



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:

Ms. Silke Klenk
Director, Internationalization
Schulich School of Medicine & Dentistry

Email: silke.klenk@schulich.uwo.ca
Tel: 519 661 2111 extension 82956
Web: www.schulich.uwo.ca/international

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

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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 (Lester B. Pearson Airport). 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 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 \$25-35 + 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's 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 \$47.00 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 the Toronto airport, RobertQ can be found in terminals 1 and 3 at the ground transportation desk. In terminal 2 (the international terminal), you can find a RobertQ desk outside of the luggage pickup area. The RobertQ takes approximately two hours to arrive in London.

RobertQ Airbus & Courier

105 Wharnccliffe 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

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 \$27.50. 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 subway. 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 the Toronto Airport):

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

Bus: A one way Greyhound bus ticket from downtown Toronto to London costs approximately \$25.00 (student rate). Greyhound buses also depart from many other cities in Canada and the United States. No reservations are needed. Tickets may be bought the same day from any Greyhound bus terminal. This will take 2.5 to 4 hours, depending on the bus.

Greyhound Bus Lines

1-800-661-8747

<https://greyhound.ca>

London Bus Terminal
101 York Street
London, Ontario

Toronto Bus Terminal
610 Bay Street (near Dundas St. Subway Station)
Toronto, ON

Train: A one-way youth ticket (age 12-25) from downtown Toronto Union Station to London costs approximately \$35. You will need an identity card with your photo and date of birth (e.g. passport). 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 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 two 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)

One-way bus fare is \$2.75 (exact change required). You can also buy SuperSaver Bus Tickets (5 for \$9.50) 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 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](http://www.cbsa.gc.ca).

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.

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 2014-2015 are \$216.00 per term (4 months) or \$54 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.

Schulich School of Medicine & Dentistry, Western University, CSB 3705
1151 Richmond Street, London, ON, Canada N6A 5C1
t. 519.661.2111 ext. 81178 www.schulich.uwo.ca

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

Cell phones and alternative communications

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.

Welcome to London

London is a mid-sized Canadian city with a population of over 350 000. 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 (\$2.75 in exact change), tickets (5 for \$9.50), or monthly pass (\$81). 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. Purple Bikes on campus offers bicycle rental at \$20 for 3 days, \$30 for 1 week, or \$60 for a month. For more information, visit <http://westernusc.ca/purplebikes/>

LTC Bus Routes

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

- **#2 Dundas:** Goes south on Western/Wharncliffe Road to downtown.
- **#6 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.

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.

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.



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 or #13 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.
- **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.

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.

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.

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 3rd 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 classes. You can purchase a monthly membership (\$54.33/month) or weekly membership (\$24.60 for 7 consecutive days). For more information, visit <http://www.westernmustangs.ca/>

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.

Western Film

Enjoy a \$5.00 movie at Western Film located in the University Community Centre. Full listings can be found at: <http://www.usc.uwo.ca/wfilm/>.



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

Accommodations

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 <http://www.stayatwestern.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 \$385/week + HST.
- **London Hall:** Full suites with private bedroom (one double bed) and shared kitchen, bathroom, and common area. Includes bi-weekly cleaning service. Cost is \$600/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 <http://www.kijiji.ca/b-short-term-rental/london>.

Culture

Living in Canada may be very different than what you are used to. Here are some quick tips about the culture.

- Canadians are generally very polite and frequently say "please", "thank you", and "sorry".
- It is customary to tip restaurant servers and taxi drivers 15% of the bill.
- The drinking age in Ontario is 19. You cannot have open alcohol in public i.e. on the streets. Alcohol can be purchased at the LCBO, the Wine Rack, and the Beer Store. When purchasing alcohol, you must show valid ID (e.g. passport).
- The smoking age in Ontario is 19. Smoking is banned in indoor public spaces and workplaces, including restaurants and bars.
- Canada Day is July 1, the day of Canadian confederation. Festivities often occur downtown with fireworks at night.

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

Emergency Police, Fire, and/or Ambulance: call 911