



# Visiting International Students

## Pre-Arrival Guide

**Schulich School of Medicine & Dentistry**

**Western University**

**London, Ontario, Canada**



Dear Student,

Welcome! We are glad that you have decided to spend a part of your academic career with us. At Western University, our heritage of excellence continues to draw exceptional faculty, staff and students from around the world. International students often choose to study at Western due to our internationally-renowned faculty members, world-class research facilities and infrastructure, excellent graduate-level funding, and the high calibre of our academic programs. Approximately 15% of our students are from outside of Canada, representing countries from all over the world.

As a Western student, you are part of a diverse community on campus. The University is committed to providing culturally sensitive and inclusive services to all students, faculty and staff, while embracing the multiculturalism which defines our campus body.

The Schulich School of Medicine & Dentistry has a long tradition of excellence, beginning with founding of the medical school in 1881 and continuing with the formation of the dental school in 1964. Our reputation has been built by dedicated teachers, breakthrough discoveries, our commitment to social responsibility and our affinity for strategic partnerships. Today, Schulich Medicine & Dentistry is a leading Canadian centre of outstanding education and research shaping health care for the next generation.

This Guide is intended to assist you in planning your trip to Canada and settling in to the city of London and the campus. If you have other questions, please feel free to contact us:

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We look forward to welcoming you and hope you enjoy your stay!

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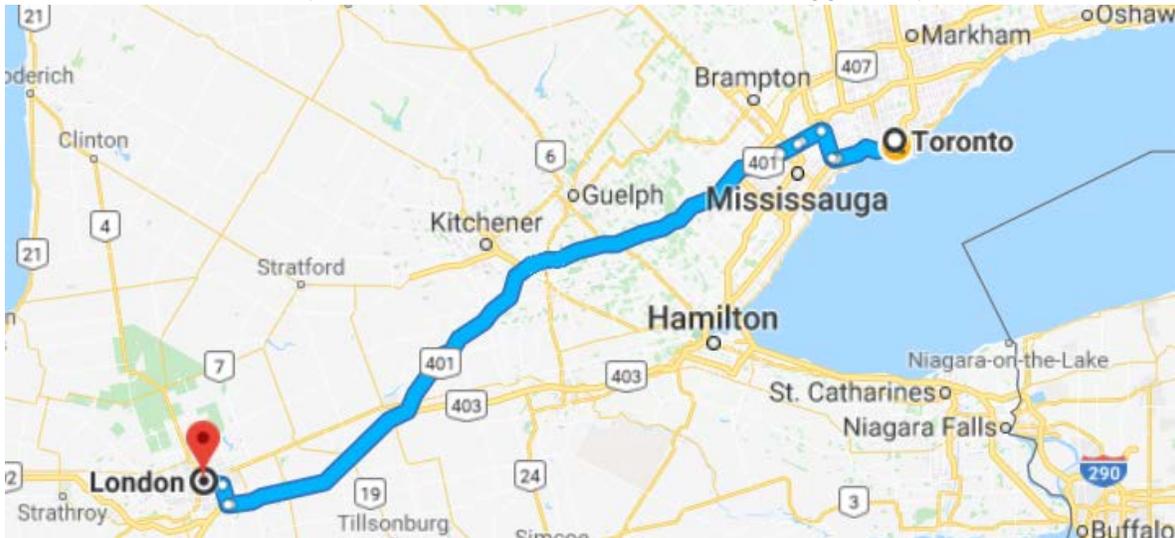
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## Planning your travel

### Where is London located?

London is approximately a 2-hour drive west of Toronto, the biggest city in Canada.



### Getting to London from Abroad

Individuals travelling to Canada by air should make their destination *Toronto Pearson International Airport (YYZ)*. There are a variety of options to get to London from Toronto, including airplane, bus, train, and car.

#### I) Flying into London

You can catch a connecting flight from Toronto Pearson International Airport (YYZ) to *London International Airport (YXU)*. The flight takes approximately 40 minutes.

From London International Airport, you can get to the university by taxi or rental car.

**Taxi:** The average rate for a taxi from London International Airport to Western university campus is about \$40 + tip (in Canada, it is customary to tip 10-15%).

**Rental car:** If driving by rental car, follow Oxford Street (the main street exiting from the airport) going west. Turn right (north) on Richmond Street. Turn left (west) on University Drive at Western's main gates.

## **II) Getting to London by Bus or Train**

### **From Toronto Pearson International Airport:**

A cheaper alternative to flying into London is to take the airport bus service *RobertQ*. A one-way ticket from Toronto to London costs approximately \$76.00 for students (you must show proof of student status, e.g. letter of acceptance or student card). While reservations are not required, they are recommended.

At Toronto Pearson International Airport, RobertQ can be found in terminals 1 and 3 at the ground transportation desk. In terminal 1, report to the RobertQ check in counter located on Ground Level, one level below arrivals level, at Post P. In terminal 3, report to the Out of Town Services Desk, inside to the right of door "C" on the arrivals level. Passengers must arrive at least 15 minutes prior to departure.

