor Access – Do you have access to a backyard?
- Pets – Are pets allowed? Landlords with pet allergies will not permit pets.
- Maintenance – Who is responsible for the outdoor maintenance? Will you have to shovel the path and sidewalk in the winter? Do you have to cut the grass in the summer?

## Virtual Community

International Students Virtual Community was created to guide students and provide them with a flexible access from anywhere in the world to various online resources. Interactive videos and guides offer important information on pre-arrival, living in Canada, succeeding at Sheridan, immigration, health insurance and more, in addition to the students' testimonies about their experiences at Sheridan. You can access Virtual community after you have been accepted and paid your fees at Sheridan by visiting the following link: <https://slate.sheridancollege.ca/>. You need to use your Sheridan username and password credentials to log into SLATE.

## New International Student Virtual Community



- Get familiar with the SLATE environment.
- Additional resources.
- Learn about relevant topics (e.g. health insurance, campus services, etc).
- Access it anywhere and anytime.
- Available on SLATE.

## Arriving at the Airport

When you arrive at Pearson International Airport in Toronto, you will pass through Canadian Immigration. Make sure you have the following documents ready to present to the officer:

- **Letter of Introduction from the Canadian Consulate or High Commission.** This is the letter you receive from the visa office if you applied, and have been approved, for a study permit. It is sometimes called the letter of introduction or introductory letter. Officially, it is called the Port of Entry (POE) Introduction Letter.
- **Valid Immigration Documents.** Passport and TRV or eTA (unless exempt—see above).
- **Letter of Acceptance.** An original or copy of your letter of acceptance from Sheridan College.
- **Evidence of Financial Support.** Proof of funds documents will be required, ex. bank statements
- **List of Shipped Items.** If applicable, have this list of items that you are sending separately stamped by an Immigration Officer.
- **Additional Documents.** Letters of reference or other documents recommended by the Canadian embassy, consulate or high commission.
- **Medical Records.** Record of Health Immunizations (if required)

Make sure you carry all these items as well as cash and other valuable documents with you when you travel and NOT in your checked luggage. Be sure to answer all questions clearly; if you are unable to understand questions, you may ask for an interpreter in the language of your choice.

# Complying with Canadian Immigration

## Visiting Immigration, Refugees and Citizenship Canada (IRCC) Online

Immigration, Refugee, Citizenship Canada is your resource on the internet for permit information. IRCC processes all Study Permit and Work Permit (Co-op, and Post-Graduate) applications.

For further information, please visit [www.cic.gc.ca](http://www.cic.gc.ca) regularly for updates. For any specific questions relating to your situation, please call the IRCC Call Centre at 1-888-242-2100 and be patient!

## Creating your myCIC Online Account with IRCC

If you decide to apply online for a Post-Graduate Work Permit, Study Permit extension/restoration or visa extension, you will need to create an online account with IRCC by either logging in with your online banking information or registering for a GC Key. Creating a [myCIC account](#) will give you access to online application programs and services that require enhanced security measures.

## Extending Your Study Permit / Temporary Resident Visa

All international students at Sheridan must have a valid Study Permit if the studies are more than six months. Always be aware of your Study Permit expiry date. If your studies require you to remain in Canada beyond the expiry date, you must apply for a Study Permit Extension prior to the expiry date. It is recommended that students apply for their Study Permit Extensions at least three months prior to the current expiry date on the study permit. To apply online, visit [myCIC](#).

## Working While Studying

Study Permit holders in Canada may gain work experience by working off campus while completing their studies. Your study permit will allow you to work:

- Up to 20 hours per week during regular, full-time academic sessions
- Full-time during scheduled breaks (i.e, reading week, summer break, between semesters)

### To qualify, you must:

- have a valid post-secondary Study Permit,
- be a full-time student,
- be enrolled at a [designated learning institution](#) at the post-secondary level, and
- be studying in an academic, vocational or professional training program that leads to a degree, diploma or certificate that is at least six months in duration.

**Follow the link:** To read more about working off-campus while studying, click [here](#).

## Obtaining Your Social Insurance Number (SIN)

By law, you are required to obtain a valid Social Insurance Number (SIN) to be compensated for work in

Canada; a SIN is also required for taxation purposes.

If you are planning to work, you should apply for a SIN at your nearest [Service Canada](#) office before you start working:

- 117 Cross Avenue **Oakville**, ON L6J 2W7
- 60 Gillingham Drive **Brampton**, ON L6X 0Z9
- 3085A Glen Erin Drive **Mississauga**, ON L5L 1J3

Bring all [immigration documents](#) with you to Service Canada including one of the two:

- a study permit that states you “may accept employment” or “may work” in Canada, OR
- a work permit (e.g. co-op, post-graduation, or spouse/partner work permit)

## Applying for a Co-op Work Permit (Co-op)

For some academic programs, work experience is a compulsory component of the curriculum and is a graduation requirement. If a program requires a co-op, internship, placement or practicum, international students must apply for the Co-op Work Permit.

