

INCOMING STUDENT INFORMATION PACKAGE



2019-2020

Atlantic Veterinary College at UPEI

This comprehensive resource was prepared by the Office of Academic and Student Affairs with considerable input from DVM students in our program to ease your transition into study at AVC. Please be advised that content is updated frequently so check back frequently.

Incoming Student Information Package

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You have already been assigned your UPEI username along with your student ID and PIN numbers in your acceptance email that you received upon admission. Initially, your password is set to your PIN but you can change it through Campus Login using the Network Username and Password choice and clicking on the Change Password button. If, for some reason, you have not received this information, please contact studentsupport@upei.ca	18
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Your username and password grant you access to the university’s information portal called MyUPEI. MyUPEI contains icons that link to other useful campus sites, including Gmail sign in and Moodle, as well as under Important Link a link entitled **AVC DVM Student Hub**. We recommend that you bookmark the MyUPEI sign in page on your personal electronic device for easy access..... 18

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DEAN’S WELCOME

Welcome to the Atlantic Veterinary College at the University of Prince Edward Island! Congratulations on being chosen for AVC’s Class of 2023!

You are embarking on an amazing journey. Over the next four years, you will participate in an outstanding Doctor of Veterinary Medicine program at a school that is known around the world for excellence in education, research and professional service programs. Throughout this journey, you will learn and work alongside classmates who will become life-long friends. You will learn from faculty who are leaders in their field. You will enjoy a low student-to-faculty ratio, and you will benefit from our state-of-the-art educational and research facilities.

You have been selected to join AVC because of your passion for veterinary medicine and the great potential we see in you. You are joining a nurturing and stimulating community, dedicated to providing you with an exceptional educational program and outstanding student experiences. Our ultimate goal is to ensure that you and your classmates become confident and successful veterinarians.

AVC is renowned for graduating outstanding veterinary professionals who are devoted to the advancement of animal and human health. Our graduates score above-average in the National Board exams; they are recruited aggressively, and compete successfully in internships, residency and post-graduate programs. They are also highly praised for their excellent technical and communication skills, strong work ethic and dedication to veterinary medicine. You will be very surprised at just how quickly your journey from new student to doctor of veterinary medicine will pass!

Welcome to the AVC community!

Yours truly,

Dr. Greg Keefe
Dean, Atlantic Veterinary College

INFORMATION FOR INTERNATIONAL STUDENTS

Immigration and Citizenship Canada Requirements

Passport

International students should have a current passport that is valid for the duration of your studies in Canada. For students from the US, a passport is not required but is strongly recommended.

Study Permit

All international students must apply to Immigration and Citizenship Canada for a Study Permit. For students from countries other than the United States, you should apply at least six to eight weeks in advance of traveling to Canada at the nearest Canadian Consulate, Embassy, or High Commission. Visit the Immigration and Citizenship Canada website at <http://www.cic.gc.ca/english/study/study.asp> for detailed information about obtaining a Study Permit. Please note that new rules for obtaining Study Permits are in effect as of June 1, 2014. The primary change for international students studying at AVC is that students can now work part time off campus and full time during school breaks without having to obtain a work permit. Please see the section on [International Work Regulations](#) in this document for details. Please ensure that your Study Permit includes a notation regarding your eligibility to work off campus when it is issued to you.

For students from the United States, please note the following:

1. Citizens or permanent residents of the US may apply for Study Permits in person at the Canadian Border Services Agency (CBSA) when they enter Canada. CBSA locations can be found in most major airports and at most major US/Canada border crossings. Be sure to bring all the necessary documentation with you (see below). Alternatively, US students can also apply for a Study Permit online in advance at <http://www.cic.gc.ca/english/study/study-how.asp>.
2. Citizens or permanent residents of the US that are *already in Canada* before admission to the DVM program must apply in advance online at <http://www.cic.gc.ca/english/study/study-how.asp>. When the letter of approval arrives, you will be required to re-enter Canada by going to the nearest US border crossing to get your Study Permit. If in PEI, this is at St. Stephen, NB/Calais, ME or Belleville, NB/Houlton, ME.

DOCUMENTATION REQUIRED TO OBTAIN A STUDY PERMIT

You will need the following documents to apply for a Study Permit as outlined at

<http://www.cic.gc.ca/english/study/study-how-documents.asp>:

1. Proof of Acceptance – submit your original letter of offer from UPEI
2. Proof of Identity – submit a valid passport and 2 passport sized photos with your name and date of birth written on the back of each photo.
3. Proof of Financial Support – submit one or more of the following documents:
 - Proof of a Canadian bank account in your name, if you have transferred money to Canada
 - Guaranteed Investment Certificate (GIC) from a participating Canadian financial institution
 - Proof of a student/education loan from a financial institution
 - Your bank statements for the past four months
 - A bank draft that can be converted to Canadian dollars
 - Proof you paid tuition and housing fees
 - A letter from the person or school giving you money or

- Proof of funding paid from within Canada if you have a scholarship or are in a Canadian-funded educational program

Also submit a letter on institutional letterhead that clearly indicates the monthly cost of living (rent or residence fees, food, health insurance, clothing, miscellaneous). This important piece of information will be used by officials to assess your ability to cover the costs of the first year of study. If no institutional statement is provided, a figure of \$10 000 for each 12 month period will be used, with an additional \$4000 for a spouse and \$3000 for each additional dependent.