#### **RobertQ Airbus & Courier**

105 Wharncliffe Road South, London, Ontario

Telephone (reservations information): 519-673-6804

Telephone (toll free from Canada & USA): 1-800-265-4948

<https://www.robertq.com/>

E-mail: [airbus@robertq.com](mailto:airbus@robertq.com)

If you would like to visit downtown Toronto before coming to London, you can take the *UP Express*, a shuttle that travels between Toronto Pearson Airport and downtown Toronto Union Station in 25 minutes. A one-way ticket on the UP Express costs \$12.35. Tickets can be bought online at <https://www.upexpress.com/Tickets/BuyTickets> or at UP Express Ticket Vending Machines or service counters at the airport. From Union Station, you can explore downtown Toronto by foot or *TTC* subway/bus system. Alternatively, once downtown, you may take the *VIA Rail* train from Union Station to London. Details about VIA Rail can be found in the transportation options listed below.

### ***From downtown Toronto*** (NOT recommended if you are at Toronto Pearson Airport):

If you are INSIDE the city of Toronto, you can get to London by bus or train.

**Bus:** A one way *Megabus* bus ticket from downtown Toronto to London (Western University) costs approximately \$25.00. Megabus buses also depart from many other cities in Canada and the United States. No reservations are needed. Tickets must be purchased in advance at <https://ca.megabus.com/>. This will take 2.5 to 4 hours, depending on the bus.



**Megabus**

customerservice@megabus.com

<https://ca.megabus.com/contact-usm>

London Bus Terminal  
1999 University Drive  
London, Ontario

Toronto Bus Terminal  
64 Front Street (Union Station Bus Terminal)  
Toronto, ON

**Train:** A one-way ticket from downtown Toronto Union Station to London costs \$60.00-\$170. VIA Rail trains also depart from many other cities in Canada. It is recommended to buy tickets ahead of time either online, by phone, or at a VIA Rail station. The train takes 2 to 3.5 hours to arrive in London.

**VIA Rail Trains**

1-888-842-7245

<http://www.viarail.ca/>

**III) From downtown London to Western University:**

If you are arriving to downtown London (Greyhound or VIA Rail terminal), you can get to campus by car, public bus, or taxi.

**By car:** Follow Richmond Street (the main street east of the bus station) going north. Turn left (west) at Western's main gates on University Drive.

**By London Transit Commission (LTC) public bus:** There are three bus routes from downtown London to Western University, each about a 15-20 minute bus ride.

- From Richmond Street/York Street, take the #6 Richmond Bus (going North)
- From Richmond Street/Dundas Street, take the #2(A/B) Dundas Bus (going West)
- From Wellington Street/York Street, take the #13 Richmond Bus (going North)

One-way bus fare is \$3.00 (exact change required). You can also buy SuperSaver Bus Tickets (5 for \$11.25) from the LTC office, UCC InfoSource, and many convenience stores.

**By taxi:** A taxi ride from downtown to campus usually costs \$15-20.

- Yellow London Taxi: 519-657-1111
- U Need a Cab: 519-438-2121
- London Green Taxi: 519-777-8888
- Blue & White: 519-432-8294

#### **IV) Getting to Western University from Toronto by Car**

From the East or South on Highway 401 (Downtown Route):

- Follow Highway 401 to Wellington Road/Exeter Road Exit (# 186).
- Take the Wellington Road branch and head north passing through downtown to Pall Mall Street.
- Turn west (left) onto Pall Mall and proceed one block to Richmond Street.
- Turn north (right) onto Richmond Street.
- Turn left onto University Drive at the University Gates.

From the East or South on Highway 401 (Peripheral Route):

- Follow Highway 401 and exit on Highbury Avenue (Exit #189) north to Oxford St.
- Turn west (left) on Oxford Street and proceed to Richmond Street.
- Turn north (right) onto Richmond Street.
- Turn left onto University Drive at the University Gates.

From the West:

- Follow Wharncliffe Road north past Oxford Street, merge onto Western Road.
- Follow Western Road past Sarnia Road to the University Gates at Lambton Drive.
- Turn east (right) onto campus.

From the North:

- Follow Highway 4 south to the Richmond Gates on University Drive.

### **What to Bring**

#### **Essential Documents**

Carry these documents with you and be prepared to show them to immigration officials at the Canadian Port of Entry (e.g. the airport). Do *not* pack these documents into checked luggage. Make photocopies and take pictures keep with you and to leave with family or friends at home.

- Valid passport
- Valid Canadian Temporary Resident Visa (if applicable)
- Letter of Introduction issued by the Canadian Visa Office that approved your Study Permit application (if applicable)
- Original Letter of Acceptance from Western University
- Proof of funds available for your stay in Canada (money transfer, letter of credit, scholarship/assistantship letter, or other proof) (if applicable)
- Any other documents recommended by the Canadian Visa Office where you applied for your Study Permit

### Other Important Documents

- A list of any items you are sending separately or which you do not clear through customs when you arrive. Have the list stamped by immigration, if possible.
- Medical and Immunization (vaccination) Records, translated if possible
- Medical Insurance Policy (if applicable)
- Driver's license or International Driver's license, driving insurance records, and Vehicle Registration and Insurance Papers if you plan to drive in Canada
- List of important phone numbers

### Personal Items

- Medications
- Business casual clothing and close-toed professional shoes for the clinic/hospital
- Weather-appropriate clothing; in the summer, temperatures are usually 20-30°C
- Stethoscope
- Plug adapter/transformer
- Laptop, phone, etc.