An application for a Co-op Work Permit may be submitted at the same time as the application for a Study Permit. Otherwise, an application for a Co-op Work Permit may be submitted online via myCIC at the beginning of the semester. A co-op letter from Sheridan International will be required for the application.

**Please visit the link below to access the Work Permit Letter that must accompany your application for the Co-op Work Permit:**

<https://www.sheridancollege.ca/admissions/international-centre/current-students/coop-letter>

**NOTE: This letter must accompany the Letter of Acceptance.**

If approved, the Co-op Work Permit issued should indicate Sheridan College as the employer. This permit only allows students to work off campus related to their co-op hours; it does not permit students to engage in work unrelated to coop. **Students must have the co-op work permit before they can begin work.**

**Apply early – these can take four (4) months to process!**

For more information, visit [Work as a Co-op Student or Intern](#) on the IRCC website.

If you are unsure of whether you need a Co-op Work Permit, please meet with the International Student Advisor at your campus International Centre.

## Applying for a Post-Graduate Work Permit (PGWP)

The Post-Graduate Work Permit allows students who have graduated from a participating Canadian post-secondary institution to gain valuable Canadian work experience.

After graduation, International students are eligible to apply for a work permit that may be issued to up to three years – the issuance is at the discretion of the immigration officer. **Students must apply within 180 days of the date of program completion (not 180 days after graduation ceremony) and their study permit must have been valid at some point during these 180 days.**

For more information, visit [Stay in Canada after Graduation](#) on the IRCC website.

## Inviting Family Members/Visitors to Canada

If your family member(s) would like to visit Canada, you may invite them as long as you have legal status in Canada. If your visitors require a Temporary Resident Visa (TRV) to visit Canada, they must apply for it in their home country or at a Canadian Embassy serving their area. For a list of Visa Application Centers, please visit the [IRCC Offices](#) website. A [Letter of Invitation](#) can help the application, but it does not guarantee a TRV.

## Travelling to the United States (US Visa)

If you are planning to visit the United States of America during your stay in Canada, you may require a [U.S. Visitor Visa](#); it is highly advisable that you apply and obtain a U.S. Visa PRIOR to your arrival in Canada. It is always easier to be successful in your own country.

If you do apply in Canada, you can apply through the U.S. Consulate General in Toronto, Ontario. It is recommended that you wait until you have been in Canada for 6 months or more before you apply for your visa. To apply, complete the [Online Visa Application](#):

- 1) Complete the [Online Nonimmigrant Visa Application \(DS-160\)](#).

- 2) Attend an interview at your requested Consulate/Embassy.

Applicants whose visas are denied will be given back their passports and a letter explaining the reason for the refusal at the end of the visa interview.



## Immigration Advising Services

### Meet with International Student Advisor

International Student Advisors are Regulated International Student Immigration Advisors (RISIAs) and are available to meet with students one -on-one regarding study permits, work permits and other immigration-related matters in one of the following ways:

- Booking an Appointment
  - Drop-in Advising
1. Please visit the **Sheridan International mobile app** ([Google Play](#), [Apple Store](#)) or the web portal: [internationalmobileapp.sheridancollege.ca](http://internationalmobileapp.sheridancollege.ca)
  2. Click on **“Meet with International Student Advisor”** to view details on drop-in advising hours and to book an appointment.

## Immigration Sessions

The International Centre delivers immigration sessions throughout the year on study permit extension, coop work permit and post-graduation work permit applications. Make sure to attend a session if you have questions on the application process or need guidance.

## Paying Your Tuition Fees

As Fee Invoices are prepared in advance, Sheridan reserves the right to make changes due to errors and omissions.

To secure your spot in your program and avoid late fees, make sure you allow enough time for payments sent by mail or made at the bank to reach us by the due dates listed on your tuition fee invoice.

## Methods of Payment

**The following forms of payment are accepted:**

1. **Bank** – Online (use Sheridan College as payee; your student number is the reference/account number), at your Branch or by Telephone Banking.
2. **CIBC Student Pay (Preferred Method):** Allows students to pay at a preferred currency rate. International students can pay using CIBC Student Pay through Sheridan Student Self-Service at [myfeeinvoice.sheridancollege.ca](http://myfeeinvoice.sheridancollege.ca).
3. **Bank Wire Transfer** – Please provide the following information to your bank and a copy of wire transfer details to [wiretransfer@sheridanc.on.ca](mailto:wiretransfer@sheridanc.on.ca)
4. **Mail** – Money Order or Certified Cheque (no personal cheques are accepted)

For details on how to make a payment, please refer to your Fees Invoice or visit [Fees and Finances](#).

**Late Payment Charges Will Be Strictly Enforced** – Payment is to be received by Sheridan on or before the date indicated on your invoice. To ensure your seat in your program and to avoid the late payment charge, please allow sufficient time for payment sent by mail or made at the bank to reach Sheridan by the due date.

## Withdrawals and Refund Policy

The International Centre must be notified in writing of all withdrawals prior to the 10th day of class. All fees are subject to a non-refundable registration charge. This charge varies by program. Withdrawal Deadline dates can be found under Sheridan's [Academic Calendar](#).