Once you have your Study Permit keep it in a safe place! You will need it every time you leave and re-enter Canada. The Study Permit will specify the terms and conditions that govern your stay in Canada including the duration of study, the name of the institution you are studying at, and the level of study. Please review it carefully and if you have questions or concerns, discuss them with an Immigration and Citizenship Canada official.

Temporary Resident Visa

Citizens of certain countries (NOT the United States) are also required to obtain a Temporary Resident Visa (TRV) when applying for a Study Permit. Please visit <http://www.cic.gc.ca/english/study/study-after.asp> for more information.

Canadian Border Services Agency (CBSA) Requirements

Please read the following information carefully and visit <http://www.cbsa-asfc.gc.ca/noncan-eng.html> for more information. If you follow the instructions outlined below you shouldn't encounter any problems. There is also a CBSA Office located in Charlottetown should you need assistance once you arrive. If you have particular questions or concerns prior to entering Canada, please contact:

Citizenship and Immigration Canada
Telephone: 1-888-242-2100

Temporary Importation of Personal and Household Effects

As an international student studying in Canada, you are eligible for certain customs benefits, including temporary importation into Canada of your personal and household effects including furniture, appliances, electronics, bicycles and vehicles. For CBSA purposes, international students studying abroad are classified as "Settlers" (tariff item No. 9807.00.00) and must complete a [Personal Effects Accounting Document \(Form BSF186\)](#) when entering Canada. Additional household items should be listed on [Form BSF186A](#).

Even if you are not asked for these documents (Forms BSF186 and BSF186A) you are advised to present them to the border services officer at your first point of arrival in Canada. **You should make copies of these documents and keep them in your files for when you return to the US at the end of the program.** A border services officer will check the goods that you are bringing into Canada and verify what you have declared. If you declare goods when you arrive and take them back with you when you leave Canada, you will not have to pay any duty or taxes as long as the goods are not:

- Used by a resident of Canada;
- Used on behalf of a business based in Canada;
- Given as a gift to a Canadian resident; or
- Disposed of or left behind in Canada.

Motor Vehicles

Motor vehicles for international students studying in Canada are not required to meet federal safety and emission standards, however, a provincial safety test might be required if you have to license the vehicle in Canada. For more information, please go to <http://www.cbsa-asfc.gc.ca/publications/dm-md/d19/d19-12-1-eng.html#a31>. You will receive a *Vehicle Import Form – Form 1* at the time your vehicle enters Canada. You and the border services officer must properly complete the form in order to have your vehicle licensed in Canada.

Pets

Pet dogs and cats three months of age and older from the US can be brought into Canada provided they are accompanied by a certificate signed and dated by a veterinarian, showing that the animal has been vaccinated against rabies within the last three years. The certificate must identify the animal by breed, age, sex, colouring, and distinguishing marks. An animal tag is not considered adequate for identification/proof of vaccination. It is a good idea to keep this certificate with your passport and Study Permit.

Pet dogs and cats less than three months old from the US and Guide Dogs from all countries do not require a certificate, but they must be in good health when inspected at the border. Horses will require negative a Coggins test to enter Canada. For additional information on bringing in horses, all other pets from the US, and for pets of any kind from other countries, you should **check in advance with:**

Animal Health, CFIA
690 University Avenue
Charlottetown, Prince Edward Island
C1E 1E3
Telephone: (902) 566-7290
Facsimile: (902) 566-7334

For additional information on importation of pets into Canada please visit <http://www.inspection.gc.ca/animals/terrestrial-animals/imports/policies/live-animals/importing-or-travelling-with-pets/eng/>

EXOTIC PETS

If you own any exotic pet and are planning to bring the animal with you to PEI, please read this information carefully. An exotic pet is defined as any animal that lives in your house and is not a cat, a dog, a rabbit, or a ferret. Aquarium fish are considered exotic pets and require a permit too. If you own unusual farm animals or any other wild or exotic species, you might also require a permit from the PEI government Division of Forests, Fish and Wildlife to keep them on PEI.

If you have any question, please contact PEI Forests, Fish and Wildlife at (902) 368–4683.

Please remember that any exotic pet kept illegally can be seized by the Division of Forests, Fish and Wildlife at any time, and would not be eligible to receive medical care at AVC unless the authorities were informed.

House Plants

House plants from the continental US entering Canada as a passenger's baggage, or with household effects, may enter without phytosanitary certificates or import permits. All other plants from the US, and plants from other parts of the world, require an import permit in advance and a phytosanitary certificate.

International Work Regulations

Eligibility

An international student (i.e. not a Canadian citizen) can now work in Canada during his/her academic stay without having to obtain a work permit. New rules that take effect on June 1, 2014, make it easier for study permit holders to work off campus. Full-time students studying at UPEI will be:

- Eligible to work off campus without a work permit;
- Allowed to work off campus for up to 20 hours per week during a regular academic session and full time during regularly scheduled breaks; and
- Able to work off campus immediately rather than waiting six months.

To be able to work in Canada, however, you must be registered and enrolled at UPEI and you must get a [Social Insurance Number](#) from Service Canada (see below).

If you apply for a study permit on or after June 1, 2014, the conditions relating to your eligibility to work off-campus will be written on your study permit. Please ensure this notation is included on your permit when it is issued. For more information go to <http://www.cic.gc.ca/english/study/work-offcampus.asp>

After arriving in Canada, a student's spouse may work temporarily, but only after applying for and receiving a Work Permit from Citizenship and Immigration Canada (CIC). Please visit <http://www.cic.gc.ca/english/study/work-spouse.asp>.

