

*Welcome  
to the*

# UNIVERSITY OF PRINCE EDWARD ISLAND



UNIVERSITY  
of Prince Edward  
ISLAND



[upei.ca](https://upei.ca)



[upei.ca/international](https://upei.ca/international)

people ■ excellence ■ impact

# Table of CONTENTS



## ➤ 1 BEFORE YOU ARRIVE

### Explore Prince Edward Island

The Essentials

Live and Enjoy

Work

## ➤ 3 INTERNATIONAL APPLICATION INFORMATION

### How to Apply in Four Easy Steps (International Students)

When can I apply?

Transfer Students

Where do I send my transcripts and/or course descriptions?

English Language Requirements

Review your Program-Specific Admission Requirements

Academic Performance Requirements

Payment of Fees

## ➤ 5 PREPARE FOR SCHOOL

### I have applied for and received a letter of acceptance. What should I do now?

Apply for your Immigration Documents

Minor Students

English Academic Preparation (EAP)

Registration for First-Year Academic Students

Pick your major and/or area of specialization

Check out the UPEI Moodle Page

## ➤ 9 WHERE WILL YOU LIVE?

Residence

Live with a Homestay Family

Off-Campus Housing

Time to Pack your Bags

### Pre-Arrival Frequently Asked Questions:

What if I need to change my arrival date?

Can my family come with me?



## ➤ 13 TRAVEL TO AND FROM PRINCE EDWARD ISLAND, CANADA

Do non-Canadian airlines fly straight into Charlottetown?

How do I connect and from where?

What should I expect when I get to the Canada Immigration Office/go through Canadian customs?

Arriving in Charlottetown

Hotels

Transportation

## ➤ 15 WHEN YOU ARRIVE ON CAMPUS

Orientation

Arrival Checklist

Print your UPEI Medical Insurance Card

Where to Go/What to Do if you Get Sick

Arrange for a Local Phone Number

Get your Finances in Order

Sign up for the International Buddy Program

Look for a Part-Time Job

Incoming exchange students

Health Insurance

Tuition category

Choose your courses

International Student Office

Lost Documents

Study Permit Extensions

Temporary Resident Visa (TRV)

Academic Advice and Referrals

Application for a Social Insurance Number (SIN)

Application for a PEI Health Card

Helping you Form Connections on Campus and

Get Involved

Expectations and Differences

Culture Shock

Academic Environment

## ➤ 27 JOIN US ONLINE

## ➤ 29 CAMPUS MAP





# *Before* **YOU ARRIVE**

## **COME STUDY ON OUR ISLAND!**

---

The University of Prince Edward Island welcomes students from all over the world. We have students from over ninety different countries studying at UPEI. And we have exchange arrangements with over fifty international partners. At UPEI you have so many opportunities to grow and explore the world.

## **EXPLORE PRINCE EDWARD ISLAND**

---

Prince Edward Island is a place where the best of all worlds is at your fingertips. Canada's smallest province is beautiful and stimulating, a setting that's conducive to a great university experience. Safe, culturally vibrant, and steeped in history—PEI has it all.

## **THE ESSENTIALS**

---

UPEI is located in the city of Charlottetown (population 40,000), PEI's capital city and the birthplace of Canada's Confederation. Historic streets, parks, buildings, shops, theatres, pubs, and art galleries provide a cozy setting for PEI's only university. PEI has a population of 180,000 and is rich in heritage, culture, and a quality of life that is second to none. Located on Canada's east coast, the Island is famous for its stunning beaches, pastoral landscapes, cozy towns, and dynamic cultural community.

## **LIVE AND ENJOY**

---

Live in an environment that offers great educational institutions, top-quality health care, little traffic, low crime rates, and friendly neighbours—a place where YOU can make a difference and belong!

The Island enjoys a rich arts culture with restaurants and pubs teeming with live music, professional (think of the world-famous



*Anne of Green Gables—The Musical™*) and community theatre around every corner, and a host of festivals. Some successful highlights include the Cavendish Beach Festival, Jazz and Blues Festival, and Rollo Bay Fiddle Festival in the summer, and the renowned Jack Frost Children’s Festival in winter. For year-round fun, one can always explore the Charlottetown Farmers’ Market, a dynamic hub showcasing the work of Island artisans and agriculturalists.

## WORK

PEI is a welcoming place that enjoys a strong sense of belonging and history. The Island holds an excellent reputation for safety and a friendly “know-your-neighbour” environment. While its economic mainstays of agriculture, tourism, and fishing continue to thrive, the provincial government is focusing on growth in the information technology, forestry, aerospace development, and bioscience sectors. PEI has a strong base of companies and institutions involved in research and development, with close connections and co-operation with UPEI. The Island offers a lifestyle that is a healthy balance of work, family, and fun.

The ***Immigrant and Refugee Services Association PEI*** has created a wonderful guide for new residents.

- [\*\*\*View PEI on a map\*\*\*](#)
- [\*\*\*Tourism PEI site\*\*\*](#)



# International Application INFORMATION

## HOW TO APPLY IN FOUR EASY STEPS

(International Students)

Create an [application account online](#)<sup>\*</sup>, and submit supplemental items such as English test results and unofficial transcripts if required.

1

Arrange to send your **official** high school transcripts and/or transcripts from your current institution by mail.<sup>\*\*</sup>

3

Pay the application fee with a credit card when you complete the online application.

2

If you are looking for transfer credit, please send course outlines or descriptions to the UPEI Registrar's Office.

4

<sup>\*</sup> Your email and password should be used to log into your application account.

<sup>\*\*</sup> If you have uploaded unofficial transcripts, we may use them for early admissions and you can mail your official documents to us later. We accept scanned documents from registered UPEI agents and school/college counsellors as official documents.

Application fees can be paid [online](#) with a credit card or in person at the UPEI Registrar's Office with a debit card, cash, Canadian cheque, or money order (made out to UPEI). After you receive your emailed offer of admission, your confirmation deposit can be paid by credit card. Students can also make arrangements to wire transfer their deposit if they do not have access to a major credit card accepted by the UPEI Accounting Office. Offers of admission are time limited and applicants must pay particular attention to the dates indicated in their email offer of admission. Once you have paid your required deposit, you will need to [fill out a form](#) to receive a Visa letter and PAL that you can use to apply for

your Study Permit (undergraduate). Please remember that these offers are time limited, so make sure to carefully read the information about the PAL, and follow the instructions of the UPEI Admissions team. Applicants should always [review the most up to date information](#) on the tuition and fee refund page before paying their deposit. Please note that if you are applying to a graduate degree program (Masters or PhD), you do require a Provincial Attestation Letter (PAL) and UPEI Admission Offer "visa page" in order to apply for a Canadian Study Permit and/or Visa. Please be aware that IRCC verifies all letters of admission to UPEI for authenticity and completeness.



