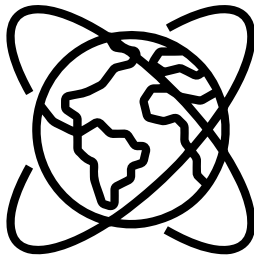


utmSU



**INTERNATIONAL  
STUDENTS'  
HANDBOOK**

# Contents

1	Welcome!
2	Fairness 4 International Students Campaign
4	UTMSU Resources for International Students
6	University Resources for International Students
8	Working as an International Student
10	Post-Graduate Work Permit
11	Finding Housing
12	Tenant's Rights
13	University Health Insurance Plan (UHIP)
15	UTMSU Health and Dental Plan
17	Permanent Residence after Graduation
18	International Education Centre (IEC)
20	Migrant Students United
22	Getting Around Mississauga

# Welcome!

Welcome to the University of Toronto Mississauga! In this guide you will learn how to navigate our beautiful campus, get a list of resources offered to international students and learn ways to get involved with the UTMSU.



## University of Toronto Mississauga Students' Union (UTMSU)

The UTMSU represents over 15,000 domestic and international students at UTM. We always work to ensure all voices are heard, including the voices of international students and new comers. Here's where you can find your home away from home!

# Fairness 4 International Students Campaign

The Fairness for International Students' Campaign is about providing international students with a more accessible and sustainable future in post-secondary education.

## Campaign Goals:

### ★ **Permanently end the 20-hour work rule for study permit holders.**

Recently in September 2022, the Federal Government announced that international students are now free to work more than 20 hours a week due to the labor shortage. However, this legislation is temporary. We are mandating the federal Government to permanently remove the 20-hour work rule, and allow international students the opportunity to work as many hours off-campus as they deem necessary.

### ★ **Introduce a cap on international tuition fee increases**

International student tuition is unfortunately not capped, which means it can be increased by whatever percentage the universities and colleges consider necessary for their budgets. We are asking the government to introduce a cap on international tuition fees to stop tuition fees from rising unfairly each year.

## \* **Re-introduce Ontario Health Insurance Plan (OHIP) for international students**

In the 1970s, International students and migrants residing in Ontario were included in the OHIP program of public health care. Now, international students rely on a private health care insurance provider and university health insurance plan (UHIP). Health care is a universal right and not a privilege. We are demanding the re-introduction of International Students to the OHIP program.

## \* **Increase funding and scholarships for International Students**

Education is a universal right, and international students should be able to receive support to ensure they can afford to attend school.

International students rarely qualify for scholarships and grants from institutions even though they pay the highest fees.

Programs like OSAP are not available for international students. Consequently, we request institutions and governments to increase funding and scholarships for international students until free education becomes a reality.



Want to get more involved in the campaign? Email

**[vpexternal@utmsu.ca](mailto:vpexternal@utmsu.ca)**



# Resources for International Students

Provided by the UTM Students' Union

## **UTMSU International Student Bursaries**

The UTMSU's International Students' Bursary is designed to assist registered undergraduate international students. It is also for international students who have proven they are in financial need and have difficulty financing their post-secondary education.

We acknowledge that being an international student is very expensive, from astronomical fees to high rent prices. That's why the Union offers bursaries for international students!

To find out more, please email [bursaries@utmsu.ca](mailto:bursaries@utmsu.ca).

## **International Students Forum**

The International Student Forum ensures international students' voices are heard by decision-makers at the UTMSU when it comes to shaping the campaigns, services and events.

It's also an ideal space to get introduced to partner organizations of the Union, including Migrant Students United and the International Education Centre.

To participate, please email [vpexternal@utmsu.ca](mailto:vpexternal@utmsu.ca).

## UTMSU Cultural Clubs

There's a variety of cultural clubs on campus to reflect the diverse membership at UTM, and you should join them! To find the list of clubs, visit the UTMSU Website, you can find the list under the campus groups tab.

Didn't see your cultural club there? You can always start a new one!