Social Insurance Number (SIN)

International students must apply for a SIN in person by presenting their study permit issued by CIC that indicates the permit holder "may accept employment" or "may work" in Canada as well as proof of identity documents at the Charlottetown Service Canada Centre at the address below:

Jean Canfield Building, Floor Main,
191 Great George Street
Charlottetown, Prince Edward Island

Spousal Work Permits

Spouses may apply for a Work Permit online at <http://www.cic.gc.ca/english/study/work-spouse.asp>.

Frequently Asked Questions about Finances

What is the exchange rate?

The currency exchange rate fluctuates daily. Check online for current rates at <http://www.x-rates.com/> or other sites.

Can I use my International ATM card in Canada?

Look on the back of your card. If it has a Cirrus, Plus or Maestro symbol, you can use it at many Canadian banks. For other networks, contact your bank and they will be able to tell you if there are any ATM machines on PEI which will accept your card. They can also give you the locations of suitable ATMs.

Are there fees associated with using my International ATM card for withdrawals in Canada?

It depends on the bank. Charges range from \$1.00 to \$5.00 per transaction but some banks (such as US Trust, a Massachusetts-based bank) do not charge any fees at all. If you plan to withdraw money on a regular basis, it might be of benefit to shop around for a low- or no-fee bank account before you leave for PEI. It could save you money and annoyance in the future.

Should I open a Canadian bank account?

If you have an international bank account already, get information from your bank about ATM's and ATM fees (see above). It's possible to pay most utility bills online or by using a credit card, and you could pay your landlord in cash. If you anticipate writing cheques or working at UPEI you are encouraged to open a Canadian bank account.

What are the charges associated with opening a Canadian bank account?

A basic, non-interest chequing account costs about \$3.00/month (Canadian) and allows about ten transactions per month without additional charges. It takes about half an hour with a customer service representative to open an account.

The monthly statements take forever to reach PEI by mail. Is there some other way I can keep track of transactions on my international account?

Ask your bank about banking by phone or online. It may be possible to use your bank's 1-800 number from PEI, but be sure to ask; some 1-800 numbers do not work in Canada or work only in certain provinces. There may be a fee associated with online banking so ask your bank for more details.

What should I do in case of an emergency cash shortage?

Leave some deposit slips with a trusted family member or friend in your home country. UPEI can help you with emergency short-term loans. Currently, it is not possible to do an e-transfer from a US account to a Canadian account.

Someone wants me to pay by using a cheque, but I don't have a Canadian chequing account. How can I pay without opening a Canadian account?

The post office sells money orders for a small fee. The post office closest to UPEI can be found in the Atlantic Superstore Plaza on Belvedere Avenue.

How much debt will I accumulate by the time I graduate?

To estimate: (Pre-AVC Student Loans + [AVC tuition x 4 Years] + [Estimated Living Expenses x 4 Years]) - (Estimated earnings from summer and school year employment) - (Assistance in the form of scholarships and gifts from relatives) = Total Estimated Student Loan Debt. This figure does not include credit card, car loan or mortgage debt.

What is the difference between subsidized and unsubsidized loans?

"Subsidized" means that someone (usually the government) pays interest on the loan while you are enrolled in school and the loan begins to accumulate interest when you graduate. "Unsubsidized" means that the loan accumulates interest from the moment they send you the cheque. Obviously, it is best to rely first on subsidized loans before resorting to unsubsidized loans.

How does compound interest work?

As an example, suppose that your student loan interest rate is 7.5% and you borrow \$10 000 for the first semester of your first year of vet school. Assuming that the loan is unsubsidized, you will owe \$10 000 (principal) + \$3 355 (interest) four years from the date of the initial loan.

My loan cheque is in. Now what?

The loan cheques are mailed directly to the UPEI Student Services Office and are made out to the student and the University. You must go to the UPEI Accounting Office to pick up your loan cheque. You are quoted the exchange rate and then tuition and fees are deducted from the total. If the student loan received is greater than the fees charged, the balance can be either credited to the student's account or a refund cheque can be processed. Arrangements must be made with the Accounting Office in either case.

How can I minimize my debt?

First, estimate your expenses. Then, apply for the minimum needed in loans - just because the AVMA will allow you to borrow \$8000, for example, doesn't mean that you can't ask for only \$6000 if that's all you really need. If you need to borrow from several loan agencies, apply separately to the lower interest ones for first semester and to the higher interest ones for second semester, if necessary. Remember the mantra: **Live like a student now so that you can live like a doctor later!**

Will working help to minimize my debt?

Yes! It is nice to work in the veterinary profession, but if that option is not available, you may find that waiting tables, computer programming, etc. may provide a more profitable income. Volunteering at a shelter or animal clinic is a great way to get additional animal experience if a summer position is not readily available at AVC. Jobs at AVC during the school year and summer vacation pay between \$9.52 and \$13.11 an hour (Canadian).

ESTIMATING LIVING EXPENSES

Tuition and Fees

Please visit the UPEI Accounting Office [DVM Program site](#) for current tuition and fees.

Other Expenses

Expenses are quoted in Canadian funds and are based on a single person.

Books and supplies:	\$1000 - \$1500/semester or \$2000 - \$3000/academic year *
Housing:	\$300 - \$900/month or \$3600 - \$10 800/academic year **
Food:	\$300 - \$400/month or \$3600 - \$4800/academic year
Miscellaneous expenses:	\$150 - \$200/month or \$1350 - \$1800/academic year
TOTAL:	\$10 000 - \$20 000/academic year

*This amount depends on the number of textbooks you purchase. Some students purchase very few books, while others purchase all of the required texts. Most of the required books are placed on reserve in the library, and often, second-hand books can be purchased or borrowed from upper class students.