Keep in mind that there are restrictions on bringing items like plants, food products, and herbal remedies. Regulations are available at the [Canada Border Services Agency](#).

### Money

When you arrive in Canada, you should have access to at least enough money for immediate needs (e.g. food and accommodation for your first week). Ask for Canadian dollars in denominations of less than \$50. Major credit cards are widely accepted. If you have a debit card with a PLUS, Cirrus, or Maestro symbol, you can use any ATM with the same symbol (with a transaction fee).

Ask your bank at home about the best way to transfer money to Canada. Options include bank draft or international wire transfers.

### Canadian Currency

Canada has both paper money and coins. There are currently five coins in circulation – nickel (5¢), dime (10¢), quarter (25¢), 'loonie' (\$1) and 'toonie' (\$2). The toonie has 2 colours--a silver rim around a gold-coloured centre, while the slightly smaller loonie is all gold-coloured. There is no longer a penny coin (1¢), so amounts are rounded up or down to the closest 5¢. Five bill denominations (\$5, \$10, \$20, \$50, \$100) are all in different colours and the latest issues feature the Queen or former Prime Ministers on the face, and Canadian cultural and historical icons on the reverse.

### The Coins





**Banks**

This is a list of some popular banks in Canada, listing locations close to Western.



TD Bank  
608 Fanshawe Park E,  
(519) 660-4340

TD Bank  
1137 Richmond & University,  
(519) 673-6020



HSBC Bank  
285 King St  
(888) 310-4722



Scotiabank  
420 Richmond St  
(519) 642-5000

Scotiabank  
1150 Oxford St W  
(519) 471-3888



RBC – Royal Bank of Canada  
96 Fanshawe Park Rd E  
(519) 660-4200



BMO – Bank of Montreal  
101 Fanshawe Park Rd E #8,  
(519) 667-6150



CIBC—The Canadian Imperial Bank of Commerce

**Cell Phone Services**

Unfortunately, your cell phone may not work in Canada. Phones from other countries must be a tri-band or quad-band GSM phone or 3G phone supporting 1900Mhz to be compatible—these phones are not usually sold outside North America. If your phone is compatible, it must be unlocked to use a local SIM card. You can buy a pay-as-you-go SIM card from most major phone carriers (e.g. Rogers, Bell, Virgin, Telus, Fido). In London, these cell phone carriers can be found at *Masonville Place*, a shopping centre near campus. Alternatively, it may be worthwhile to buy a cheap phone for the duration of your stay.

If you have an iPad or other easily portable devices with Internet access, this may be a better mode of communication. Wireless Internet (uwosecure) is available throughout campus with your student login. Free Wi-Fi is also available at many public establishments, including McDonald's, Tim Horton's and Starbucks.

This is a list of [mobile network operators](#) in [Canada](#). All of these can be found at Masonville Place.



(519) 660-4614



(519) 673-4871



(519) 850-1819



(519) 660-6135



(519) 668-7342



(519) 672-6721



(519) 433-9463

## **Before you leave**

### **Health Care/Insurance**

International students and their dependents are covered under a mandatory health care package called University Health Insurance Plan (UHIP). UHIP provides affordable insurance to pay the cost of the hospital and medical services that international students in Ontario and their families might need to maintain their health while in Canada. The plan provides coverage comparable to that of OHIP for Ontario residents. Rates for one person for 2021-2022 are \$252.00 per term (4 months) or \$63 for one month. For additional information visit <http://uhip.ca/>.

You should ensure that you have adequate private health insurance to cover your time traveling before you reach Western University, as the UHIP insurance is only valid once you arrive on campus.

## **Arriving in Canada**

### **What can I expect at the port of entry?**

When you arrive in Canada, you will be greeted by a port of entry official. He or she will ask to see the documents listed below, so be sure to carry them with you. Do not pack them in your checked luggage. You could be refused entry into Canada if any of these documents are missing or if any of the information on them is incorrect:



- Valid passport or travel document (with a valid temporary resident visa, if required) valid study or work permit for the duration of your stay
- Copy of all documents in your visa application
- List of items you are bringing into Canada, including any items sent separately

## Welcome to London

London is a mid-sized Canadian city with a population of over 400,000. It is located 2 hours away from Toronto and 2 hours away from Detroit, Michigan at the US border.

### Getting around London

- **London transit (LTC):** The public bus regularly services most areas of London. Fares can be paid in cash (\$3.00 in exact change), tickets (5 for \$11.25), or monthly pass (\$95.00). For more information and schedules, visit <http://www.ltconline.ca/>
- **Cycling:** In the spring, summer, and fall, you can cycle around London, especially on the bike paths along the Thames River.