**If a student withdraws after the withdrawal deadline, no refund will be issued, and all outstanding fees must be paid.**

International students who are refused Study Permit will receive a full refund of fees paid provided they show proof of the refusal (copy of Immigration document) within the first 10 days of classes. The Health Insurance fee is non-refundable after the first day of class. All other refundable fees, except the late charge,

will be refunded. Refunds will be paid by cheque to the registered student only. Please allow eight to ten weeks for processing.

Students who pay for two terms in advance will receive a full refund of second semester fees providing the withdrawal is received prior to the fee payment deadline date of the subsequent term.

## Studying at Sheridan

### Orientation Week

Orientation week is a wonderful opportunity for international students to smoothly integrate and transition into Sheridan College! While attending various activities and events, international students get a chance to make meaningful connections and friendships with other newly arrived students, as well as to equip themselves with important knowledge and understanding of succeeding at Sheridan.

Orientation week takes place one week prior to beginning of classes and consists of the following interactive sessions: College Wide Orientation; International Student Orientation; Chai, Coffee and Chat; City Bus Tour; Housing and Transportation; SIN Clinic and Open House. The sessions aim to connect students to academic, immigration and personal resources on campus and provide them with a comfortable environment to ask questions and meet with the faculty and staff members.



**As part of your Orientation experience, Sheridan hosts a variety of Online Workshops to help you prepare for your studies at Sheridan.**

Contact us by [email at askanadvisor@sherdiancollege.ca](mailto:askanadvisor@sherdiancollege.ca) for any questions you have about the Orientation and we can set up a time to review the information with you one-on-one!

We've created four self-guided learning modules that you can use to make sure you have what you need to succeed:

- [Starting at Sheridan](#)
- [Your Program and Beyond](#)
- [Getting Ready for Classes](#)
- [Sheridan Supports and Services](#)

## Participating On-Campus

International students at Sheridan are encouraged to participate in the numerous events organized by the International Centre throughout the year. Many events are a tradition and occur every year; however, the event calendar varies based on students' interests. Students are informed of upcoming events via email from the International Centre and posters.

## On-Campus Involvement

This is a great way to begin building your Canadian experience:

- **SISA (Sheridan International Student Association):** Sheridan students can share their heritage and past experiences with other international students. Visit the [SISA Facebook](#) page for announcements, activities and events.
- **Volunteering with Sheridan Student Union (SSU):** Volunteers play a vital role in the execution and delivery of events and services that the SSU provide to Sheridan students.
- **Clubs:** There are many different clubs around all campuses, such as film and TV, Enactus, Toastmasters, Martial Arts, Sheridan Marketing Association, etc. For a complete list please check with Student Union. Sheridan Student Union has a social network that can help you from making new friends to purchasing material for your classes...Visit [SSU Events](#).

## Trips and Events

The International Centre offers many trips throughout the year which include:

- **Niagara Falls** – One of the most fascinating wonders of the world in a thriving tourist town.
- **CN Tower** – The world's tallest free-standing structure with a famous "glass floor" ~144ft. high
- **Montreal** – Quebec's largest city. Experience Vieux-Montreal and poutine; you can't go wrong!
- **Canada's Wonderland** – Ontario's famous theme park with crazy rollercoasters and... funnel cake!
- **Grand Bend** – Beautiful Lake Huron beach with safe swimming and one of the best sunsets!

## Understanding your Health Insurance Coverage (Guard.Me)

International students are required to have mandatory emergency Health Insurance coverage through Guard.Me. These costs are included in your tuition fees.

Please visit the following [website](#) for more information on your health insurance.

## Getting Your oneCARD

The Sheridan [oneCARD](#) is a multipurpose identification and access card for students and staff. It provides a method of identification that will give an additional means of establishing a safe and secure environment for students and employees on campus. Also, the oneCARD will be used to provide users with access to Sheridan's:

- Libraries
- Campus Recreation facilities

- Equipment sign-out facilities\*
- Specialized labs and classrooms\*

## Enrollment Verification Letter (EVL)

The International Centre can provide you with Enrollment Verification Letters which you may use as part of applications for Study Permits, Work Permits, etc. to serve as proof of your student status at Sheridan. To request an Enrollment Verification Letter, visit our [website](#).

## Avoiding Plagiarism (Academic Integrity)

It is a breach of academic honesty to falsely claim credit for the ideas, writing, projects, or creations of others either by presenting such works as your own or through impersonation. Similarly, it is a breach of academic honesty to cheat, attempt or actually alter, suppress, falsify or fabricate any research data or results, official academic record, application or document.

[Plagiarism at Sheridan](#) is unacceptable, and we have many resources to help you understand how to avoid it. A finding of guilt will lead to the imposition of a penalty from the range of sanctions. A lack of familiarity with the Policy and Guidelines on Academic Honesty on the part of any member of the Sheridan community **does not** constitute a defense against misconduct.