**Rent varies depending on the quality of housing and the number of roommates who share the rent. An attractive (city) apartment with two bedrooms rents for approximately \$800 - \$1000/Month. For information about on-campus UPEI Residence options and costs please visit <http://www.upei.ca/studentlife/residence>. For off-campus housing options, go to <http://upeisu.ca/off-campus-housing/> or see below.

HOUSING RESOURCES

An AVC Class of 2022 student will be available to assist you in finding housing. Please check back for additional information and links in the near future.

In addition, there are a number of other resources to review:

Newspapers

- The Guardian is Charlottetown's daily newspaper. You can review rental listings online at <http://www.theguardian.pe.ca/>
- The PEI Buy, Sell and Trade is a weekly publication with rental listings as well as people looking for roommates. Check it out at <http://buyselltrade.ca/prince-edward-island>

Online Forums

- Kijiji <http://pei.kijiji.ca/>
- usedpei.com <http://www.usedpei.com/>

UPEI Student Union Off-Campus Housing List

The UPEI Student Union runs an Off Campus housing list that is updated on a regular basis. Their phone number is (902) 566-0530. They will send or fax this list to you at no charge. The complete list can also be viewed online at <http://upeisu.ca/services>.

UPEI Residence Services Office

UPEI Residence Services Office can also supply information about on-campus housing options. For more information please visit <http://www.upei.ca/studentlife/residence>.

Note that rooms in the residences may be available during the summer months while you are looking for a place to live. Call ahead at (902) 566-0330 to make a reservation and be sure to tell them that you are an incoming AVC student so that you can get a discount. Unfortunately, they don't allow pets. However, if you call Tourism PEI for their tour package, they have an extensive listing of Bed and Breakfasts that do allow pets.

Housing Hints

- Start early if you want your own place within walking distance, or if you have pets.
- The average cost for a one bedroom apartment is approximately \$600 - \$900. There is plenty of affordable housing available if you start looking in the late spring and early summer.
- You may consider moving in with another AVC student looking for a roommate.
- Tell potential landlords you are a vet student because you have a reputation for being quiet and responsible tenants!
- The Browns Court Apartments are conveniently located and are popular with UPEI students as well as vet students, but be prepared for high noise levels on weekends.
- The family or quiet wing of Blanchard Hall on the UPEI campus is a good last minute choice. Unfortunately pets are not permitted.
- Be aware that PEI is a tourist destination and hotels may be fully booked in August and through September.

Temporary Accommodations

- Sherwood Motor Inn (902) 892-1622 or 1-800-567-1622
- North River Motel (902) 566-2645
- Hotel on Pownal (902) 892-1217 or 1-800-268-6261
- Holiday Inn Express (902) 892-1201 or 1-877-660-8550
- Fair Isle Motel (902) 368-8259 or 1-800-309-8259

FINANCIAL AID

UPEI's Financial Aid Office can assist you in finding the best way to finance your education. The Financial Aid Advisor for UPEI is Margaret McPike. She can be reached at (902) 628-4382 or mmcpike@upei.ca.

US Students

UPEI is able to offer US Government Direct Stafford Loans and Direct Plus Loans using the Direct Loan Program. For detailed information and application procedures, please visit **Direct Loan Program for DVM Students**, which is located on the [UPEI Financial Aid Office website](#).

Canadian Students

For information please visit [Canada Student Loan Program](#) on the [UPEI Financial Aid Office website](#).

PEI Students

For information please visit **PEI Student Loan Program**, which is located on the [UPEI Financial Aid Office website](#).

There are also PEI provincial bursaries available. Please visit the [UPEI Financial Aid Office website](#) for more information about these programs.

SCHOLARSHIPS AND GRANTS

There are numerous opportunities available for AVC students to take advantage of lucrative awards which can go a long way in helping to finance your education. Please avail yourself of this opportunity! For scholarships and grants that are adjudicated and awarded through AVC please visit the [UPEI Scholarships and Awards Webpage](#) or inquire at the Office of Academic and Student Affairs.

For recurring scholarships and grants that require an application to an organization or institution outside of AVC, the Office of Academic and Student Affairs will inform AVC students in the ASA Student Bulletin and/or via email.

CAMPUS RESOURCES

Emergency Contact Numbers

In any emergency, from campus you can dial **9 followed by 911** and give the operator the nature of the emergency, your name, and your location. The operator will inform the proper emergency service. Alternatively, you can dial the service yourself using the following information:

UPEI Security Services (for situations not warranting a 911 call) 24/7)	902-566-0384 or 902-566-0373
UPEI Student Support Program	1-855-649-8641 (24/7)
Charlottetown Police Department	902-629-4172
Charlottetown Fire Department	902-629-4083
Island Emergency Medical Services (Ground Ambulance)	1-877-660-6644
Health PEI Non-Emergency Health Information and Services	811 (24/7)
Queen Elizabeth Hospital, Charlottetown	902-894-2111
Poison Control	1-800-565-8161

Addiction Services	1-888-299-8399
Island Help Line	1-800-218-2885
PEI Rape and Sexual Assault Centre	1-888-368-8055
PEI Crime Stoppers	1-800-222-8477

Student Health Services

The [UPEI Student Health Centre](#), in partnership with other service providers, promotes the health and well-being of the student population through the provision of quality comprehensive health. The Student Health Centre is located in “The Loft” on the second Level of the WA Murphy Student Centre. It is open to all UPEI students and the spouses/dependent children of international students. Please click the link for more information about the services provided and the hours of operation.