To find out how, email [campus.groups@utmsu.ca](mailto:campus.groups@utmsu.ca).

## Multicultural Week!

Multicultural week is a time to showcase and celebrate the cultural diversity at UTM!

You will have the opportunity to wear your traditional attire, listen to music and taste food from countries across the globe.

Want to participate in multicultural week events? Email [vpccampuslife@utmsu.ca](mailto:vpccampuslife@utmsu.ca)



# University Resources for International Students

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## UTM Student Affairs and Services

Davis Building 3094-G  
[utm.utoronto.ca/sas](http://utm.utoronto.ca/sas)  
(905) 828-3872

UTM Student Affairs and Services (SAS) seeks to enhance students' quality of life and the learning experience beyond the traditional classroom.

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## International Education Center (IEC)

Davis Building 2091A  
[utm.utoronto.ca/international](http://utm.utoronto.ca/international)  
(905) 569-4716

The IEC offers many services such as immigration advising, promotion of Study-Abroad opportunities, and educational and co-curricular programs, all to enhance the international student experience.

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## Accessibility Resource Center

Davis Building 2037  
[utm.utoronto.ca/accessibility](http://utm.utoronto.ca/accessibility)  
(905) 569-4699

Accessibility Resource Center (AARC) provides services and academic accommodations to students who have a documented learning, physical, sensory, mental health disability or condition. You can also volunteer with the AARC as note-takers or invigilators.

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## Career Centre

Davis Building 2075  
[utm.utoronto.ca/careers](http://utm.utoronto.ca/careers)  
(905) 828-5451

The Career Centre offers many initiatives to help build your knowledge about the world of work. We also help you be well-prepared after graduation.



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## Health and Counseling Centre (HCC)

Davis Building 1123A  
[utm.utoronto.ca/health](http://utm.utoronto.ca/health)  
 (905) 828-5255

The HCC is your partner in maintaining physical and emotional wellness by providing services such as medical care, personal counseling and psychiatric care, as well as a variety of events.

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## UTM Library

[askutml.utm@utoronto.ca](mailto:askutml.utm@utoronto.ca)  
[library.utm.utoronto.ca](http://library.utm.utoronto.ca)  
 (905) 828-5236

Need information? Look to your Library for high quality resources! You can access Library services and print collections onsite or also access the library's electronic resources remotely anytime.

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## UTM Early Learning Center (ELC)

[teresa.alves.silva@utoronto.ca](mailto:teresa.alves.silva@utoronto.ca)  
[elc.utoronto.ca](http://elc.utoronto.ca)  
 (905) 569-4422

The ELC is intimately familiar with student, staff and faculty issues regarding childcare in a university setting. Full-time and part-time care is available, with first priority to UTM students, staff and faculty.

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## Shuttle Bus

The Shuttle Bus service is operated through an incidental fee. Students at UTM are also allowed to take classes downtown at the St. George campus as well as the Sheridan College-Oakville campus, depending on the program of enrolment.



# Working as an International Student

In 2014, students successfully lobbied the federal government to have a study-work permit included in their work permit. After the victory, students were allowed to work on and off campus without the need to seek a separate work permission!

However, you still need a Social insurance Number (SIN) to be allowed to work!

There are a couple of ways to apply for your SIN:

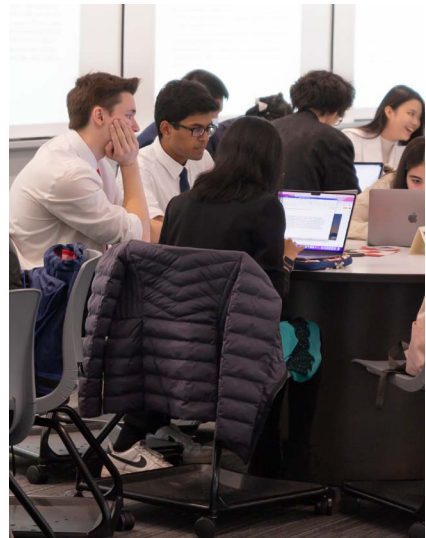
1. Online on the government website.
2. By mail at a Service Canada office. Note that to apply you will need your passport and a copy of your Study Permit.