## Understanding Policies and Procedures

### Code of Conduct

All Sheridan students are expected to act responsibly and uphold standards of conduct that form the basis of good citizenship.

### Harassment and Discrimination

Sheridan is committed to creating and sustaining an environment that supports the dignity, self-esteem and fair treatment of everyone in our community. The college seeks to foster a climate of mutual respect that supports diversity and inclusion as sources of our strength and enrichment.

At Sheridan, we have a very strict [Harassment & Discrimination Policy](#). This policy aims to promote human rights in all aspects of the learning and work environment, and provides a framework for action to resolve complaints of harassment and discrimination based on one or more of the grounds outlined under the [Ontario Human Rights Code](#).

If you feel that you are being targeted by someone, please inform security right away so that we may address the situation.

Workplace harassment issues that are not based on Human Rights Code grounds are addressed through the Workplace Harassment Policy.

For more information about our protection policies:

[Ontario Human Rights Commission](#)

[Human Rights Legal Support Centre](#)

[Human Rights Tribunal of Ontario](#)





## Safety and Security

**Dial 911 for an EMERGENCY situation.**

**Dial 211 to be directed to any community resource for immediate assistance.**

**Dial 311 for information on municipal programs: public transit, garbage collection, snow removal**

### Phones

Sheridan has 147 emergency phones which have been installed for safety inside buildings and on the grounds at Trafalgar, Davis and Hazel McCallion campuses. Emergency phones provide direct access to Campus Security, and a security guard is dispatched to the phone's location in the event of an emergency or immediately upon request.

#### **INSIDE PHONES:**

At **Trafalgar, Davis and HMC**, inside emergency phones are in yellow boxes, mounted to walls in corridors. Additionally, all elevators are equipped with an emergency phone or button located near the panel.

#### **OUTSIDE PHONES:**

**Trafalgar Campus – x4044:** Outside emergency phones are tall, cylinder-shaped blue towers located along pathways and near parking lots.

At the Athletics Complex, the phones are located in wall-mounted stainless steel boxes with blue flashing lights outside the front and back entrances.

**Davis Campus – x4344:** Outside emergency phones are tall, cylinder-shaped blue towers located along pathways and near parking lots.

Additionally, yellow emergency phone boxes can be found on external buildings on the pond side (back) of the campus.

**Hazel McCallion Campus – x7944:** There is one outdoor emergency phone mounted to the wall near the cafeteria.

Emergency phones located in the City of Mississauga parking lots adjacent to the campus building are connected to City of Mississauga Security's dispatch desk.

Security can be reached in person, by calling x4044 internally, or by calling 905-815-4044 from outside the College.

### On-Campus Security and Safe Walk

Contact security for on-campus emergencies in which immediate medical or security assistance is needed. You can use the emergency phones located on the walls outside of the Health Centre at each campus.

Safe Walk is provided to anyone who does not feel comfortable walking alone on the campus at night time, Monday through Friday. When you call, someone will accompany you on your walk anywhere on campus during designated hours.

## Emergency Lockdown Procedure

For emergency information regarding a threat or intruder inside the Sheridan facility or on campus property, all student should be familiar with Sheridan's [Emergency Lockdown Procedure](#).

## Using Your Student Services

As a Sheridan student, you have many valuable on-campus services available to you free-of-charge.

### Career Centre

A Career Counselor can help you explore career options and plan and achieve educational and career goals. Visit the [Career Centre](#) or call to book an appointment with a Career Counselor or visit them in person.

### Peer Tutoring

Student and staff [tutoring](#) is available in many subjects and is offered at no extra charge to Sheridan students.

### Scholarships and Bursaries

The International Centre at Sheridan offers a variety of [scholarships and bursaries](#) exclusively for international students. Although criteria differ for each award, recipients of scholarships and bursaries are typically students who display high academic standings, exemplary leadership skills, community involvement and/or financial need.



### Peer Mentoring Program

Become a Peer Mentor! Take advantage of the opportunity to develop leadership skills, have a job on-campus and connect with other students. Paid positions are available in a variety of services within Sheridan. Watch the video on the site!

### Counselling

Living in a new city and starting in a new school are both exciting and stressful. It is not uncommon to experience homesickness, culture shock and stress. At Sheridan, your wellbeing is important to us, and you can speak to a counsellor. [Counselling Services](#) are offered to assist students in building solutions to their own personal, emotional or interpersonal concern. Appointments and drop-ins are free, confidential and readily available for your benefit.

### Accessible Learning Services

The [Accessible Learning Services](#) Office facilitates equal access for eligible students with disabilities definition by coordinating reasonable academic accommodations and support services. Accommodation plans and services are tailored to correspond with the disability related needs of each student and are determined based on the documentation provided and program specific requirements. We continually strive to cultivate a college culture that is sensitive and responsive to the needs of students. Students

identified with a disability should bring the documentation that supports this with them (as Accessible Learning will require it).