Student Health, Dental and vision Plan

All full-time students at UPEI are automatically enrolled in the UPEI Student Health, Dental and Vision Plan when they register for classes. This program is administered by the [UPEI Student Union](#). For complete information about the plan please contact Candice Heigh (admin@upeisu.ca or 902-566-0530) at the UPEI Student Union or go to www.studentbenefits.ca and click on the UPEI SU logo.

Family Coverage

Students can enroll their spouse and/or children (unmarried dependents under 19 years of age or 25 if still attending school; or over-age disabled dependents) by paying an additional family coverage fee. Individuals interested in obtaining family coverage must sign-up at the Student Union office before **Friday, September 27th, 2019**.

Opting Out of the UPEI Student Union Health, Dental and Vision Plan

If proof of comparable alternative coverage (through parents, spouse, or an employer) is presented to the UPEI Student Union, students may opt out of the UPEI Student Health, Dental and Vision Plan and get a refund of the fee previously charged on their student account. The opting out procedure must be done each year if your alternative coverage remains in place and you wish to withdraw from the plan.

Please note that proof of alternative coverage requires BOTH of the following:

- i. Insurance company name and policy number - the insurance card itself or a photocopy of the card, or claim forms with the above typed information
- ii. Proof of full-time student status – UPEI student ID card or registration forms

DEADLINE to OPT OUT of the UPEI STUDENT UNION HEALTH, DENTAL and VISION PLAN is **FRIDAY, SEPTEMBER 27th, 2019**

Health Plan Information for International Students

International Students can obtain a Claim Form to receive reimbursement for health services received in Canada. There is a section that the physician must complete for claim purposes. These forms are available at the Student Union or online at www.studentbenefits.ca (click on the UPEI SU logo and go to the Download Centre and select Print a Form). If uncertain about coverage, please contact the UPEI Student Union prior to receiving the service.

Campus Recreation and Wellness

Athletics and Recreation

The **Chi-Wan Young Sports Centre** is one of the hubs of activity on campus and a gathering place for those pursuing a healthy active lifestyle. The Sports Centre has a two-lane walking/running track, racquetball and squash courts and a gymnasium that can accommodate basketball, volleyball, and badminton. A wide selection of equipment may be signed out at the front desk. The Fitness Centre is located on the second floor. The Sports Centre is also connected to MacLauchlan Arena's two official-size rinks and the CARI Aquatic Centre. Please click on the above link for more information.

Fitness Centre

As full time UPEI students, all AVC students enjoy access to the Fitness Centre during the academic year. Please click on the link above for more information about the facility and the hours of operation.

Intramural Sports

The UPEI intramurals program offers a wide variety of leagues and tournaments for full time students. All intramural sports aim to relieve stress, allow students to meet new people, and stay in shape by taking part in their favorite sport or by trying something new and fun for the first time. Even if you don't have a team, please sign up as an individual and you will be placed with one. Registration forms are available at the sports centre and online (click the link above).

Wellness at AVC

AVC has a Wellness Facilitator who is to help ensure AVC students have the healthiest educational experience possible and are aware of services available to them through UPEI. The Wellness Facilitator is available for private and confidential meetings. Please stop by the office, call Sapphire MacPhee at 902-566-6788, or email sjmacphee@upei.ca.

Counseling Services

Counseling Services are available at no cost to the student and is located on the second floor of the WA Murphy Student Centre and offers confidential, short term help to students dealing with personal, relational or mental health concerns. Counselors are also available to present workshops on a wide variety of topics to small or large groups. Please visit <http://www.upei.ca/studentlife/student-affairs/counselling> for more information.

Academic Accommodations

The [Accessibility Services Office](#) within the Webster Centre handles all requests for [academic accommodations](#) at UPEI, including AVC. The office is located on the first floor of Dalton Hall (below ground level). You can access this floor by using the elevator or the accessible entrance facing the AVC. Our front desk and waiting area are located in Room 111. To schedule an appointment with the Accessibility Services Coordinator, please stop by the office, call Nicole Wadden Garland at (902) 628-4364, or email nwadden@upei.ca.

Academic Coaching

The [Pathways to Academic Success Office](#) within the Webster Centre offers confidential one-on-one [academic coaching](#) for all UPEI students, including AVC students. The office is located on the second floor of the WA Murphy Student Centre on main campus. To schedule your session simply stop in for a visit, call the office at 902-894-2835, or email pas@upei.ca.

International Student Advising

An International Student Advisor is available to assist with completion of visa and residence forms, and to provide assistance with personal issues such as culture shock and homesickness. Please contact Richelle Greathouse at 902-566-0443 or rgreathouse@upei.ca, or visit <http://www.upei.ca/studentlife/service/access-support-services-international-advisor> for more information.

Chaplaincy Centre

The Chaplaincy Centre is located north of the Robertson Library building and provides a location to meet, socialize, pray, and hold religious services. This location also houses the Campus Food Bank. Please visit <http://www.upei.ca/studentlife/student-affairs/chaplaincy-centre> for more information.

Information technology Systems and Services (ITSS)

IT Systems and Services is located on the second floor at the southern end of the AVC building. ITSS will automatically issue a UPEI network account to every registered student. Please visit <http://www.upei.ca/its/> for more information.