You will also receive by email, your username and password credentials to access the UPEI tuition deposit website. If you do not, please [contact us](#).

**Fees for the first semester are due in full two weeks after classes commence. Once you register for classes, your fees owing will be displayed on your MYUPEI**

*For international students, the most recommended form of payment is through Global Pay. More information can be found on the [Payment Options page](#).*

All tuition and fee information can be found [here](#).

Note that

- tuition and international fees are the same for EAP courses as for credit courses.
- fees are subject to change.
- requests for tuition refunds will only be granted if an official immigration decline letter is forwarded to the UPEI Accounting Office for verification.
- all refunds are returned by wire transfer to the original sender. No exceptions will be made to this policy.
- all fees are in Canadian dollars.

**IMPORTANT NOTE:** If for any reason you do not come to UPEI as planned, you must remove yourself from the courses that you previously registered in, or you will be charged tuition for these classes.

**IMPORTANT NOTE:** If you decide to not attend UPEI, you cannot use your letter of admission to UPEI to apply for a Study Permit.



# Prepare FOR SCHOOL

## I HAVE APPLIED FOR AND RECEIVED A LETTER OF ACCEPTANCE. WHAT SHOULD I DO NOW?

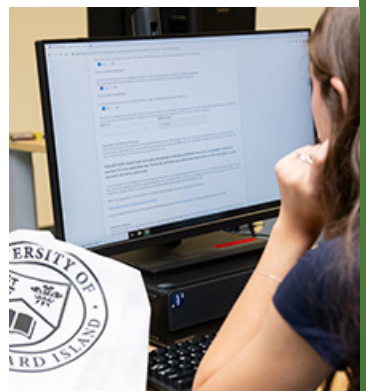
### APPLY FOR YOUR IMMIGRATION DOCUMENTS

If you wish to study in Canada you will need a Study Permit. Study Permits are issued by the Canadian government department of Immigration, Refugees and Citizenship Canada (IRCC). To find out more information about Study Permits [click here](#). You can contact the Canadian Embassy, or a [Visa Application Centre \(VAC\)](#) in your country to apply for a study permit.

The process and wait time will depend on what country you are in. Once you have been approved you will receive a Letter of Introduction to present to the border official when you reach Canada. The Canada Border Services Agent (CBSA) will print your Study Permit for you. **Do not leave the airport without this document.**

Depending on your country of origin, you will also need either a Temporary Resident Visa (TRV) or an electronic travel authorization (ETA). To find out which travel document you require visit the [IRCC website](#) for more information.

**HELPFUL HINT:** If you are taking a program of study that is less than six months in length, a study permit will not be required, however, it is recommended as many exchange students decide that they would like to stay longer than the six months. Some visiting students even decide to move to PEI to continue their education. If you already have a study permit, it is much easier to make this transition.





## MINOR STUDENTS

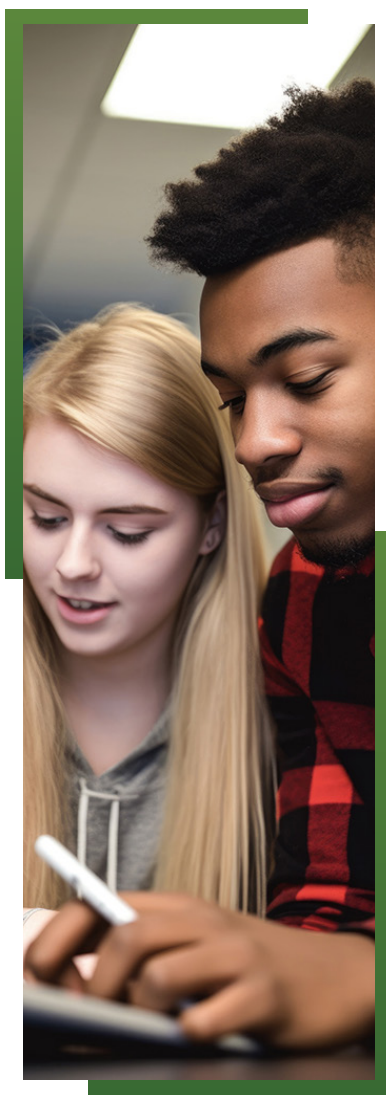
---

Will you be under the age of eighteen when you enter Canada? If so, you are under the “age of majority and special rules apply to you as a “minor” student. You will need a completed **Custodianship Declaration Form**. Please see the section about minors studying in Canada.

Any student under the age of 18 must send their completed custodianship declaration form to UPEI admissions for verification and audit purposes. Email [inte@upei.ca](mailto:inte@upei.ca)

If you are admitted to a Co-operative Education program, or a program that requires an internship, you will also need a special **“Co-op” work permit** in addition to your study permit.

Depending on your country of origin you may also have to have a medical exam. To find out more information please visit the **IRCC website**.



## ENGLISH ACADEMIC PREPARATION (EAP)

---

English Academic Preparation (EAP) is an intensive language program for students who do not meet the UPEI language requirements but have conditional admission to a degree program. Our goal is to help students begin their degree program as soon as possible.

Our courses focus on:

- building academic writing
- critical reading
- listening comprehension
- oral communication skills for undergraduate studies

### EAP Bridging Program

The EAP Bridging Program is for students who have a high intermediate to low advanced level of English. These students take a combination of EAP courses (for example, Academic Writing Critical Reading, or Oral Communications) and academic courses in their major of study.

The EAP Office is located at the English Language Centre, Robertson Library Building, Room 225.

### How to apply

Please contact the International Student Office by email at [inte@upei.ca](mailto:inte@upei.ca).

## REGISTRATION FOR FIRST-YEAR ACADEMIC STUDENTS

Non-EAP students can start to register for courses in the MyUPEI online portal after paying the tuition deposit. Sometimes, it takes one or two days for this option to be activated. It is important to register as soon as you are able. Many courses will be full and running wait lists if you wait too long.

If you need advising on your courses and registration, please contact one of our first-year advisors or recruiters. You can only add, drop, or change courses within certain dates—please check [\*\*\*the appropriate timetable\*\*\*](#). If you have signed up for a class and you change your mind, it is important that you remove yourself from that class. All first-year UPEI students should view [\*\*\*the information here\*\*\*](#).