### LTC Bus Routes

The public bus will be your primary mode of transportation around London. Many routes go through campus.

- **#2/102 Dundas:** Goes south on Western/Wharncliffe Road to downtown.
- **#6/106 Richmond:** Goes south on Richmond Street to downtown and Victoria Hospital/Parkwood Institute.
- **#10 Wonderland:** Goes north of campus to Masonville Place (shopping centre and movie theatre) or south of campus to Westmount Mall and White Oaks Mall.
- **#13 Wellington:** Goes north of campus to Masonville Place or south of campus to White Oaks Mall.
- **#33 Proudfoot:** Goes southwest of campus to Cherryhill Mall and Fleetway.

There are several mobile applications that can be used to check bus times and routes.



LT Watch for London Transit



On Time Transit App



London Transit (LTC) Buses



My LTC (London Transit)

### Where to get food

There are many grocery stores around London that are accessible by bus. It is recommended that you bring reusable bags to carry your groceries.

- **Grocery Checkout:** Grocery store located on campus, in the lower level of the UCC. It is the most convenient option, but has a small selection and higher prices.
- **Food Island:** Asian grocery store located at 530 Oxford St. W.
  - From Alumni Hall, take the #10 bus (southbound to White Oaks Mall) and get off at Wonderland/Oxford
- **United Supermarket:** Asian grocery store located at 1062 Adelaide Street.
  - To get here by public transit, walk to Richmond/Huron and take the #1 bus (eastbound to Kipps & Adelaide) and get off at Huron/Adelaide.
- **Superking Market:** Asian grocery store located at 85 Wonderland Road South.

Fast food is plentiful on and around campus. Tim Horton’s is a popular Canadian fast food place for coffee and quick meals. Outside of campus, there are many restaurants serving a variety of foods from around the world, especially on downtown Richmond Street.

There are many different kinds of supermarkets to choose from in London, offering a wide variety of food and household products

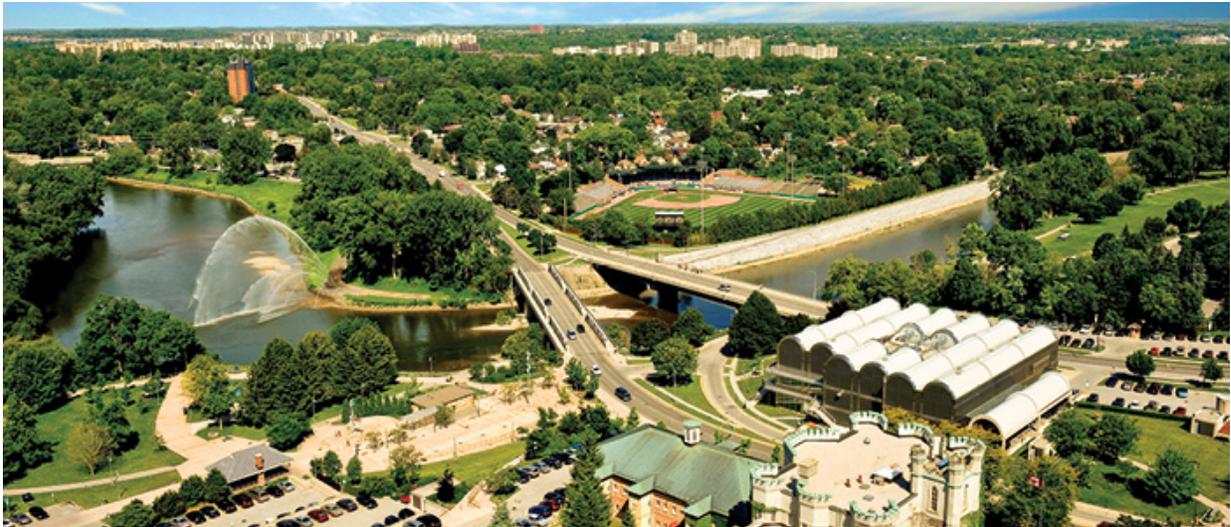
- **Costco Wholesale**  
 693 Wonderland Rd N                      4313 Wellington Rd S  
 (519) 474-5301                              (519) 680-1027
- **Food Basics**  
 1299 Oxford St E Rd N    1200 Commissioners Rd E    1225 Wonderland Rd N  
 (519) 453-8510                      (519) 649-0099                      (519) 472-5601
- **Loblaws**  
 1740 Richmond Street North  
 (519) 673-6111



# Schulich

MEDICINE & DENTISTRY

- **Metro**  
1030 Adelaide St N                      301 Oxford St W                      395 Wellington  
(519) 672-8994                      (519) 433-1708                      (519) 680-2317
- **No Frills**  
599 Fanshawe Park Rd W  
1-866-987-6453
- **Real Canadian Superstore**  
1205 Oxford St W,                      825 Oxford St E,  
(519) 641-3653                      (519) 434-4662
- **Sobeys**  
661 Wonderland Rd N  
(519) 471-3560
- **Value-Mart**  
234 Oxford St E  
(519) 432-1127



## Things to do in London

Check out <http://www.londontourism.ca/> for recommendations on places to visit. Here are some suggestions, mostly located downtown (accessible by #6/106, #13 or #2/102 bus):

- **Sunfest.** Music, arts, dance, and culture festival in Victoria Park, which is located downtown at Richmond/Central. Occurs in early July.