Your SIN is needed for tax purposes and should begin with the number “9.” Your social insurance number will be valid until your study permit expires. Should you need to renew your study permit in order to finish your program, you will also

need to extend your SIN after receiving your new study permit.

For more information about social insurance numbers, visit the Government of Canada website or go to a Service Canada office in person.

**Government of  
Canada Website**



# Finding work on campus?

Check out these on-campus employment opportunities

## At the UTMSU

The UTMSU is one of the largest employers on campus, you can work at the Blind Duck kitchen, the Duck Stop Convenience Store, or as an associate to the UTMSU executives to help their vision come to life!

Visit [utmsu.ca/employment](https://utmsu.ca/employment)

### UTMSU Opportunities



## International Education Centre (IEC)

The IEC offers many work-study opportunities for international students to help their programs and events.

## Centre for Student Engagement (CSE)

The CSE also has many opportunities for student to work part-time in a work-study position.

### IEC Opportunities



## Career & Co-Curricular Learning Network (CLNX)

A tool to find job postings, volunteer opportunities, research openings, mentorship and co-curricular experiences.

Contact [cln@utoronto.ca](mailto:cln@utoronto.ca) if you have any problems logging into CLNx.

### Logging on to CLNX



login your with  
UTORid

# Post-Graduate Work Permit after Graduation

The Post-Graduation Work Permit (PGWP) Program is a pathway that allows International Students who finished their studies in accredited Canadian tertiary institutions to apply for a Work Permit.

You can apply for PGWP up to **180 days** after you have graduated from your post-secondary institution. When applying online, you will receive a personalized document checklist, and note that other documents may be requested.

When applying online, you will receive a personalized document checklist, and note that other documents may be requested.

Contact the IEC if you have any questions about your PGWP application. Learn more about the IEC on page 18.

## To apply you need one of the following:

- your degree/diploma (from the institution you graduated from)
- an official letter from the school or an official transcript to prove your completion
- scans of passport
- immigration documents (if applicable)
- other identification

# Finding Housing

## On-Campus Housing

Housing on campus is managed by the Student Housing and Residence Life Department (SHRL). First-year students are given priority access when applying for on-campus housing. To find out more information about on-campus housing, please visit the SJRL website or contact them below



CONTACT

[resdesk.utm@utoronto.ca](mailto:resdesk.utm@utoronto.ca)

905-828-5286

[utm.utoronto.ca/housing](http://utm.utoronto.ca/housing)

## Off-Campus Housing

UTMSU Website with off-campus housing resources:

[utmsu.ca/off-campus-housing](http://utmsu.ca/off-campus-housing)

University of Toronto Off-Campus Housing Listings:

[offcampushousing.utoronto.ca](http://offcampushousing.utoronto.ca)

Students may also find additional off-campus housing options on Kijiji, Padmapper, Trovit, Viewit, Places4students, Torontorentals, Gotarent, GSCrentals, Casalova and 4Rent.



# Tenant's Rights

Most of the tenants' rights are protected under the Residential Tenancies Act (2006) which outlines a wide range of laws and regulations. Below are some of the tenant rights that students should be informed of:

