Welcome Webinar: 
Resources for Students with Families

Session Etiquette

• Please stay on mute
• Please use the chat box to ask questions and presenter can address questions throughout and at the end.
• If you have a question that the presenter does not answer, email iss@ucalgary.ca
• Please participate. There will be a few polls throughout. Your participation helps confirm that we are not experiencing technical difficulties.
• You will receive these slides by email within 48 hours of the webinar.
Welcome Webinar:

Resources for Students with Families

Kirsty Gruber
Advisor, International Student Transition Support
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International Student Services

• Drop-in (& remote) advising to assist with getting settled in Calgary
• Coordinate International Student Mentorship Program
• Coordinate Orientation events for international students

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Session Agenda

- Immigration Information
- Covid-19 FAQs
- Accessing UCalgary Services with your partner/spouse
- Getting Settled & Housing
- Childcare & Schooling for minor children
- Language Learning Resources
- Healthcare
- Building social networks
- Questions
COVID-19 FAQs for International Students
Staying informed about Covid-19

- Key websites:
  - ISS Covid-19 FAQ
  - UCalgary COVID-19 page
  - FGS Covid-19 & Graduate Students
  - UCalgary Winter 2021 FAQs
  - Alberta Health Services
  - City of Calgary

- Check your UCalgary student email regularly
  - Read all emails from UCalgary
  - Read all emails from ISS
  - Sign up for the ISS newsletter
Immigration

International Student Services (ISS) has Immigration Advisors available to help you with your study permit, work permit, visa and other immigration questions. To use this service, you must bring along your UCalgary student ID and any Canadian immigration documents you may have.

www.ucalgary.ca/iss/immigration

Immigration Information

- Study Permits
  Learn more »

- Information for Accompanying Spouses and Children
  Learn more »

- Visiting Student Researchers
  Learn more »

- Post-Graduation Work Permit
  Learn more »

- Travelling While You're a Student
  Learn more »

- Information on Permanent Residence
  Learn more »

- Working in Canada as a Student
  Learn more »
Information for Families

- ISS website > Resources > Information for Families
- https://ucalgary.ca/student-services/iss/resources/information-families
Accessing UCalgary services with your partner/spouse

• Student services are funded through student services fees; some supports available for partners/spouses

• Always ask if additional fee
  • Online Resources
  • Active Living (Recreation Services)
  • Career Development/Job Search
  • Faith and Spirituality Centre (FSC)
  • International Student Services (ISS) Immigration Advising
  • Student Legal Assistance (SLA)
  • Wellness Centre Physical Health Services
  • Women's Resource Centre (WRC)
Getting Settled & Housing

• Review the **New International Student Checklist**
  • [https://ucalgary.ca/student-services/iss/resources/new-international-student-checklist](https://ucalgary.ca/student-services/iss/resources/new-international-student-checklist)

**Housing:** on versus off-campus

• Community & convenience
• Distance to schools, work, public transit
• Private space—how much space needed vs. budget

• Talk to peers
  • [https://ucalgary.ca/student-services/iss/resources/housing](https://ucalgary.ca/student-services/iss/resources/housing)
Settlement Tasks - after you arrive

Finding long-term housing:

• While in self-isolation, start your online search for a long-term off-campus accommodation (if needed).
• You can use this time to research what’s available and possibly schedule viewings for once you are done your self-isolation time.
• Do not rent accommodation without first viewing it and talking to the landlord/other roommates.
• [https://ucalgary.ca/student-services/iss/resources/housing](https://ucalgary.ca/student-services/iss/resources/housing)
Scams - Newcomers

• Suspicious phone calls from people posing as:
  • Canada Revenue Agency (CRA)
  • Immigration Officials
  • Alberta Health Services
  • Fake job postings
  • Fake apartment/house rental postings
  • Police

• Language to pressure you into a decision

• Language that is aggressive

• Demanding immediate payment
  • E-transfer
  • Bitcoin
  • Prepaid credit cards or gift cards