### **Student Advisement Centre**

The [Student Advisement Centre](#) is the on campus place for all student questions and requests for information on *anything* related to Sheridan. *Students can get their questions answered immediately.* Though the Centre's staff provide assistance to all students, Information Specialists and Student Advisors are dedicated to assisting new and first year students to

- adjust to College life and to their academic program
- access all the Sheridan information they need to make appropriate decisions
- connect to Advisors when experiencing difficulties or concerns

Visit in person or connect via email to [AskAnAdvisor](#)

### **Athletics Centre**

Sheridan's [Athletics Centre](#) has a number of strong sports teams including: men's and women's basketball, hockey, volleyball, soccer and much more! Drop by the gym at either the Davis, Mississauga or Trafalgar campus, and you can make use of the high quality equipment, shoot some hoops, or catch a yoga class. To find out what is available this year speak with one of the staff members in the gym.

### **Cooperative Education**

Sheridan offers over 40 [Cooperative Education \(Coop\) programs](#) which give students the opportunity to gain related work experience prior to graduation. For more information on Coop Work Permits, please see the Immigration, Refugee, Citizenship Canada (IRCC) section above.

### **Library Services**

The [Libraries](#) at Sheridan are available for all students at the college, and can help assist students with their wide assortment of material available which includes: course textbooks, casual reading, magazines, newspapers; and other resources such as computers, study rooms, and reference material.

### **Student Union**

The [Sheridan Student Union](#) is a student based governing organization that works to uphold the rights, responsibilities, and desires of the student body. They strive towards engaging, empowering, and inspiring students through on campus activities, and services offered which include: free paralegal services, free photo-copying, academic appeal advisors, and much more! The Student Union's offices are located in the student center at either campus.

### Paying Taxes in Canada

There is a lot of information that is available to people who wish to work while they are studying in Canada. Please use the helpful links below for information or visit us at the International Centre and we will be happy to help you.

Please click [here](#) for information on paying taxes in Canada.

### Government-Issued Photo Identification

If you do not wish to carry your passport around as a means of identification, in Ontario, you have the option of applying for the [Ontario Photo Card](#) or the [Ontario Driver's License](#).

### Canadian Law and Justice System

Visit this website for information about Canadian laws and our judicial system: <http://www.cic.gc.ca/english/newcomers/before-laws.asp>.

### Grocery Stores (close to campus)

#### Brampton

- Real Canadian Superstore – 85 Steeles Ave. W., Brampton. (905) 451-4999
- Rocky's No Frills – 70 Clementine Dr., Brampton. 1 (877) 987-6453
- Walmart Supercentre – 15 Resolution Dr., Brampton. (905) 452-1710
- Oceans Market (Asian) – 499 Main St. S. (Shopper's World), Brampton. (905) 866-5988
- Indian Punjabi Bazaar, Inc. – 499 Ray Lawson Blvd., Brampton. (905) 451-5756
- Singh Foods – 900 Ray Lawson Blvd., Brampton. (905) 796-2995
- EuroMax Foods (European) – 190 Bovaird Dr. W., Brampton. (905) 451-0221

#### Oakville

- Real Canadian Superstore – 201 Oak Park Rd., Oakville. (905) 257-9099
- Colangelo's No Frills – 125 Cross Ave., Oakville. 1 (866) 987-6453
- Walmart Supercentre – 234 Hays Blvd., Oakville. (905) 257-5740
- Whole Foods (Natural) – 301 Cornwall Rd., Oakville. (905) 849-8400
- Starsky (European) – 3115 Dundas St. W., Mississauga. (905) 363-2000
- Monastery Bakery (European) – 1133 Monastery Dr., Oakville. (905) 847-1020
- East Indian Supermarket – 2427 Trafalgar Rd., Oakville. (905) 257-2578

#### Mississauga

- Walmart Supercentre – 100 City Centre Dr., Square One. (905) 270-9300
- Asian Food Centre – 1075 Ceremonial Dr., Mississauga. (905) 502-1600
- Oceans Market (Asian) – 4557 Hurontario St., Mississauga. (905) 568-8988
- Real Canadian Superstore – 3045 Mavis Rd., Mississauga. (905) 275-6171

- Food Basics – 2550 Hurontario St., Mississauga. (905) 273-5344
- India Town Food Centre – 60 Dundas St. E., Unit 6, Mississauga. (905) 273-4600
- Starsky (European) – 2040 Dundas St. E., Mississauga. (905) 279-8889

## Hospitals and Health Clinics (close to campus)

### Brampton

- Ace Pharmacy Walk-In Clinic – 373 Steeles Ave. W., Brampton. (905) 796-2769
- Nanaksar Clinic – 511 Ray Lawson Blvd., Brampton. (905) 450-7447
- Dr. J Pereira – 545 Steeles Ave. West, Brampton. (905) 450-9306
- Dr. Esther Shehata – 499 Ray Lawson Blvd., Brampton. (905) 460-1100
- Charolais Medical Clinic – 305 Charolais Blvd., Brampton. (905) 456-8099

Brampton Civic Hospital: William Osler Health Centre –  
Address: 2100 Bovaird Dr. E, Brampton, ON L6R 3J7. Phone# (905) 494-2120