- **London Ribfest:** Festival in Victoria Park with music, entertainment, and delicious food (especially ribs). Occurs annually at the end of July.
- **Covent Garden Market:** Indoor marketplace of food and crafts vendors, with outdoor farmer's market on Thursdays and Saturdays. Located at King/Talbot.
- **Budweiser Gardens:** Venue for concerts, shows, and London Knights hockey games, located just beside Covent Garden Market.
- **Richmond Row:** There are many restaurants and bars along downtown Richmond Street. One highlight in the summer is Barney's patio for drinks.
- **London Music Hall:** Concert venue located downtown at Queen/Richmond.
- **Labatt Brewery:** Take a tour and learn how a great Canadian beer is made. The guided tour takes about 2 hours and include sampling. Tours must be pre-booked by email or phone.
- **Fleetway:** Bowling, glow-in-the-dark mini golf, and rock climbing venue located at 720 Proudfoot Lane. Take the #33 bus westbound to Oxford/Beaverbrook.
- **The Junction Climbing Centre:** Indoor rock climbing at 1030 Elias Street. Get there by taking the #2 bus eastbound to Dundas/Kellogg and walk 5 minutes up Dorinda Street to the climbing gym.

### Theatres

- **Silver City Cinemas**  
Masonville Place, 1680 Richmond St. (519) 673-4125
- **Imagine Cinemas**  
City Plaza, 355 Wellington St. (519) 434-2200
- **Hyland Cinema**  
240 Wharnclyffe Rd. S, (519) 913-0312
- **Cineplex Odeon Westmount and VIP Cinemas**  
755 Wonderland Rd. S, (519) 474-2152



### Bowling

- **Fleetway**  
720 Proudfoot Lane  
Phone: (519) 472-9310
- **Palasad**

Palasad North 777 Adelaide Street North London, ON N5Y 2L8 (519) 645-7164	Palasad South 141 Pine Valley Blvd London, ON N6K 3T6 (519) 685-1390
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### Mystery Escape Room

- 551 Waterloo St, (519) 601-8989

**Boler Mountain** is the home of the London Ski Club in London, Ontario. The mountain is located in the western suburban neighbourhood of Byron and is used for skiing, snowboarding and snow tubing in the winter and for mountain biking in the summer. Also includes their Tree Top Adventure.

689 Griffith St, London, ON N6K 2S5  
(519) 657-8822



### **Shopping Malls**

- **Cherryhill Village Mall** - 301 Oxford St W, London, ON N6H 1S6, (519) 433-7257  
Located in Cherryhill Village, south of Western's main campus on the corner of Platt's Lane and Oxford Street. The 24 hour Metro grocery store and the Cherryhill branch of the London Public Library bring individuals of all ages and their families to the mall. The L.C.B.O and Shoppers Drug Mart are also convenient for those who live in the area, rather than having to make the trip to London's Masonville, Oakridge, or downtown areas.
- **Masonville Place** - 1680 Richmond Street, London, ON N6G 3Y9, (519) 667-4884. Located in London, Ontario's north end and provides a shopping experience for families from the surrounding residential areas, shoppers traveling from across the city, and visitors to London, Ontario. Also located in the Masonville area, surrounding the mall, are big box stores including Chapters, PetSmart, Best Buy, and Michael's, and Silvercity movie theatres, all which draw a lot of traffic to Masonville Place. Just a 5 minute drive from Western University
- **Westmount Shopping Centre** - 785 Wonderland Rd S, London, ON N6K 1M6, (519) 641-0976. Located in Westmount, a major residential area located in the west end of London, Ontario. What draws a significant amount of customers to Westmount Shopping Centre is Cineplex Odeon's V.I.P. theatre located in the northwest corner of the mall's parking lot, along with the mall's anchor stores, SuperKing supermarket, Sears, and Target.
- **White Oaks Mall** - 1105 Wellington Rd, London, ON N6E 1V4, (519) 681-0434  
One of London, Ontario's major shopping centers. The White Oaks area itself, located in London, Ontario's south end, is a major shopping destination with outlet stores located directly across the. White Oaks Mall. With over 175 stores and services, White Oaks Mall makes you feel like shopping! White Oaks Mall is major children's, men's, and women's clothing and accessory shopping destination in London, Ontario. Apparel stores include Aerie, Campus Crew, Coach, Costa Blanca, Gap, Guess, H&M, Ricki's, Roots, Sport Chek, West 49, and many more.