Examples of Fraudulent Texts & Calls

So in next **24 hours** we will be marking a **lien on your assets** and your bank accounts due to your **inability to settle your dues with the CRA**. A bill collection officer will **visit you soon** to complete the paper works. If you have any questions then call our tax default line. 888-745-0433, **I repeat it’s, 888-745-0433**. If you don’t call **immediately**, or if we don’t hear from your attorney either, then you will be **solely responsible for all legal consequences**. Goodbye.

https://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/eng/04333.html
Avoiding Scams

• Keep your personal information and documents safe
  • SIN keep protected
  • Credit or banking information
  • Use caution before clicking links in texts or emails


• Protect Yourself
  • Don’t answer calls from numbers you don’t recognize
  • Hang up—block phone numbers
  • Ask for a number to call back later
  • Research a potential rental property or job opportunity

If you are uncertain please speak to ISS before taking any action or sharing any information
Settlement Tasks - after you arrive

Finding Off-Campus Accommodation

• Webinar:
  • Dec 14, 9:00 a.m. 10:00 a.m. Zoom
  • Late Jan/Early Feb: dates to be confirmed

• Overview of resources and important considerations when looking for rental housing in Calgary, including:
  • Online resources for searching for rentals in Calgary
  • Questions to ask when viewing a rental property
  • Rights and responsibilities as a tenant
  • Tips for avoiding rental scams
  • Information about self-isolating due to Covid-19

• https://events.ucalgary.ca/international-student-services/#!view/event/event_id/198692
Childcare & Schooling (for minors)

- Childcare options:
  - **Day care programs** serve infants, toddlers and pre-school aged children (two and a half to six years of age)
  - **Family day homes** offer care in a private residence. There are typically six or less children with one caregiver.
  - **Pre-schools** offer child care for four or less hours a day.
  - **Out-of-school care programs** operate before and after school, during lunch hours and sometimes when schools are closed.

- Regulated by government; learn more online and search options: [https://ucalgary.ca/student-services/iss/resources/information-families](https://ucalgary.ca/student-services/iss/resources/information-families)
Childcare & Schooling (for minors)

- Ages 3-4: pre-school
- Ages 4-6: kindergarten
- Ages 6-11: elementary or middle school
- Ages 11-14: junior high school
- Ages 14-17: senior high school

- Public (charter, public, Catholic) vs. private schools
- Designated public schools based on neighbourhood
  - Registration processes are different based on each system (see websites)
  - You pay general fees (if you do not meet requirements, may also be required to pay tuition)

- Learn more online and search options: https://ucalgary.ca/student-services/iss/resources/information-families
Language Learning for partners/spouses

- Get connected—attending events, making acquaintances
- On-campus: limited offerings; always check
- Off-campus:
  - Calgary Public Library (child care sometimes)
    - Online resources too—free for residents to get card!
  - Meet Up
  - Volunteering
  - Cultural Associations
  - Immigrant settlement organizations- active lists of programs

*ISS Website Resource to be updated in next few weeks!*
Healthcare & Insurance

• As a full-time UCalgary student working towards a degree, you have two components to your health insurance:
  1. Alberta Health Care Insurance Plan (AHCIP) which is the free provincial plan that all Alberta residents must register for (with your family)
  2. Supplemental Health & Dental coverage through either the Student Union (undergraduate) or Graduate Students Association (graduate). You can also choose to add your family members to your supplemental Health & Dental plans for additional fee

• [https://ucalgary.ca/student-services/iss/resources/medical-insurance](https://ucalgary.ca/student-services/iss/resources/medical-insurance)
Important Community Contacts

- **Emergency: 911**
  - Fire, Ambulance, & Police

- **Healthlink: 811**
  - 24 hour free phone line for non-emergency health concerns
  - Speak with a registered nurse
  - Service available in multiple languages
  - [https://www.albertahealthservices.ca/assets/healthinfo/link/index.html](https://www.albertahealthservices.ca/assets/healthinfo/link/index.html)
Events & Social Networks