There are two main semesters. The first semester (fall) goes from September through to December, and the second semester (winter) goes from January through to April. If you are an undergraduate student there is also an optional summer semester. The first session is (May–June) and the second session is (July–August).

**HELPFUL HINT:** Remember that spring and summer courses are condensed so you will have to learn the same amount of material, as you would in a regular class, but in a shorter period of time.

There is a break between semesters in December (holiday break) until the first week of January. The exact dates depend on your particular exam schedule, but most students receive at least two weeks' vacation. There are two week-long mid-semester breaks, one in October and another in February. You may hear professors or students refer to these breaks as Reading Week. We also have a long optional break (summer holidays) from the end of the exam period in April until the first week of September.

[\*\*\*Important dates\*\*\*](#) can be found on the [\*\*\*UPEI website\*\*\*](#).





## PICK YOUR MAJOR AND/OR AREA OF SPECIALIZATION

The University of Prince Edward Island offers undergraduate programs in Arts, Business, Education, Nursing, Science, and Engineering. We also have professional programs, like Veterinary Medicine, and graduate degrees.

Students pick their Faculty of study when they apply to UPEI. However, some students may not be quite sure in which particular area (major) they would like to concentrate their studies. Now is a good time to start reviewing program requirements, and even reading the course descriptions.

The most up to date [information about programs](#) can always be found on our website.

Still confused about the terminology? UPEI has many great videos to help you out. Visit us on YouTube, and look for the heading, [What's University All About?](#)



### CHECK OUT THE UPEI MOODLE PAGE

Moodle is a learning platform that UPEI uses to share information with students. Professors may use it to post assignments, and specific departments and offices may use it to post helpful presentations and other learning resources. You will need your UPEI ID and PIN to access the Moodle page. Moodle pages are made available once the class officially begins.





# Where will you **LIVE?**

While you can wait and look for an apartment after you arrive, this is not recommended. New students must arrange for accommodations prior to their arrival in PEI. Please email [irostu@upei.ca](mailto:irostu@upei.ca) to request our current housing tips and resources handout. Throughout the summer, the International Student Office hosts regular online sessions on how to search for housing and tips on avoiding scams. We encourage all new students to join one of our pre-arrival sessions. International students may choose one of three accommodation options:

- Residence living on campus  
(traditional dormitory-style or apartment-style)
- Homestay (live with a family)
- Off-campus housing

## RESIDENCE

---

Our on-campus residence buildings fill up quickly, so apply early in order to be guaranteed a spot. Applications open in November prior to the fall semester.

If you decide to live in residence, please pay extra attention to your UPEI email account. Residence Services will send you a confirmation of application, and they will send you other very important information by email, including your building and room number. You must know this information when you arrive in Charlottetown. If you have not received these emails, and you have applied for residence please contact residence services to confirm that your application was received.





## Applying to UPEI or completing the online residence application does not confirm your spot in residence for the academic year!

You must receive an acceptance note from Residence Services and complete all of the steps of the residence application process; (1) apply to residence online, (2) once you receive an offer accept the offer, sign and return a copy of the Residence Life Agreement, and pay the required \$300 deposit.

Living in residence means getting involved, making new friends, participating in exciting residence events, and having lots of fun. Become a member of Hall Council or a Residence Life Advisor. We have various residence options; and, whichever you choose, you'll be at home with your friends. Because residence students tend to immerse themselves in campus life, they are more likely to achieve academic success by taking advantage of readily accessible support services such as free tutoring for first-year students, and time management and study skills workshops.

You will need permission to stay in residence during the Christmas break. Information about staying over the Christmas break will be sent out to residence students in late October or early November. It is very important that students follow the instructions in the detailed information to apply to stay over the break.

In March of the winter semester, information will be sent to residence students explaining the process to move out of residence after exams in April. There will be directions in the information that will also explain the process to request a short extension after your final exams in April.

**Please note: Everyone needs to move out for the summer months.**

**CONTACT:** [Residence Services Office](#)

E: [residence@upei.ca](mailto:residence@upei.ca)

T: 902-566-0330

Read about the facilities, rooms, meal plans, and costs on the [Residence Services website](#).

[YouTube video of Andrew Hall](#)



[Find us on Facebook](#)



## LIVE WITH A HOMESTAY FAMILY

UPEI manages the Homestay program. Host homes are carefully selected, and families interviewed to ensure a good fit for both student-visitors and host families. An on-campus Homestay coordinator is also available to assist students and host families should any difficulties arise. A Homestay is more than renting a room: host families welcome students as members of the family and are eager to assist in learning English and sharing Canadian culture.

Homestay provides

- a clean private heated room in which to relax and study,
- three meals a day, and access to all home facilities, such as kitchen and laundry,
- transportation to and from UPEI once a day (unless within walking distance or on the bus line), and
- arrangement of sponsorship guarantees for minors, if required (We cannot guarantee that we will find a custodian).

Because Charlottetown is a small, safe, and hospitable community, we often know the families on the Homestay list personally. Many



of our host families have been successfully hosting UPEI students for years. ***Please apply for Homestay three to six (3–6) weeks before your arrival.***

Visit our [\*\*\*Homestay Services page\*\*\*](#) for more information.

## OFF-CAMPUS HOUSING

Many apartment rentals are available very close to UPEI. Students are often looking for someone to share with and to sublet their apartment for the summer months. To see what is available, check these sites:

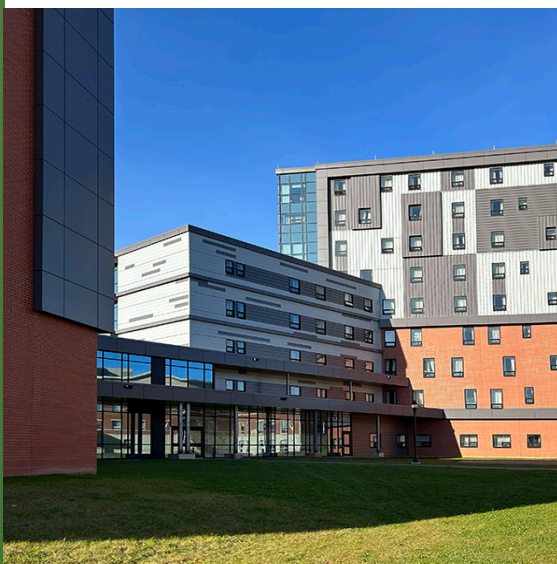
- [\*\*\*Classified advertisements in Charlottetown\*\*\*](#)