Student Computer Labs

AVC students, including graduate students, have priority over UPEI students for the use of computers within AVC during regular hours, and have sole access after-hours (after 6:00 pm on week nights and on weekends).

Wireless Access

PantherNet Wireless Service provides students with access to the UPEI network and the internet from their own laptops and mobile devices.

Helpdesk

ITSS operates the Helpdesk - your one-stop destination for assistance with using the UPEI Computing Facilities. Helpdesk drop-in hours are Monday through Friday 8:00am - 4:30pm. You can also phone the Helpdesk for assistance at 902-566-0465, or email at helpdesk@upei.ca.

UPEI Student Union

The Student Union Council represents the entire UPEI student body. Please visit <http://upeisu.ca/> for more information.

Security Services

The role of the UPEI Security Services Division is to protect and provide for the ongoing safety of the people, property, and information resources of the university community and to provide students, faculty, staff, and visitors with a secure environment in which to live, work, study, and play 24 hours a day, 365 days a year. Please visit <http://www.upei.ca/facilities/security> for more information.

UPEI Security Services: 902-566-0384 or 902-566-0373

Campus Parking

All vehicles parked on the UPEI Campus must display a valid Parking Permit. Please visit <http://www.upei.ca/facilities/services/get-student-parking-permit> for detailed information about permit options and purchasing.

Campus Closures

Students, staff and faculty are advised that if a decision is made at any time to close or delay opening the UPEI campus (usually in the event of a winter storm), details will be made available as follows:

- A message on the home page of [upei.ca](http://www.upei.ca)
- An email to all students, faculty, and staff to their [upei.ca](http://www.upei.ca) email account
- Updates from the University's Twitter account, @UPEI, and announcements posted to UPEI's Facebook page
- Media outlets (radio, TV, and print news websites) are informed and encouraged to share our status
- A message is placed on the UPEI Campus Closure and Alert Phone Line ([902-894-2882](tel:902-894-2882))
- A message is placed on the UPEI Campus Screen network (there are screens in several buildings across campus).

When will I know if UPEI has decided to delay opening or close?

When conditions develop outside of normal operating hours, announcements will be made according to the following schedule:

- **6:30 am** - The decision to delay opening or close the University will be made on or before 6:30 am. If there is a delay, there will be a further announcement at 10:00 am.
- **10:00 am** - The decision to open the University at 12:00 pm or again delay opening will be made on or before 10:00 am. If there is a further delay, the next announcement will be made at 2:00 pm.
- **2:00 pm** - The decision to open the University at 4:00 pm for evening classes or close the University for the remainder of the day will be made on or before 2:00 pm.

If the decision to close the University is made during normal operating hours, it will be announced as soon as possible through the University's various communications channels as outlined above.

For more information visit the **University Closure Policy** at

<http://www.upei.ca/policy/gov/brd/rmt/0009>

Campus Child care

The UPEI Campus Kids Child Care Centre provides child care services for children older than two years of age to members of the community outside UPEI, as well as to those on campus. For more information please call 902-566-0344.

Robertson Library

The Veterinary Medicine book and journal collections are housed on the upper level of Robertson Library and the Reserve collection is located behind the Circulation Desk on the main floor. The Library's databases and electronic journals can be accessed through the Library's website and are available for off-campus use to UPEI students, faculty and staff. Materials that are not available in the Library may be requested from other libraries by completing the online interlibrary loan forms.

Kim Mears is the AVC liaison librarian and can be reached at 902-566-0453 or kmears@upei.ca. If you have any questions on resources and services, please contact the Library's Information Desk 566-0696 or the Circulation Desk 566-0583. For library hours of operation please visit <http://library.upei.ca/>.

UPEI Bookstore

The UPEI bookstore sells school supplies, text books, clothing, etc. The UPEI and AVC Logos are registered trademarks and permission to reproduce these logos must be obtained from the Comptroller's Office or the Bookstore. The Staff at the UPEI Bookstore will gladly place special orders for textbooks at no extra charge. For more information and the hours of operation please visit <http://bookstore.upei.ca/>.

Campus Food Services

UPEI offers several retail food outlets on campus, operated by Chartwells, plus a residential dining program located in the Wanda Wyatt Dining Hall. The AVC cafeteria is located on the main level of the building and is open during regular hours business hours Monday through Friday. For more information about dining options on campus please visit <http://www.dineoncampus.ca/upei/>.

COMMUNITY RESOURCES FOR STUDENTS

For those of you not familiar with PEI, the [Tourism PEI site](#) is a great place to start. Click on the [ABOUT PEI link](#) for lots of practical information. Also visit the <https://www.princeedwardisland.ca/en/topic/move-pe/> on the Government of PEI website for additional information.

Banks and Credit Unions

Visit this site <http://peibusinessdirectory.net/listing/bank-locations-for-pe/> for a complete listing of all financial institutions.

Getting on and Off PEI

Visit <https://www.peienc.com/en/1006-travelling-to-and-from-pe/> for information about airport and shuttle services to the mainland. For information about the seasonal car ferry service that operates between Wood Island, PEI and Caribou, Nova Scotia please visit <https://www.ferries.ca/ns-pe-ferry/>

Driving on PEI

Visit the Government of PEI <http://www.gov.pe.ca/highwaysafety/> for information about vehicle registration and driver licensing.