### Oakville

- Queens Medical Centre – 1289 Marlborough Crt., Oakville. (905) 844-8878
- Trafalgar Medical Clinic – 1235 Trafalgar Rd. #200, Oakville. (905) 844-3281
- MCI The Doctor's Office – 1011 Upper Middle Rd. E., Oakville. (905) 849-7007
- Glenashton Medical Clinic – 333 Glenashton Dr, Oakville. (905) 582-4929

Oakville Trafalgar Memorial Hospital  
 3001 Hospital Gate, Oakville, L6M 0L8. (905) 845-2571

### Mississauga

- Trillium Health Centre – 100 Queensway West, Mississauga (905) 848-7100
- Advanced Walk-In Clinic – 21 Queensway West, Mississauga (905) 897-9228
- Sears Optical – Erin Mills Town Centre, Mississauga (905) 607-2300
- Med-Place Walk-In Clinic – 170 Queensway West, Mississauga (905) 275-3912
- Digital City Center X-Ray & Ultrasound – 796 Burnhamthorpe Rd W., Mississauga (905) 279-1144
- Mavis-Rathburn Physiotherapy Clinic – 592 Rathburn Rd W., Mississauga (905) 272-1828

Credit Valley Hospital  
 2200 Eglinton Avenue West, Mississauga (905) 813-2200

## Holidays

There are a number of holidays celebrated throughout the year in Canada. For a list of holidays that directly affect your studies at Sheridan, please consult our Academic Calendar on the Sheridan website for a list of important dates and campus closures.

You may also visit the following links for a list of all holidays in Canada (statutory and non-statutory):

<http://www.statutoryholidays.com> and <http://www.canada-city.ca/holidays.php>.

## Money Matters



### Budgeting Tools for Your Education and Life in Canada

You can expect tuition to cost between CDN \$17,000 to CDN \$26,000 per year. Living expenses will cost between CDN \$15,000 to CDN \$25,000 (depending on your lifestyle). The [Government of Canada](#) and [myMoneyCoach](#) can help you with your budgeting.

### Banking

We recommend you open a bank account in Canada, and there are many financial institutions available to service your banking needs. Opening a bank account can be very simple if you can provide appropriate identification and your funds are in \$CAD or \$US.

1) First step would be to select one of the major banks:

[Bank of Montreal \(BMO\)](#)   [TD Canada Trust](#)   [Scotiabank](#)   [HSBC](#)

[Royal Bank Canada \(RBC\)](#)   [Canadian Imperial Bank of Commerce \(CIBC\)](#)

2) Bring two pieces of Identification: your passport and one other form of ID (credit card or driver's licence for example). Get a debit card as it will make it easier to pay for things and it is safer than carrying cash.

### Beware of Fraud

Be aware of various scam attempts from persons posing as Government Officials from various federal agencies including Immigration, Refugee, Citizenship Canada (IRCC), Canada Revenue Agency (CRA), or Canadian Border Services Agency (CBSA). Sophisticated systems allow for these federal agency names to display on your phone. Do not give any information. Follow up with the International Centre for help.

### Various types of scams are as follows:

Identity theft, fraud, theft from your financial accounts, computer viruses

#### **Remember:**

- No one can guarantee you a job or a Visa in Canada
- You will not receive a deportation order by a random phone call
- Do not give your bank or passport details and Social Insurance Number (SIN) to anyone

- IRCC will never ask for the deposit of money into their bank account or transfer of money through private money transfer services (like Western Union, Money Grams)
- IRCC will never threaten you
- IRCC will never offer special deals to immigrate to Canada
- IRCC will never use free email services (like Yahoo, Gmail or Hotmail) to contact you

### **How to report fraud attempts?**

If you or someone you know has been the target of a telephone, Internet, email scam and gave personal or financial information by mistake, contact Canadian Anti-Fraud Centre at 1-888-495-8501.

To read more information about how to protect yourself from fraud, visit the [IRCC website](#).

## **Cell Phones**

We strongly suggest that you obtain/change to a Canadian service provider for your cell phone to avoid expensive roaming fees from your home country. [Rogers](#) wireless is currently the largest cell phone service provider. Also, calling cards are available to students from the bookstore, convenience stores and many other locations, enabling students to call home at a very low rate.

Students can make free calls and video chats world-wide via computer by downloading internet-based messaging services, such as [Skype](#).