**CONTACT:** [\*\*\*offcampushousing@upe.ca\*\*\*](mailto:offcampushousing@upe.ca)

## TIME TO PACK YOUR BAGS

### CHECKLIST:

- Your passport, with temporary resident visa (TRV) if applicable
- Your letter of introduction
- Your birth certificate
- A list of things that you are shipping separately
- Money for your first week in Canada
- Proof of financial support or means
- Travel insurance for your flight to Canada
- Your plane tickets, boarding passes
- Custodianship documents if applicable
- Your original letter of admission to UPEI
- Emergency contact numbers
- Medication, with translation if necessary



Be aware of weight restrictions determined by the airlines you are flying with. When packing clothing, think more about long-sleeved shirts and long pants (trousers) and less about shorts or light tops. Check the weather forecast for PEI, before you leave home.

**IMPORTANT NOTE:** You cannot defer your acceptance once you have entered Canada. All requests for deferrals must be made before you receive your study permit. Otherwise, you will be reported to Immigration Refugees, Citizenship Canada (IRCC)

**HELPFUL HINT:** Make sure that you keep your important documents in your carry-on bag.

## PRE-ARRIVAL FREQUENTLY ASKED QUESTIONS:

### WHAT IF I NEED TO CHANGE MY ARRIVAL DATE?

If you need to defer your acceptance until a later time please let us know by contacting our office. Deferral requests are reviewed on a case by case basis and are not guaranteed. If you need an updated letter of admission please [contact us](#).

### CAN MY FAMILY COME WITH ME?

It may be possible for your family to come with you. If you are enrolled in an academic graduate program, please contact [irostu@upei.ca](mailto:irostu@upei.ca) to be connected with an international student adviser because immigration rules change on a regular basis.

While not required, many students consult with an immigration agent in their home country. An immigration agent can provide you with advice, and/or complete the application as your designated agent. Make sure that if you consult an agent, you do your background checks first. You want to make sure that you are dealing with a reputable professional.





# *Travel to and from* **PRINCE EDWARD ISLAND**

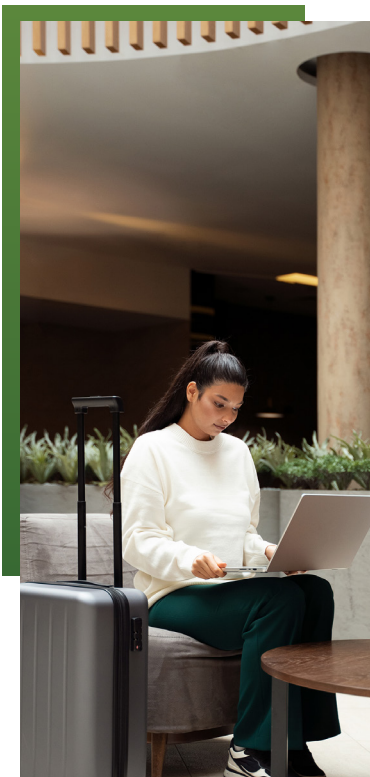


It is easy to travel on and off the province of Prince Edward Island by car, bus, ferry, or plane. The Confederation Bridge, a 9-mile/13-kilometre landmark that is quick and convenient, links PEI to the province of New Brunswick. “The Bridge,” as it is affectionately known, is open 24-hours-a-day and takes 10 to 15 minutes to cross. Tolls are only collected when you leave PEI. Large car ferries also link Wood Islands, in eastern PEI, to Caribou, Nova Scotia, from early May to mid-December, a trip that takes about 75 minutes. Air Canada offers direct flights year-round to the Charlottetown Airport (a 10-minute drive from UPEI). However, before you can fly to Charlottetown, PEI, you must first land in an international hub airport such as Ottawa, Vancouver, Toronto or Montreal.

During the busy summer months the two main carriers, Air Canada and WestJet offer many direct flights to PEI from Montreal, Ottawa, and Toronto. Other times of the year, the air carries may vary, so always check **FLYPEI** for the most up to date flight schedules, and list of carriers.

**IMPORTANT NOTE:** If you plan on visiting one of these aforementioned cities before continuing on to Charlottetown, make sure that you have your ticket to Charlottetown booked in advance, and that you arrive in PEI for the first day of class or the international orientation (whichever comes first). Canadian immigration officials may want to see that you have a ticket to your final destination.

**HELPFUL HINT:** Leave plenty of time to go through Customs and Immigration. You don't want to miss your connecting flight.



## WHAT SHOULD I EXPECT WHEN I GET TO THE CANADA IMMIGRATION OFFICE/GO THROUGH CANADIAN CUSTOMS?

Before you leave home it is a good idea to check with Canada Border Services to obtain a list of items that you should not take with you (for example: fruit, seeds, sharp items). Make sure that you have all of your required documentation (neatly organized) with you. **Do not pack these documents in your checked luggage.** The agents will want to see your passport, proof of sufficient funds, letter of acceptance from UPEI, and your Letter of Introduction from the Canadian visa office that you applied to. Flight information may also be asked for. Speak slowly and clearly, and answer all of the questions that the agents ask you. If you are an American citizen travelling to Canada from the USA, you can apply for your Study Permit at the border. While there are not currently any travel restrictions in place, always visit the [Canadian government travel testing and borders webpage](#) to be sure you meet the requirements to enter Canada.

## ARRIVING IN CHARLOTTETOWN

Please make sure your final destination is Charlottetown (YYG) airport. Prior to your departure please make sure to join one of our online travel preparation sessions. Information about our pre-orientation programming will be shared with all new students via their UPEI email address.

If you need to contact the university after business hours to report a change in your arrival, please call Security at (902) 566-0384. If you choose to live with a Homestay family, they will meet you at the airport. There is no need to request airport pick-up. However, you must make sure that you have shared your flight information with your host.

## HOTELS

Unless you have already secured a room in residence, **you must** look for an off-campus option before you leave your home country. If you are staying in residence and will arrive before the official move-in date, **you must** let residence staff know at [residence@upe.ca](mailto:residence@upe.ca).