- **Shopping Downtown London**

Richmond Row is London's most interesting and innovative shopping district with over 200 businesses catering to your every need whether you're looking for things to buy (including cooking needs, kitchen gadgets, men's, women's or children's shoes and clothing, jewellery, gifts, artwork, sports equipment, office supplies and books, cameras, and toys), multiple services (from health and beauty to framing, photography and travel), something to do (including live night club entertainment, symphonic music, theatre, or countless multi-cultural events and festivals in Victoria Park), or great accommodations, fine dining and casual cafes.

<https://www.downtownlondon.ca/work-with-us/invest-downtown/richmond-row/>

### Tourism Ontario

There are many places to visit in Ontario outside of London, accessible by Greyhound bus, VIA Rail train, or car.

- **Toronto:** There is plenty to see and do in the most populous city in Canada, including climbing the CN Tower, visiting the Royal Ontario Museum, shopping at the Eaton Centre, or attending one of the many festivals downtown.
- **Niagara Falls:** Visit the beautiful, iconic waterfalls at the Canada/US border. There are also many casinos, restaurants, and rides and attractions.
- **Port Stanley or Grand Bend:** If you have access to a car, spend a day in the sun at one of the nearby beaches.
- **Algonquin Provincial Park or Bruce Peninsula National Park:** Explore the natural beauty of what Ontario has to offer.

### Taxis




**CHECKER**  
LIMOUSINE

Don't just call a cab... call a Checker!

- Flat Rate Pricing
- Airport Service
- VIP Online Booking
- Comparable to Taxi Service
- In Town & Out of Town Rates
- Clean Cars and Uniformed Drivers

**519-659-0400**

Ask For Your Know Before You Go Rate!  
[www.checkerlimousine.com](http://www.checkerlimousine.com)



## Western University

Western's campus is a hub of student activity for over 24,000 students during September to April.

**Western International:** The faculty and staff at Western International coordinate the university's international student relationships, including exchange students, international students studying at Western, and study abroad programs for Canadian students. As a

part of Western University, Schulich School of Medicine and Dentistry works closely with Western International. If you have any questions about studying in Canada that cannot be addressed by the Schulich Internationalization team, you can contact Western International. They also have resources on networking with other students and useful services such as language lessons. Western International is located in the International and Graduate Affairs Building on the east side of campus and can be contacted at [international@uwo.ca](mailto:international@uwo.ca).

**Medical Sciences Building:** The Schulich School of Medicine & Dentistry is located at the north side of campus, in the Medical Sciences Building (MSB) and the connected Clinical Skills Building (CSB) and Health Sciences Addition (HSA). The Internationalization Office is located on the 3<sup>rd</sup> floor of the Clinical Skills Building.

**University Community Centre (UCC):** The UCC is a central building that houses many student shops and services, including ATMs, food outlets, and others such as:

- **Western Connections:** Information centre for inquiries about student services and the Student Health Plan, Greyhound and LTC ticket purchases, event tickets
- **Campus Bookstore:** Textbooks, school supplies, and Western gear
- **Pharmacy:** Student pharmacy that accepts the Student Health Plan
- **Student Health Services:** Appointment-based student clinic including services like counseling, allergy injections, immunizations, and STI testing. To book an appointment, stop by the clinic at UCC room 11 or call 519-661-3030.

- **Travel Cuts:** Student travel specialist
- **The Spoke or The Wave:** On-campus restaurants/bars.

**Western Student Rec Centre:** The campus recreation centre is located at the south side of campus. You must be a member to use its facilities and services, which include a pool, gym, fitness centre, squash courts, and drop-in sports such as volleyball, basketball and badminton. You can purchase a monthly membership (\$30/month) or for one term (\$100.00/term). For more information, visit <https://uwo.ca/campusrec/memberships/index.html>

### **Campus Meal Plan**

Your UWO identification card can be used as a “debit” card at any of the food concessions on campus, and several off-campus uses. You “charge up” your card with cash at the Campus Meal Plan office located at the UCC or online, then just swipe the card when you purchase food. As well as being convenient, it saves you 5% on every purchase.

<http://www.has.uwo.ca/hospitality/mealplan/>

### **Intercollegiate Athletics**

Support Western athletics by attending one of many team sports including football, hockey, swimming or volleyball. A full listing of activities can be found at

<http://www.westernmustangs.ca/>.

### **Music Western**

With the Don Wright School of Music, Western has a rich music community on campus. Visit <http://www.music.uwo.ca/> for listings of upcoming performances.



## **London's Hospitals**

London is home to many health services, including major teaching centres at University Hospital, Victoria Hospital, St. Joseph's Hospital, and Parkwood Institute. You may be learning at any of these sites. It is expected that you dress professionally when in hospital/clinic, i.e. business casual clothing. If you will be in the operating room, scrubs will be provided for you.

### **How to get to University Hospital**

University Hospital is located at the north end of campus and is easily accessible by foot. UH is even connected to the Medical Sciences Building via the UWO Link. Buses #6 and #13 also stop at the hospital.

### **How to get to St. Joseph's Hospital**

St. Joseph's Hospital is located at Richmond Street and Grosvenor Street.