## **Multi-Faith and Houses of Worship (close to campus)**

### **Mosques**

- Brampton Sunnatul Islamic Association – 6 Lowry Dr., Brampton. (905) 459-9444
- Jame Makki Masjid – 8450 Torbram Rd., Brampton. (905) 458-8778
- Brampton Jamiat-ul-Ansar Mosque – 291 Great Lakes Dr., Brampton. (905) 792-7576
- Islamic Propagation Centre – 5761 Coopers Ave., Mississauga. (905) 507-3323
- Streetsville Islamic Centre – 1679 Moongate Cres., Mississauga. (905) 826-0004
- Masjid-E Farooq-E Azam – 935 Eglinton Ave., W., Mississauga. (905) 858-7586
- Malton Islamic Centre – 6836 Professional Crt., Mississauga. (905) 671-2911
- Masjid-E-Rahmat – 205 North Service Rd., Mississauga. (905) 279-8222
- Ar-Rahman Quran Center – 6120 Montevideo Rd., Mississauga. (905) 858-6945
- Haram Masjid Noorul – 2478 Ninth Line, Oakville. (905) 257-1342

### **Buddhist**

- IBPS of Toronto – 6525 Millcreek Dr., Mississauga. (905) 814-0465
- Avalokiteshvara Kadampa Centre – 12 Peter St. S., #3, Mississauga. (905) 274-7432
- Zen Buddhist Temple – 297 College Street, Toronto (416) 658-0137
- Riwoche Tibetan Buddhist Temple – 28 Heintzman St., Toronto. (416) 766-7964
- Tai Bay Buddhist Temple of Toronto – 300 Bathurst St., Toronto. (416) 603-8889

### **Kingdom Hall of Jehovah's Witnesses**

- 2101 Dundas St. West, Toronto. (416) 536-5479

- 2125 Erin Centre Blvd, Mississauga. (905) 821-9471
- 4076 Ninth Line, Oakville. (905) 257-3487

## **Jewish Synagogues**

- Har Tikvah Congregation – 9893 Torbram Rd., Brampton. (905) 789-8555
- Solel Congregation – 2399 Folkway Dr., Mississauga. (905) 820-5915
- Shaarei Beth-El Synagogue – 186 Morrison Rd., Oakville. (905) 849-6000

## **Churches**

### ***Brampton***

- Our Lady of Fatima (Catholic/Portuguese) – 101 Malta Ave., Brampton. (905) 454-3010
- St. Jerome's Parish (Roman Catholic) – 8530 Chinguacousy Rd., Brampton. (905) 455-4260
- St. Eugene de Mazenod (Catholic/Polish) – 1252 Steeles Ave. W., Brampton. (905) 451-1422
- CrossPoint Christian Reformed – 444 Steeles Ave. West, Brampton. (905) 459-2733
- St. Dimitar Bulgarian Eastern Orthodox – 1555 Steeles Ave., W., Brampton. (905) 861-9111
- Calvary Baptist Church – 7975 Hurontario St., Brampton. (905) 451-3655
- Augsburg Lutheran Church – 224 Mill St. South, Brampton. (905) 459-3262
- Grace United Church – 156 Main St. North, Brampton. (905) 451-1215

### ***Oakville***

- St. Michael's Roman Catholic Church – 181 Sewell Dr., Oakville. (905) 844-7971
- Mary Mother of God Catholic Church – 2745 North Ridge Trail, Oakville. (905) 337-2184
- St. Anthony's Roman Catholic (Polish) Church – 40 John St., Oakville. (905) 845-6067
- St. Joseph's Ukrainian Catholic Church – 300 River Oaks Blvd. E., Oakville. (905) 337-1400
- Holy Trinity Croatian Catholic Church – 2110 Trafalgar Rd., Oakville. (905) 842-2386
- St. Simon's Anglican Church – 1450 Litchfield Rd., Oakville. (905) 845-8351
- Trafalgar Presbyterian Church – 354 Upper Middle Rd E, Oakville. (905) 842-2800
- East Faith Korean Presbyterian Church – 1126 Invicta Dr., Oakville. (905) 338-0191
- Trinity United Church – 1250 McCraney St. East, Oakville. (905) 845-3152
- Faith Baptist Church – 1415 Trafalgar Rd., Oakville. (905) 842-0938

### ***Mississauga***

- St Peter's Anglican Church – 3041 Mississauga Rd, Mississauga. (905) 828-2095
- Christ the King RC Cristo Rei – 3495 Confederation Pkwy, Mississauga. (905) 270-1133
- St. Stephen's-on-the-Hill – 988 Indian Road, Mississauga. (905) 278-9245
- First United Church – 151 Lakeshore Road West, Mississauga. (905) 278-3714
- St Catherine of Siena Catholic Church – 2340 Hurontario St., Mississauga. (905) 272-1454
- Erindale Bible Chapel – 1400 Dundas Cres, Mississauga. (905) 277-4618
- Lorne Park Baptist Church – 1500 Indian Rd, Mississauga. (905) 278-7833
- St. Maximilian Kolbe Catholic (Polish) Church – 4260 Cawthra Rd., Mississauga. (905) 848-2420

## **Sikh Temples**



### **Brampton**

- Sikh Sangat – 144 Kennedy Rd S., Brampton. (905) 459-7713
- Sikh Lehar International – 79 Bramsteele Rd., Brampton. (905) 450-8188
- Sri Guru Nanak Sikh Centre – 99 Glidden Rd., Brampton. (905) 457-5757
- Gurudwara Nanaksar Satsang Sabha – 64 Timberland Dr., Brampton. (905) 452-1313

### **Mississauga**

- Sikh Cultural Association – 2403 Khalsa Gate, Oakville. (905) 469-1313
- Ontario Khalsa Darbar – 7080 Dixie Road Mississauga. (905) 670-3311
- Ramgarhia Association of Canada – 1623 Cormack Cres. Mississauga
- Sri Guru Singh Sabha – 7280 Airport Rd., Mississauga. (905) 671 1662

## **Transportation**

### **Public Transportation**

When using public transit, make things easier for yourself by scheduling your trip beforehand by knowing which buses/routes to take. Transit companies often have their own Trip Planners using [Google Maps](#): Simply enter your starting point, destination and time.