If your room will not yet be ready, you will need to stay in a hotel or elsewhere. Here are a few hotels in Charlottetown where you can book a room:

- Garden Gate Inn 902-892-3411
- Rodd Royalty Inn & Suites 902-894-8566
- Econo Lodge 902-368-1110
- Holiday Inn Express 902-892-1201
- Quality Inn and Suites 902-894-8572
- Dutch Inn 902-566-2211 (*Mandarin-speaking staff*)

## TRANSPORTATION

---

There is a public transit bus that runs through the main parts of the city, and UPEI students can ride as often as they want for free just by showing their student card. To see the routes, check [\*\*\*Trius Transit\*\*\*](#). By taking the bus, you can be downtown in just 10 minutes. Otherwise, students typically walk or take a taxi to where they need to go.

# When You Arrive ON CAMPUS

## ORIENTATION

---

In September, UPEI offers a campus-wide orientation session for new students. The September session is often referred to as New Student Orientation or NSO for short. Each year the dates for NSO vary, so be sure to check the UPEI website for up-to-date details. During this time, new international students are also invited to take part in information sessions created specifically for them.

There is also a one-day orientation (ISO) specifically for international and exchange students. The UPEI international team hosts their own orientation session in January. Winter International Orientation Day is a fantastic

opportunity to make new friends, meet the staff and receive important information. Topics covered at the orientation include the weather, social events, health insurance, study and work permits, finances, academic help, and the bus system. Plus, there is food and fun! If you are starting in January, it is **very important** to attend the international orientation day.

You can find out more information about orientation by visiting our [\*\*\*UPEI website\*\*\*](#).



## ARRIVAL CHECKLIST

- Get information on New Student Orientation (NSO) Week activities, if you didn't sign up prior to arrival.
- Make sure that you attend the orientation sessions for International students that are offered during NSO. (You really should not miss these important sessions!)
- Get your **CampusCard** student ID card at the Chi-Wan Young Sports Centre front desk, or at the Residence Services Office in Dalton Hall
- Pay residence and fees either **online** or in person at the Registrar's Office in Kelley Memorial Building.
- Pick up a free student handbook from the UPEI Student Union Office, 2nd Floor South, W.A. Murphy Student Centre.
- Print your **insurance card** or download the UPEI Student Benefits application from the Apple Store or Google Play.



Please feel welcome to visit our office anytime.  
We love to welcome new UPEI students.

## PRINT YOUR UPEI MEDICAL INSURANCE CARD

All full-time students, international and local, are automatically enrolled in a student medical insurance plan, which is included in your student fees and is administered by the UPEI Student Union. For more information, see the UPEI Student Union page.

**CONTACT:** Admin Assistant  
T: 902-566-0530  
E: [admin@upeisu.ca](mailto:admin@upeisu.ca)



**HELPFUL HINT:** Students must be registered in a minimum of three (3) courses (EAP and/or credit courses) to qualify for the UPEI student medical plan. Students are strongly encouraged to purchase alternate insurance if registered in fewer than three (3) courses.

**HERE'S AN OPTION**

## WHERE TO GO/WHAT TO DO IF YOU GET SICK

In Canada we have hospitals and we have medical clinics/ doctor's offices. When you are not feeling well, you will go to what is often called a "walk-in" clinic. These clinics help treat people with minor conditions like ear infections, rashes, lung congestion, and stomach upset. You can also visit the on-campus health clinic at the UPEI Health Centre for reproductive health, counseling, immunization, and prescription requests. You must bring your UPEI health/medical card with you when you go to this clinic.



**LOCATION** 'The Loft' 2nd Level, North End  
W.A. Murphy Student Centre

**HOURS** 9:00 am–4:00 pm  
Open Monday to Friday, October–April

**CONTACT** T: 902-566-0616  
F: 902-566-0786  
E: [healthcentre@upe.ca](mailto:healthcentre@upe.ca)

If your condition is serious, i.e. broken bones, severe and persistent pain, or head trauma, you go to the emergency department of the acute-care hospital in Charlottetown, the Queen Elizabeth Hospital. If you or a fellow student are severely injured and are unable to travel on your own, you must dial 911 and ask for an ambulance. Make sure that you have your medical insurance card and UPEI ID on you at all times. It is important that you keep your contact information up-to-date. In the case of an emergency, UPEI needs to know who to contact on your behalf.

### IMPORTANT NOTE:

If you are a minor, you should also keep the contact information for your legal custodian on you at all times.

Queen Elizabeth Hospital  
60 Riverside Drive, PO Box 6600, Charlottetown, PE C1A 8T5  
T: 902-894-2111

### ARRANGE FOR A LOCAL PHONE NUMBER

Rogers, Bell Aliant, Koodo, Fido, Virgin, and Telus are all popular cell phone providers in Canada. Some of these service providers have stand-alone stores located in the Royalty Crossing shopping mall (located close to campus). Other options include The Source and Best Buy Canada; both of these stores are authorized cell phone providers. Some students decide to purchase pay-as-you-go cell phone plans and cards.

### GET YOUR FINANCES IN ORDER

Depending upon your country of origin, you may be able to set up your bank account prior to your arrival in Canada. Once you arrive in PEI, you will want to visit your bank of choice, finalize any paperwork, and/or provide any needed signatures. You will also want to find out what the most economical way to transfer money from your home country to Canada will be. Don't forget to pay your fees by the deadline.

Now is also a good time to sit down and plan out a budget. Decide how much you can afford to spend on rent, bills, and groceries per month, and stick to your plan. The UPEI Student Union offers sessions each year on budgeting and financial planning; we highly recommend that you take advantage of these free resources.

### IMPORTANT NOTE:

There have been recent changes to the amount of funding that students must demonstrate that they have in order to receive approval from IRCC. Students studying in Canada are required to be able to cover their tuition, and for one individual, have at least \$20,635 dollars a year to cover living expenses. If you plan to bring family members with you, you will need extra funds. Please see here. You cannot rely on part time earnings to cover your costs."





Local banks located close to the UPEI campus include:

- CIBC  
Belvedere Plaza, 465 University Avenue  
902-892-3477
- Royal Bank  
335 University Avenue  
902-892-0104
- Scotiabank  
135 St Peters Road  
902-894-5013
- Toronto Dominion (TD)  
695 University Avenue  
902-569-2819
- Bank of Montreal  
670 University Avenue  
902-894-7021

**HELPFUL HINT:** Call ahead to find out what information and identification you will need to open a bank account.



## SIGN UP FOR THE INTERNATIONAL BUDDY PROGRAM

The UPEI Buddy Program helps students transition to life in Prince Edward Island. It also helps new international students make friends and find out about all of the helpful services available to them on campus. This popular program is all about exchanging experiences, making international friendships, and learning different cultures. Sign up for the UPEI Buddy Program! Visit the [Program website](#) for more information.