For international students, speak to a border security officer from CBSA when you enter Canada with your vehicle and complete a *Vehicle Import Form – Form 1*.

You should determine if your vehicle insurance is in effect for an entire school year in Canada, and specifically on PEI. Students do not have to register vehicles or obtain a PEI driver's license provided they inform customs officials that they will only be living on PEI for the school year only (9 months) and that at the end of their studies, they will be returning to their home country.

Bus Service

Your UPEI student ID card also functions as a Charlottetown city bus pass. There is no cost for you to ride city buses if you present your ID card to the driver. For more information on the city bus service visit <http://triustransit.ca/>.

Walk-In Health Clinics

For non-urgent care, visit a walk-in clinic nearest you if you do not have a family doctor or if your medical needs cannot wait until you can arrange an appointment with your doctor.

If you are experiencing a medical emergency, you should call 9-1-1 or go to the nearest Emergency Department.

Walk-in clinic hours may change without notice, so please call ahead before visiting. After-hours clinics may close early when the maximum patient capacity has been reached.

Please visit the **Health PEI Walk In Clinic** site at [Walk-in Clinics](#) for detailed information about locations and hours of operation.

Off Campus Daycare and Schools

Visit the **PEI Early Learning and Child Care Registry** at <https://earlychildhooddevelopment.ca/ecregistry/> for more information about day care options for pre-school aged children. Visit the **Government of PEI Public Schools** site at <https://www.princeedwardisland.ca/en/information/education-early-learning-and-culture/public-schools> for more information about public school options.

SHIPPING AND RECEIVING PACKAGES

AVC students are able to utilize the shipping and receiving service located on the first level in Room 1010N. Students will be notified via email when a package arrives. The hours of operation are Monday through Friday, 8:00 am - 12:00 noon and 1:00 pm - 4:00 pm and the phone number is 566-0875.

Receiving International Packages

To avoid costly and unanticipated brokerage fees and duties please consult the following Canada Customs Brochures:

- i. **Working or Studying in Canada** visit <http://www.cbsa-asfc.gc.ca/travel-voyage/>
- ii. **Importing Non-Commercial Goods by Mail** visit <http://www.cbsa-asfc.gc.ca/import/postal-postale/>

When family and friends are sending packages from outside Canada, please have them include your Temporary Resident Visa number (i.e. your study permit) on the shipping documents and declare that the package is a **“Gift with No Commercial Value”**. The address on the package must clearly indicate the following:

(Student name), AVC Class of 20__
 Atlantic Veterinary College
 550 University Avenue
 Charlottetown, PE
 C1A 4P3
 CANADA

Packages received by UPEI without proper documentation and clear indication of student ownership may be charged a brokerage fee by the courier. For additional information on shipping contact Rob Moffat at 902-566-0875 or rmoffat@upei.ca.

Shipping Out

Courier service is available to students for outgoing packages. Please present your package to the Shipping Office by the 2:00 pm deadline. A full street address, postal code (or zip code), and phone number is required. **NO PO Box numbers are permitted.** Payment is by credit card only. Alternatively, postage can be purchased at the UPEI Bookstore or the UPEI Post Office. Students can also send personal packages via the UPEI Post Office by paying cash only.

Other useful Postal Information

Post office outlets, located in convenience stores and drug stores, offer a range of services including purchase of stamps and packaging materials as well as sending and receiving packages. Canada Post does not make deliveries on Saturdays and Sundays, but postal outlets in the convenience and drug stores remain open.

GENERAL ACADEMIC INFORMATION

UPEI Campus Login

Username and Password

You have already been assigned your UPEI username along with your student ID and PIN numbers in your acceptance email that you received upon admission. Initially, your password is set to your PIN but you can change it through [Campus Login](#) using the **Network Username and Password** choice and clicking on the **Change Password** button. If, for some reason, you have not received this information, please contact studentsupport@upei.ca.

UPEI Email Access

You can access your UPEI student email account by going to <http://home.upei.ca/> and clicking on “Student Email” at the bottom of the page. You will be prompted to enter your [UPEI Network Username and Password](#) which you can obtain by following the steps outlined above. This will bring you to your UPEI email account, operated by Gmail. Alternatively, you can also go directly to <http://www.gmail.com> to access this account. Note that all correspondence from the Academic and Student Affairs Office will come to this account, so please check this account frequently.

MyUPEI

Your username and password grant you access to the university’s information portal called [MyUPEI](#). MyUPEI contains icons that link to other useful campus sites, including Gmail sign in and Moodle, as well as under Important Links a link entitled **AVC DVM Student Hub**. We recommend that you bookmark the MyUPEI sign in page on your personal electronic device for easy access.

Moodle Access

Moodle is UPEI/AVC’s learning management system and students use it to access materials specific to individual courses. You can access Moodle through the icon on [MyUPEI](#) or by clicking [Moodle @ UPEI](#) on the bottom of the [UPEI homepage](#). Just click **Log in** in the top left corner to enter your same username and password.

E*Value Access

E*Value is the curriculum management system for the DVM program. The Office of Academic and Student Affairs currently uses E*Value to share information with students including handbooks and forms. This system is also used to gather feedback from students through general surveys, as well as Course and Instructor Evaluations at the end of each course. You can access the [E*Value login page here](#). We recommend that you bookmark this page on your personal electronic device for easy access. You will be sent an email from the ASA Office with a link to your E*Value account within the next day or two. Please note that these login credentials are different from your MyUPEI username and password.