**CASH** – Canadian cash is accepted by most public transit buses upon entering. However, it is recommended to either purchase your ticket beforehand at a machine or ticket booth, have a PRESTO 30 card, or pay in exact change, so you don't hold up the line. Debit and credit cards are usually not accepted upon entering public transit buses.

**DEBIT AND CREDIT CARD** – These can be used to purchase your tickets at booths or machines, as well to load money onto your PRESTO card. They are also accepted by taxis.

### **PRESTO! Electronic Fare Ticketing System** (Toronto/ Oakville/ Brampton)

"Presto! is a state-of-the-art electronic fare ticketing system which uses the latest smartcard technology to offer commuters the most convenient fare payment possible, all with the tap of a small, reloadable plastic card!" – [www.prestocard.ca](http://www.prestocard.ca).

The Presto card is the size of a credit card and offers you the convenience of loading your money onto the card, and then using it at the bus terminal or station by simply tapping the ticketing system; you will then see the system automatically deduct the fare from your card balance. There is no need to carry any more cash—pay for GO/TTC/Brampton and Oakville Transit from one card!

### **Brampton Transit**

Traveling within Brampton is easy and convenient. [Brampton Transit](#) can pick you up or drop you off directly at Sheridan College, Davis Campus.

### **Mississauga MiWay Transit**

Traveling with [Mississauga Transit](#) is simple. Please visit for fares, routes and schedules. Mississauga Transit can pick you up or drop you off directly at Sheridan College, HMC Campus.

### **Oakville Transit**

Traveling with [Oakville Transit](#) is simple. Please visit for fares, routes and schedules. Oakville Transit can pick you up or drop you off directly at Sheridan College, Trafalgar Campus.

### **Toronto Transit Commission (TTC)**

Getting around Toronto is made easier by using the [TTC](#) (Toronto Transit Commission). It is the main public transport agency of Toronto. It includes buses, streetcars, and subway.

### **GO Transit**

[GO Transit](#) is a train and bus service extending to and beyond many cities in the Greater Toronto Area. To get your student discount, you must first pick-up a GO Student Discount Application Form from the Registrar's Office. Once completed and signed, you can then either go to Union Station in Toronto to process the card on the spot, or mail it in which would take approximately 6 weeks to process.

### **Taxi**

Taxis can be ordered in Oakville by calling [Halton Taxi Service](#) at (905) 844-4300 or in Brampton by calling *A1 Taxi* (905) 453-6666. All taxis must have meters. Their rates are fixed and you must be able to see them by law. When paying, ask for the receipt; please remember that tips are not mandatory, but are often given as a courtesy.

For airport taxis, visit [www.aeroporttaxi.com](http://www.aeroporttaxi.com) to get a flat rate. Please only take Taxis from the Airport that are at the stands outside and not by someone approaching you as you are walking.

You can also take UBER in some cities in the GTA (Greater Toronto Area) including Toronto, Oakville and Brampton. It is a less expensive way to move around. Make sure to use UBER App for safety.

### **VIA Rail**

For train trips across Canada which go beyond the GO Transit network, [VIA Rail](#) is the name of our rail company in Canada. VIA Rail provides Canadians with safe, efficient and affordable public transportation. Please note student discounts may apply.

### **Greyhound Bus**

For bus trip across Canada and into the United States, which extend beyond the GO Transit network, [Greyhound Bus](#) is the name of the bus company that you would use. Greyhound is the largest North American bus company that travels between different cities with 16,000 daily bus departures to over 3100 destinations. Please note student discounts are available.

## **Helpful Hints**

### **Did You Know?**

- Ontario has a Harmonized Sales Tax (HST) of 13% that is applied to goods and services.

- Stores' hours of operation vary. Some stores in Ontario are open seven days a week.
- If service is good, it is customary to tip approximately 15% on the total bill, before tax, when you eat at a restaurant or take a taxi.
- Visit [settlement.org](http://settlement.org) to find out more about tipping, shopping, [activities to do on a small budget](#) and [daily life in Ontario](#) (buying a car, getting your Ontario driver's license, driving in the winter and more).
- You can apply for the Ontario Photo Card OR Ontario Driver's License (not both).
- If you plan to drive in Ontario, you will need an Ontario Driver's License and [insurance](#)
- Some public transit companies offer free bus transfers between companies. Example: Transferring from MiWay to Oakville Transit within a certain time will only cost you one bus trip.
- You can book appointments with advisors and stay connected to everything at Sheridan.