**CONTACT:** E: [buddy@upeisu.ca](mailto:buddy@upeisu.ca)

## LOOK FOR A PART-TIME JOB

Now that you have made some friends, and started your classes you might be interested in looking for a part-time job. Full-time (non-EAP) International students with a valid study



permit can work on campus for up to 20 hours per week. During scheduled academic breaks, full-time students can work full-time. You must stop working on the day you no longer meet the above eligibility requirements (e.g. if you are no longer a full-time student during an academic session.)

More details, and a full description of the regulations can be found [here](#).

**HELPFUL HINT:** It is very important that you do not exceed the number of hours that you are permitted to work. Your ability to work is tied to your student status. You cannot work if you are not actively enrolled full-time in courses.

Student jobs on campus can consist of working in the cafeteria, in residence, as a groundskeeper, in the library, or assisting professors, just to name a few possibilities. Off-campus, there are many places that employ students part-time. You can view postings on the central government job site by creating an account at the [Government of Canada Job Bank](#). You can also subscribe to UPEI job postings. UPEI also posts all of the student jobs available on campus [here](#).

**HELPFUL HINT:** UPEI has an entire office devoted to helping students learn how to look for work, write a cover letter and résumé, and prepare for an interview.

## INCOMING EXCHANGE STUDENTS

### HEALTH INSURANCE

Visiting and exchange students are not covered by local government health plans. You must have comprehensive health insurance while attending UPEI. If your home institution does not automatically provide international student health coverage, we suggest you visit the [guard.me website](#) or other similar health insurance options. Please arrange appropriate coverage and submit proof of coverage to the UPEI Exchange Coordinator prior to your arrival.





At a minimum, your health coverage should include the following:

- Benefits for pre-existing conditions
- Coverage for medically necessary treatment in Prince Edward Island (up to \$250,000 CDN)
- Direct billing/payments for hospitalizations
- Maternity benefits to cover office visits, pre-natal care, child-birth, and post-natal care (minimum \$25,000) *if you are staying for more than one academic semester*
- Coverage in your home country (minimum 30 days)
- Coverage outside of Canada (if you plan on travelling abroad)
- Client toll-free number (English-speaking)

## TUITION CATEGORY

Determine your university tuition category. Some of UPEI's exchange/visiting student programs allow UPEI and our partners to exchange students, whereby a student pays tuition to his or her home institution but attends classes somewhere else in the world. Other non-partner institutions may send visiting students to UPEI. Unlike exchange students, these students pay tuition fees to UPEI as international students. In consultation with your home university, be sure to determine which category you fall into.

If you are applying as an exchange student from one of our partner schools, please complete and submit this [\*\*exchange application form\*\*](#).

## CHOOSE YOUR COURSES

If you plan to study at UPEI, you will work with academic advisors at your home university and at UPEI to select courses that meet your program needs and to ensure the credits are recognized at your home institution. Typically, a full-time student at UPEI takes five (5) courses per semester, and most courses are three (3) semester-hours. You must be registered in at least three courses (a total of nine semester-hours) to be



considered full-time. Fill out and submit a [course request form](#). If the courses you want to take are full, contact the department or the professor; you may be able to receive special permission to be allowed into the class.

## INTERNATIONAL STUDENT OFFICE

---

Our team is here to help you. International students can speak with our International Student Advisors for advice on accommodations, getting settled, academic matters, cultural adaptation, social events, financial and immigration issues, finding faith groups, or other personal issues.

Contact the office to set up an appointment with one of the International Student Advisors, Richelle Greathouse [rgreathouse@upei.ca](mailto:rgreathouse@upei.ca), Sarah Cheng [sacheng@upei.ca](mailto:sacheng@upei.ca) or Erica Stanley [estanley@upei.ca](mailto:estanley@upei.ca).

If you are thinking about changing your living arrangements and are considering Homestay, make an appointment with our [Homestay Coordinator](#).

While members of the international team cannot fill out any immigration forms for you, or advise you on immigration matters beyond those that apply to students, we are happy to show you where you can access the information that you need, and scan your documents for you. Please see one of our helpful student assistants at the main reception desk.

Some of the immigration issues that we can assist you with are:

## LOST DOCUMENTS

---

If your documents such as your study or co-op work permits are lost or stolen, you must request a replacement from IRCC. Follow instructions on the [IRCC website](#), and submit your application for replacement including proof of payment of the \$30 processing fee. You may continue studying and/or working while your documents are being replaced. We highly recommend that you not leave Canada until you receive your replacement study or work permit.





**PASSPORT:** If your passport is lost or stolen, you must replace it immediately. You must have a new passport before replacing any Canadian permits or applying for a new temporary resident visa (TRV), if you had one.

## STUDY PERMIT EXTENSIONS

Study permits must be extended if you will be staying in Canada past your original study permit's expiry date. While you can apply for an extension by mail, it is much faster to do your study-permit renewal online. You should apply online ONE to THREE MONTHS before your current permit expires. For more details on how to extend your study permit, visit the [government page](#). For information on processing times, [click here](#).

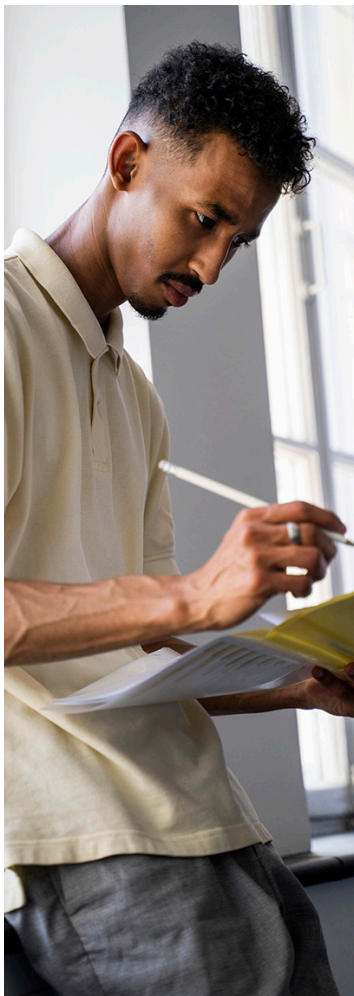
If you have a question about your application, you can call the IRCC Call Centre, 1-888-242-2100, from 8 am to 4 pm, Atlantic time, Monday to Friday. Make sure you know your Client ID number (UCI), which is the eight-digit number on your study permit. Please feel free to come to the office if you would like to discuss your concerns with a staff member.