- **#6 bus southbound:** Get on the bus outside Alumni Hall, Natural Science, or University Hospital (across the street outside the parking complex). The bus ride takes about 15 minutes. Get off at Richmond/Cheapside.
- **#13 bus southbound:** Get on the bus outside Delaware Hall or University Hospital. The bus ride takes about 15 minutes. Get off at Richmond/Cheapside.
- **Walking:** In nice weather, you can walk south on Richmond to St. Joseph's Hospital. The walk takes about 30 minutes.

### **How to get to Victoria Hospital or Parkwood Institute.**

Victoria Hospital is located at Wellington Street and Baseline Road.

- **#6 bus southbound:** This bus goes directly to Victoria Hospital and Parkwood Institute. From campus, get on the bus outside Alumni Hall, Natural Science, or University Hospital (across the street outside the parking complex). The bus ride is about 40 minutes long. Get off at Victoria Hospital (there are several stops around the hospital) or Parkwood Institute.
- **#13 bus southbound:** Take the bus outside Delaware Hall. The bus ride takes about 30 minutes. Get off at Wellington/Commissioners.

### **Walk-in Medical Clinics**

Walk-in medical clinics provide immediate medical care to individuals who require medical attention and do not have a family doctor or are unable to reach their family doctor. Appointments are not necessary; however, clinic hours are variable and need to be confirmed prior to going to a specific clinic. These clinics are busy and wait times are variable. The following PDF contains most, if not all, walk in medical clinics in London along with contact information and hours of operation.

[http://thehealthline.ca/healthlibrary\\_docs/WalkinMedicalClinicsLM.pdf](http://thehealthline.ca/healthlibrary_docs/WalkinMedicalClinicsLM.pdf)

### **On campus**

Western has residences available in the summer, located at the south end of campus at Western/Sarnia Road. Residences feature 24-hour front desk service, laundry, breakfast, exercise room, piano room, and mail service. Call 519 661-3476 or 1-888-661-3545 or visit <https://residence.uwo.ca/> for more information and/or to make a reservation.

- **Ontario Hall:** Private or semi-private bedroom (one or two single beds) and shared washroom with a guest of the same gender. Includes weekly cleaning service and continental breakfast. Cost is \$75/day + HST for the weekday and \$79/day + HST for the weekend.
- **London Hall:** Full suites with private bedroom (one double bed) and shared kitchen, bathroom, and common area. Includes bi-weekly cleaning service. Cost is \$695/month + HST.

### **Off campus**

If you would prefer to live in an apartment or house off campus, there are many rentals available near campus. Often the most affordable option is subletting a student's apartment/room, since many Western students who are away during the summer rent out their homes for a reduced price between May to August. Sublets usually range from \$300-\$500/month, though this option would require you to search for housing options and contact renters. Check out listings at <https://www.kijiji.ca/b-short-termrental/london/c4211700214> or <http://www.offcampus.uwo.ca/listings/>.

## **Culture**

Canadians are generally tolerant, polite and extremely community-oriented people. Although they are individualistic in terms of their basic cultural traits, they nevertheless place a great deal of emphasis on the individual's responsibility to the community.

### **Social Etiquette:**

- **Doorways:** It is polite to hold a door open for someone behind you. If someone opens or holds a door open for you, it is polite to thank them. It is polite to step aside and wait for people exiting an elevator car, subway, train, or bus before boarding.
- **Seating:** If seating is limited (or there is standing-room only) in public transportation or waiting areas, it is polite for people in good health to offer their seats to those with special needs, such as seniors, the disabled, people with infants, and pregnant women.

### Communication Styles:

- If you come from a culture where communication is very direct, you may wish to soften your demeanour and tone so as not to appear threatening.
- Canadians communicate more by the spoken word rather than non-verbal expressions.
- Canadians like their space and prefer to be at an arm's length when speaking to someone.

### Time:

- Canadians use the 12-hour clock and may refer to time in fractions, for example "quarter- after three" or "half-past two."
- For the most part, Canadians are very literal about **time and schedules**. If someone says to "come at 3:00!" he usually expects his guest to be there at 3:00.
- Lateness of more than 15 minutes will almost certainly be taken as a sign that someone is delayed, and an apology or explanation will be expected.

### Meeting & Body-Language:

- In general, Canadians are polite and take matters of etiquette seriously.
- Shake hands and introduce yourself when meeting Canadians for the first time. Always shake hands firmly when meeting or departing. Eye contact is important.
- Canadians generally don't touch very much when conversing. Maintaining a certain amount of personal space is important.
- Sneeze or blow your nose as quietly as possible using a handkerchief or tissue. If possible, leave the room. Do not yawn or scratch in public.