- Newsletters & social media (ISS, GSA, WRC, SU, Writing Symbols lodge)
- Mentor programs, peers in programs/labs
- Wellness Services
- Women’s Resource Centre
- Faith and Spirituality
- Global Families Program
  - Child-friendly events, low-cost
- Graduate Student Association events
  - Discount tickets, group events
- Family Housing (if living on-campus)
- Volunteering & Community events
Stay connected -before you arrive

• Consider how you will stay in touch remotely with family and friends after travel
  • Planned times for a phone/video call or shared remote activities (eg. video games, watch tv or videos together, stretches/yoga)

• Participate in UCalgary programs & events now:
  • Sign up for a peer UCalgary mentor (open now—it’s free)
  • Attend remote events: UCalgary unwind
  • Check if your faculty or department has a program-specific mentorship program or events
  • Sign up for orientation & welcome events--& keep attending webinars (by ISS and other offices)

ucalgary.ca/student-services/iss/student-life/international-mentorship
Other Welcome Webinars

• **How to Prepare for Your Arrival in Calgary during the Covid-19 Pandemic:** Tuesday, Dec. 8 (9 am MST)

• **Finances and Planning for the Year Ahead:** Monday, Dec. 7 & Monday, Jan. 18 (9 am MST)

• **Finding Off-Campus Accommodation:** Monday, Dec. 14 (9 am MST)

• **Healthcare & Insurance in Alberta:** Tuesday, Dec. 15 & Jan. 19 (9 am MST)

• **Navigating Culture Shock:** Tuesday, Jan. 26 (10 - 11:30 am MST)

• [https://ucalgary.ca/student-services/iss/resources/international-student-orientation](https://ucalgary.ca/student-services/iss/resources/international-student-orientation)
Other Ways to help make your adjustment to UCalgary studies as smooth as possible:

- ISS Immigration & Resources & the New International Student Checklist
  - Attend other Welcome Webinars
- Request an **International Student Mentor**! It’s free!
- Review the **International Student Orientation on-demand content throughout December**! Includes short videos and advice from staff across campus specific for you.
- Attend the live orientation panels (through Zoom):
  - **New International Students Studying from outside Canada**
    - Thursday, January 7, 2021, 9:30 – 10:30 a.m. (MST)
  - **New International Students Studying in Calgary**
    - Thursday, January 7, 2021, 11 a.m.-12 noon (MST)
  - **Virtual New Student Orientation (UCalgary Student Panels)**
    - Friday, January 8, 2021; 10:30 – 11:30 a.m. (MST)
- Attend live social events (through Zoom)- next slide
- **Learn more at:** [https://ucalgary.ca/student-services/iss/resources/international-student-orientation](https://ucalgary.ca/student-services/iss/resources/international-student-orientation)
Orientation Social Events

• ISS is hosting remote Welcome Social Events—these will provide an opportunity to meet others, socialize, and start building community regardless of where you are located!

• You’ll also get a chance to learn more about different social events through other UCalgary offices.

• **Sign-up for one, two, or all three, based on your availability.**

• Wednesday, January 6, 2021: 9-10 a.m. MST

• Wednesday, January 6, 2021: 4-5 p.m. MST

• Thursday, January 7, 2021: 4-5 p.m. MST

• Check the [ISS Events Calendar](#) to learn more and register.
Connecting with ISS

• Remotely:
  • Monday-Friday, 9:00-12:00 pm & 1-4:00 pm MDT (Calgary time)
  • No appointment necessary

• E-mail: iss@ucalgary.ca

• Immigration E-mail: issimmigration@ucalgary.ca

• Website: www.ucalgary.ca/iss

• ISS COVID FAQ: https://ucalgary.ca/student-services/iss/covid-19-faqs

• Newsletter: weekly updates www.ucalgary.ca/iss

• Events calendar: https://events.ucalgary.ca/international-student-services/

• Facebook: https://www.facebook.com/UCalgaryISS/

• Instagram: @ucalgaryiss
Questions?

*Please type them in the chat box.*
Thank you
iss@ucalgary.ca