It is very important that you keep your study-permit active. Do not let your study permit expire. If your study permit expires, you may qualify for a restoration of status. However, [there are conditions](#).

**If you have let your study permit expire you must stop studying and working immediately.** Failure to do so is a violation of Canadian law. If you have let your status expire for more than 90 days you may be required to leave the country and reapply for a study permit.

## TEMPORARY RESIDENT VISA (TRV)

Many international students require a TRV to enter Canada. You can travel back and forth if you have a multiple-entry visa. You can apply for this at the time you are applying for a study permit. You can [apply for this](#) at the time you are applying for a study permit. If your TRV expires while you are studying in Canada, you can make an application to renew it. This can be done online. If you need help scanning your documents, you can come to the International Student Office for help.



**HELPFUL HINT:** Allow yourself plenty of time to renew your visa before making any travel plans.

## ACADEMIC ADVICE AND REFERRALS

Are you struggling with your courses and are not sure where to go to get help? Make an appointment with the International Student Advisor to discuss your issues. They can refer you to helpful resources on campus such as the [Webster Centre for Teaching and Learning](#), [Math HelpCentre](#), [Student Affairs](#), and [Career Services](#).

## APPLICATION FOR A SOCIAL INSURANCE NUMBER (SIN)

Students must go to the office for Service Canada at the Jean Canfield building on University Ave to obtain a social insurance number. You can also [apply online](#) for a SIN. Please see a student assistant at the front reception desk for help.

If your study permit states that you “may accept employment” or “may work” on- or off-campus in Canada, you can bring this to Service Canada and receive your SIN immediately. If your study permit does not have the above wording, (and it should have) you need to [apply to have your study permit amended](#).

**IMPORTANT NOTE:** If you are enrolled in the English Academic Program (EAP) you will not be able to work off-campus until you become a full-time academic student.

## APPLICATION FOR A PEI HEALTH CARD

Applications for a PEI Health Card can be found online. Only foreign students that are allowed to work off campus are eligible for a PEI Health Card. Please email [irostu@upei.ca](mailto:irostu@upei.ca) to request a how-to document.

If you are in Canada on an employment visa, ministerial permit or another immigration document, contact Health PEI to discuss your eligibility.

Please visit the [Health PEI website](#) for the most up-to-date information.



**HELPFUL HINT:** The International team and the UPEI Buddy Program often host social events.





## HELPING YOU FORM CONNECTIONS ON CAMPUS AND GET INVOLVED

There are so many ways to take part in campus life at UPEI. Living in residence is a good way to become quickly involved and to meet many fellow students. You can also apply to the ***UPEI Buddy Program***, where you will be matched up with a Canadian or returning student who can spend time with you and introduce you to his/her friends. To find out more information about the UPEI Buddy Program, click [\*\*\*here\*\*\*](#).

We would love to find out more about the culture of your home country. Every week students meet for Language Exchange Club. The meeting times change every semester so, stop by to find out when the next group meeting will be. It is great fun to teach your new UPEI friends Mandarin, Spanish, Korean, or whatever your native language happens to be.

The office strongly encourages international students to join clubs and to volunteer on-campus and in their community. Volunteering is also a wonderful way to earn a local work reference. The ***UPEI Student Union*** can help match you with volunteer opportunities. You are also welcome to meet with the International Student Advisors to discuss your volunteering ideas. The Office has many volunteering opportunities: airport pick-up, language partner, world ambassador, and summer-camp volunteer.

The on-campus UPEI Chi-Wan Young Sports Centre is available to all students for fitness and recreation. In the winter, students have access to the on-campus ice rink. There are also many clubs and societies through your faculty or the Student Union that you may be interested in joining. There is also a Society of International Students (SIS). The UPEI Student Union keeps a list of all ***UPEI societies and clubs***.

There are many social activities going on at the University and in the local community. A good entertainment guide is ***The Buzz***. Other interesting cities to visit on the weekends include Moncton and Halifax. Because of liquor licensing rules, many night-time social activities are restricted to those 19 years of age and older, although the UPEI campus pub, “The Fox and Crow” often has events open to all ages.

### CULTURE SHOCK

---

Sometimes adjusting to a new country can be tough. It is very natural to go through a process that is called “culture shock”. Culture shock describes the psychological disorientation experienced by people living in a new environment. Everyone experiences culture shock to some degree. It can range from mild irritation to deep-seated psychological panic and depression. How do you know if you are experiencing culture shock? Here is a list of common symptoms:

Symptoms of culture shock:

- Feeling isolated or alone
- Feeling bored, anxious, or depressed
- Sleeping too much and tiring easily
- Finding it difficult to sleep
- Suffering body pains, especially in the head, neck, back, and stomach
- Wanting to return home; not caring about anything
- Feeling irritable or anger toward local people
- Exaggerated cleanliness
- Loss of ability to work/study effectively
- Unexplainable weeping

Because culture shock is a process, people go through it at different rates, and experience it differently. Just remember, many of your fellow students are feeling the same way. To help you adjust to your new surroundings, there are some common activities that many people find helpful.

You could try to:

- Spend time with friends and host family; don't isolate yourself.
- See an International Student Advisor (or any counsellor in Student Services) to talk about what you are experiencing. If you want someone to walk over with you, just ask us.
- Keep a journal to reflect upon what you are feeling.
- Exercise, exercise, exercise!!! Yes, even when it is cold outside! ;)
- Stay busy and get involved in activities you enjoy; take up a hobby; plan special treats, and make comfort foods; volunteer to help others.
- Set realistic goals; don't expect to be fluent in English in a month. Be gentle with yourself.
- Practice relaxation and meditation.
- Allow yourself to feel sad about the things you have left behind but focus your power on getting through the transition.
- Remember that this is a stage that will pass. Try to keep a good sense of humour, and laugh at your mistakes.

If you have tried some of these strategies and you feel like they are not working, UPEI has a Student Affairs Office that offers counselling to students in need.

T: 902-566-0488

E: [studentserv@upe.ca](mailto:studentserv@upe.ca)



## ACADEMIC ENVIRONMENT

The North American academic environment may be different from the one that you experienced at home. Canadian professors value critical thinking and will encourage you to ask questions. You may feel shy at first, but you will soon find it a normal part of daily class life. No two professors will be the same, but in general you may notice that the classroom environment is quite informal. However, just because the classroom is informal, that does not mean that certain rules do not need to be followed. It is polite in Canadian classrooms to turn off cell phones and other possible distractions.