### Gestures:

Some of the most common "bad" gestures include:

- **Raising only the middle finger:** an extremely obscene gesture of anger/frustration towards someone else.
- **Thumbs down:** mild gesture signaling disapproval.
- **Elbows perched on the table while eating:** generally considered rude in formal settings, though common in more casual situations.
- **Eating with an open mouth or talking with a full mouth; unapologetic public belching, nose-blowing or other releases of bodily functions:** all considered extremely disgusting and are usually expected to be followed by an apologetic "Excuse me."
- **Sneezing** is weirdly ritualized. Sneezers say "excuse me" following a sneeze, while anyone in the immediate vicinity says "bless you," as a sign of sympathy.
- **Pointing or staring at strangers:** considered rude and a form of leering.



- Conversely, **not making eye contact** with the person one is speaking to is considered a rude form of shyness or bored distraction.
- **Spitting in public**, outside on sidewalks and on floors is considered rude.
- Wild animals (or any animals outside) are to **be left alone and/or avoided**. They can be dangerous and can carry disease. Likewise, approach pets with caution. Always ask the owner's permission.
- Unlike some parts of the world, Canada has a "**waiting in line**" culture that encourages customers to be patient and orderly when shops or services are busy. Going in front of someone else who is already waiting in line is an enormous social taboo.

### **Tipping:**

- When dining at any "sit-down" style restaurant, Canadians are expected to **tip**, or donate, some extra money to their waiter at the end of the meal. The bare minimum expected is **15%** of the total price of the bill, but over-tipping in the case of exceptionally good service is common as well.
- Failing to tip (or under-tipping) is considered extremely rude and will probably generate some sort of immediate reaction, even if only a subtle one.
- A variety of other professions in Canadian life expect tips as well, including pizza delivery men, taxi drivers, bellhops and hairdressers, among others.

**Respect for Public Workers.** While in some countries it's normal to snap fingers, call out loudly, or whistle for attention from a server, retail employee, or receptionist, it's a no-no in Canada. Instead, make eye contact or politely say "excuse me".

### **Cultural Centre**

The London Cross Cultural Learner Centre has been operating in London since 1968. During the first 12 years, the CCLC was part of Western University and services focused primarily on providing education and information to the community on global and international development issues. The CCLC assists with settlement services, refugee support, languages & multiculturalism, community connections and intercultural services. More information can be found here: <http://www.lcclc.org/>

### **Other**

#### **Campus Community Police Service**

**Location: Lawson Hall 1257, London, Ontario, Canada, N6A 5B8. Tel: 519 661-3300**

Campus Police Service, with 30 staff members, is involved in activities that include Patrols, Response, Crime Prevention, Emergency Management and Fire Safety. Our Special Constables have the authority to do what is necessary to deal with most issues that occur on campus. Some of the other associated services in support of campus safety include the Student Emergency Response Team, Volunteer Foot Patrollers, Occupational

Health and Safety, Equity Services, Housing and others. Our 911 Communications Centre receives thousands of enquiries and calls each year. In addition to dispatching Special Constables for service they also monitor campus safety video cameras, intrusion systems, fire alarms, blue emergency phones, and dispatch contract security guards at Western, Brescia and King's University Colleges and several other areas. While most Campus Policing issues are dealt with by our Special Constables, in the case of very serious crimes such as sexual assault, London Police will be contacted.

### **Western Foot Patrol**

**Location: 1151 Richmond Street, UCC 57, London, Ontario, Canada, N6A 3K7. Tel: 519-661-3650**

Western Foot Patrol is a free service that promotes safety and deters crime on the Western and affiliate college campuses. Western Foot Patrol is committed to providing a safe and secure environment for students, faculty and staff. Our mission is to raise awareness of personal safety issues, deter crime through visible patrols and to provide safe escorts to community members. This proactive approach to safety focuses on "students helping students", engaging student volunteers in the direct provision of services, creating a sense of ownership and responsibility.

### **London City Police**

**601 Dundas St, London, ON N6B 1X1**

The London Police Service is committed to providing a safe and secure community through community partnerships and by striving to attain the highest level of professionalism and accountability.

Emergency Situations - Dial 911

Non-Emergency Situations / General Inquiries - (519) 661-5670

TTY - for the Deaf - (Non-emergency) - (519) 661-6472

### **Frequently Called Numbers**

24 Hour Service			
Crime Stoppers	519-661-8477	Family Consultants	519-661-5636
Police Reporting Centre (Information)	519-661-2664		
Regular Business Hours			
Court Services (Police)	519-661-5515 ext 5650	Insurance Report Enquiries	519-661-5515 ext 5640
Crime Prevention	519-661-5515 ext 5680	Media Relations	519-661-5515 ext 5410
Criminal Investigation Division	519-661-5515 ext 5674	Missing Persons	519-661-5515 ext 4595
Criminal Record Inquiries	519-661-5515 ext 5640	Record Inquiries	519-661-5515 ext 5640
Employment/Volunteer Backgrounds	519-661-5515 ext 5640	Recruiting and Training	519-661-5515 ext 5660
Firearm Information	519-661-5515 ext 5643	Safety Education	519-661-5515 ext 5680
Found	519-661-5515 ext 6501	Summonses and Subpoenas	519-661-5515 ext 4794
Freedom of Info & Protection of Privacy	519-661-5515 ext 5603	Traffic and Community Services	519-661-5515 ext 5680