Once you receive your E*Value login credentials, there are a few things that you can use E*Value for before you arrive for Orientation or within the first few weeks of class:

1. Class of 2023 Entrance Survey

- Once you log in, you can begin this survey by clicking on "**Evaluations > To Be Completed**"
- Click "**Edit Evaluation**"
- Once you have completed this survey click "**Submit**"
- We ask that you please complete this short survey by Friday September 6

2. Address and Emergency Contact Information

- On the home page of E*Value you will see your name and email address under "**My Information**"
- Click "**update this information**" to enter in the required additional information
- Please enter in the following information:
 - Home address - where you will be living in PEI
 - Permanent address - where we should send you information over the summer months
 - Emergency Contact Information - A person we can contact in the case of an emergency
- Once you have completed the fields above click "**Update**"

Weekly Class Schedule

Class schedules continue to be finalized but will be accessible for viewing on [MyUPEI](#) under the link AVC DVM Student Hub follows:

- Under **Academics**, click **Schedules**
- You will see 3 headings (Year 1, Year 2 and Year 3) click on Year 1

To access extracurricular event schedules (i.e. lunch lectures, etc.) please go the Events Calendar.

- Under **Notices**, click **Events Calendar**

Note that schedule changes are ongoing at this time. In the case of a discrepancy between the schedule available on MyUPEI and the course syllabus distributed by the course coordinator, please consult the course coordinator for clarification. He or she should contact the ASA Office and we will revise the DVM Student Hub calendar as appropriate.

Supplies and Textbooks

1. All textbooks may be purchased from the UPEI Bookstore or through commercial online vendors. Second-hand textbooks can often be purchased or borrowed from students in upper classes. Required

textbooks are usually placed on reserve in the Robertson Library.

2. Some instructors may elect to distribute hard copies of course notes at the beginning of their course or prior to each lecture or laboratory. Alternatively, instructors may also elect to provide all course materials electronically via Moodle.
3. Light blue lab coats are a mandatory requirement for all laboratories and for students who wish to visit the Veterinary Teaching Hospital. You will receive one lab coat at the Blue Coat Welcome Ceremony prior to the start of the semester. Additional coats may be purchased at the UPEI Bookstore. Sizes available range from 30 to 52 and typically have a button or snap front closure. Most students have at least two lab coats so they have one to wear while the other is in the laundry. Please ensure that all lab coats are clearly marked with your name and graduating year to ensure that you get them back when using the Society of Atlantic Veterinary Students (SAVS) Laundry Service.
4. Blue/navy coveralls and rubber boots are also required. These may be purchased locally at [Mark's Work Warehouse](#) or other retailers located across PEI. The length of the sleeves, short or long, is dictated by student preference.
5. **VBS 1010, Macroscopic Anatomy I requires that students have several items on hand for the first day of school.** The following items may be purchased from the UPEI Bookstore:
 - Dissecting kit
 - Scalpel blades
 - Latex gloves
 - Protective eye wear
 The following protective clothing items are also required for VBS 101 on day one:
 - Blue lab coat (see above)
 - Rubber boots (see above)
6. VHM 1240, Clinical Skills I (winter semester of year one) requires the following items which can be purchased at the UPEI Bookstore:
 - Good quality stethoscope*
 - Penlight
 - Digital thermometer
 *Most students arrange to purchase their stethoscope through a student representative of a medical supply company during the fall semester.
7. You will be assigned a locker at orientation. Student lockers are located outside the lecture theatres. Students must supply their own locks.
8. Second, third, and fourth year students are assigned to each incoming first year student through the AVC Buddy Mentor Program. The buddies are a willing and excellent source of information in regards to necessary purchases and will often loan textbooks and other items to their first year buddies.

PRE-CLINICAL ACADEMIC HANDBOOK AND CALENDAR DATES

The Academic Calendar Dates for the 2019-2020 DVM program are included below. The Pre-Clinical Academic Handbook is a comprehensive resource that contains courses and course descriptions for the Fall 2019 and Winter 2020 semesters, as well as important academic regulations and policies. It will be posted to the AVC DVM Student Hub in summer 2019. Please read it thoroughly prior to the start of the semester. Your detailed schedule daily course schedule will be available through the AVC DVM Student Hub in August.

July 2, 2019 – Deadline to submit AVC Rabies Immunization form or sign waiver

July 19, 2019 – Deadline to submit Blue Coat Form

August 22, 2019 – Orientation

August 23, 2019 – Blue Coat Welcome Ceremony

August 26, 2019 – Classes Begin

September 2, 2019 – Labour Day **No Classes**

October 14, 2019 – Thanksgiving Day **No Classes**

November 11, 2019 – Remembrance Day **No Classes**

November 29, 2019 – Final Day of Fall Semester Classes

November 30 - December 14, 2019 (Sat-Sat) – Final Examinations

December 18, 2019 – End of First Semester. Course grades to be submitted to the Registrar's Office by noon on this date

January 6, 2020 – Pre-Clinical Classes begin – Winter Semester

February 13-14, 2020 (Thurs-Fri) – Mid semester break

February 17, 2020 – Islander Day **No Classes**

April 10, 2020 – Good Friday **No Classes**

April 13, 2020 – Easter Monday **No Classes**

April 17, 2020 – Final Day of Winter Semester Classes

April 18 – May 2, 2020 (Sat-Sat) – Final Exams

April 27, 2020 – End of Second Semester

May 4, 2020 – Course grades for 1st, 2nd, and 3rd year students to be submitted to Registrar's Office by noon on this date