You may also find that you will be doing a lot of group work. Sometimes it can be hard to be the student with a different perspective when all of your group mates think the same way. You may not want to speak up and say that you think the group should go in another direction. However, studies show that it is the differences of opinions that make groups more creative and successful. So, speak up, your group will be thanking you.



## Join us ONLINE

If you are a newly admitted international student you are invited to join our Facebook group. It is a closed group so you need to make a [request to join](#).

We also have a [Buddy Program Facebook page](#).



We are now on [Instagram](#). Check us out!



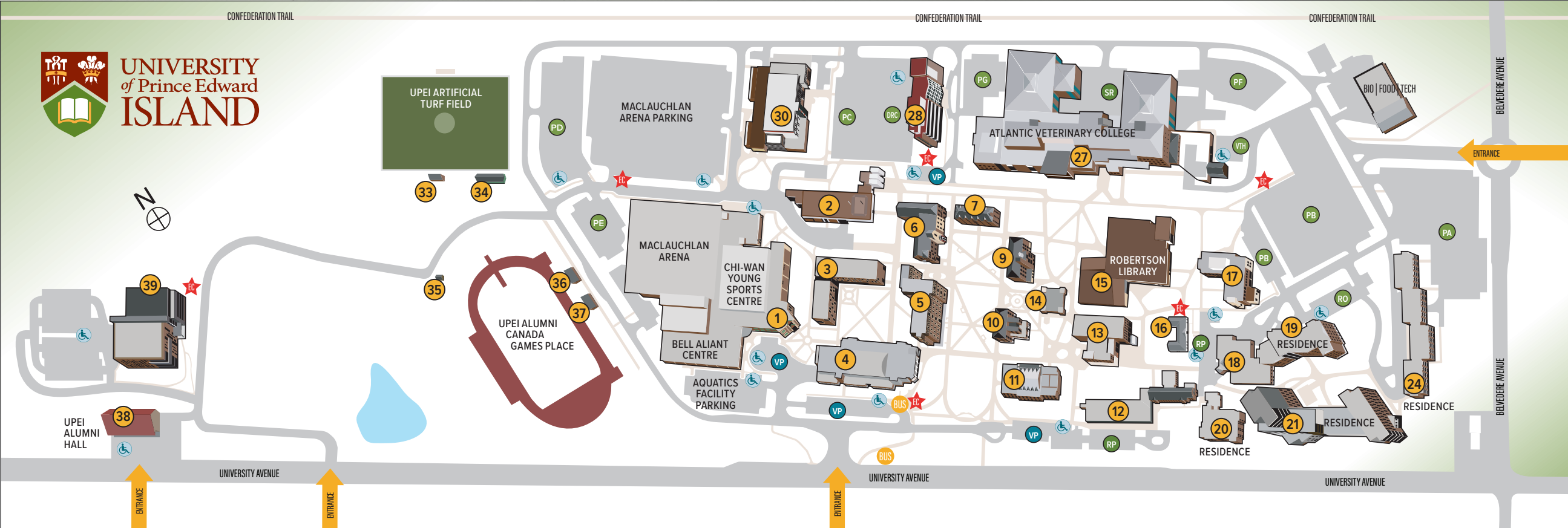
Join us on YouTube and take a [campus tour](#).







# Campus MAP






## UPEI CAMPUS BUILDINGS

- |                                     |   |   |
|-------------------------------------|---|---|
| 1 CHI-WAN YOUNG SPORTS CENTRE (YSC) | 12 DON AND MARION MCDUGALL HALL (MCDH)          | 21 PERFORMING ARTS CENTRE AND RESIDENCE (PAC)                 |
| 2 CENTRAL UTILITY BUILDING (CUB)    | 13 DUFFY SCIENCE CENTRE (DSC)                   | 24 BLANCHARD HALL (BLH ) (RESIDENCE)                          |
| 3 HEALTH SCIENCES BUILDING (HSB)    | 14 CHAPLAINCY CENTRE (CC)                       | 27 ATLANTIC VETERINARY COLLEGE (AVC)                          |
| 4 W.A. MURPHY STUDENT CENTRE (MSC)  | 15 ROBERTSON LIBRARY (RL)                       | 28 REGIS AND JOAN DUFFY RESEARCH CENTRE (DRC)                 |
| 5 SDU MAIN BUILDING (SDMB)          | 16 DAYCARE BUILDING (DCB)                       | 30 FACULTY OF SUSTAINABLE DESIGN ENGINEERING BUILDING (FSDEB) |
| 6 STEEL BUILDING (SB)               | 17 K.C. IRVING CHEMISTRY CENTRE (ICC)           | 33 ARTIFICIAL TURF FIELD ANNOUNCERS' BUILDING                 |
| 7 DALTON HALL (DH)                  | 18 WANDA WYATT DINING HALL (WDH)                |   |
| 9 MEMORIAL HALL (MH)                | 19 BILL AND DENISE ANDREW HALL (AH) (RESIDENCE) |   |
| 10 CASS SCIENCE HALL (CSH)          | 20 BERNARDINE HALL (BEH) (RESIDENCE)            |   |
| 11 KELLEY MEMORIAL BUILDING (KMB)   |   |   |

## PARKING

- |   |  |
|---|--|
| PA GENERAL (OVERNIGHT DURING WINTER MONTHS)         | RO RESIDENCE ONLY                        |
| PB GENERAL AND DESIGNATED                           | RP RESERVED                              |
| PC DESIGNATED                                       | SR SHIPPING AND RECEIVING                |
| PD GENERAL  | VP VISITOR METERED                       |
| PE GENERAL  | VTH VETERINARY TEACHING HOSPITAL CLIENTS |
| PF DESIGNATED                                       |  |
| PG DESIGNATED                                       |  |
| ACCESSIBLE  |  |
| AQUATICS FACILITY PARKING                           |  |
| DRC DUFFY RESEARCH CENTRE MACLAUCHLAN ARENA PARKING |  |

-  BUS STOP  
 CAMPUS ENTRANCE  
 EMERGENCY CALL STATION





UNIVERSITY  
of Prince Edward  
**ISLAND**

550 University Avenue,  
Charlottetown,  
Prince Edward Island,  
Canada C1A 4P3

 [upei.ca](https://upei.ca)

 [upei.ca/international](https://upei.ca/international)