- After you move in, your landlord must wait at **least 12 months** before raising the rent and must give a written notice **at least 90 days** before. Most landlords are only permitted to raise their rent percentage based on the guideline given by the provincial government.
- You are legally protected from any type of harassment such as yelling, invasion of privacy, sexual suggestions, and discrimination. Moreover, if you owe rent, you are still not subject to any harassment by the landlord such as cutting off essential services, locking doors or entering your space without permission. Please do the following if you experience any discrimination:
  - Keep track of their harassment to have proof
  - See if other tenants are experiencing the same issue
  - Get information from the **Centre for Equality Rights in Accommodation (CERA)** at **1-800-263-1139 ext. 1** or **[www.equalityrights.org/cera](http://www.equalityrights.org/cera)**.
  - Get legal advice from the **Human Rights Legal Support Centre** at **1-866-625-5179** or visit **[www.hrlsc.on.ca](http://www.hrlsc.on.ca)**.
  - You can speak to a lawyer at a community legal clinic by calling **Legal Aid Ontario** at **1-800-668-8258** or **[legalaid.on.ca](http://legalaid.on.ca)**. If your landlord wants to evict you, they must provide you a notice outlining the reason which should be outlined in the Residential Tenancies Act.

Furthermore, the UTMSU has a housing support clinic that refers tenants facing any issues with their landlords to Downtown Legal Services for summary advice. Please email the [vpexternal@utmsu.ca](mailto:vpexternal@utmsu.ca) if you would like to use this service.

# University Health Insurance Plan (UHIP)

## UHIP at UofT

Registered international students and exchange students at UTM are automatically enrolled in University Health Insurance Plan (UHIP). UHIP acts as your primary insurance for many medical needs.

## Accessing your UHIP card

To get your UHIP card, go to the website in the QR code below, enter your access ID and password and click sign in.

Next, click coverage information from the home page. Select print my coverage card under resources.

**Check your UHIP coverage:**



## UHIP Online registration

- Create a Sun Life personal account on [mysunlife.ca](https://mysunlife.ca).
- Enter your date of birth as day/month/year
- Select Canada as your country
- Enter postal code
- Click on health/dental benefits.
- Enter your contract/policy number (**050150**) and your member ID which is "**U**" + your 10 digit student number or "**UT**" + your 9 digit student number
- Click on **need a registration code** in your email to get your registration code
- Open the email from Sun Life. If your email is not on file, you need to first activate your UtorID and then contact [uhip.information@utoronto.ca](mailto:uhip.information@utoronto.ca).

If you are having registration issues, contact Sun Life at **1-866-500-8447**.

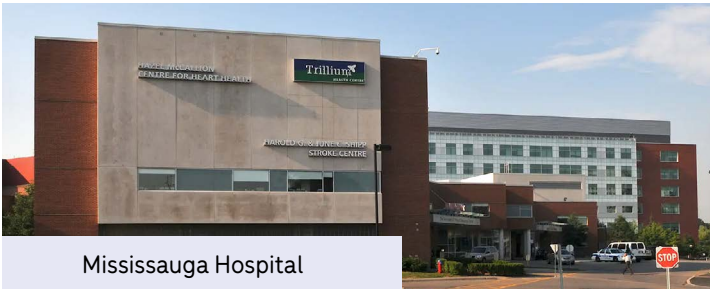


# Hospitals near UTM

The nearest place that accepts UHIP is the **UTM Health & Counselling Centre (HCC)**. If you don't have your UHIP card, you must pay for your appointment upfront. You can also visit the **Credit Valley Hospital, Mississauga Hospital, Queensway Health Centre, and St. Joseph Health Centre (Unity Health)** where you must bring your UHIP card and a claim form. Currently, all clinics and hospitals in Mississauga accept UHIP as long as you have your UHIP card and claim form.



Credit Valley Hospital



Mississauga Hospital



St. Joseph Health Centre



# UTMSU Health and Dental Plan

The UTM Students' Union (UTMSU) provides affordable and comprehensive health and dental coverage to all union members enrolled at the University of Toronto Mississauga campus. Our health and dental plans are provided through Green Shield Canada (GSC), the only national not-for-profit insurance provider in Canada with the support of the National Student Health Network.

Full-time UTM undergraduate and Mississauga Academy of Medicine (MAM) students are automatically enrolled into our UTMSU health and dental plans. Students can confirm their enrollment by ensuring that the following fees are assessed through ACORN per semester:

UTMSU Health plan -ft = \$102.09  
and UTMSU Dental plan -ft = \$85.34.

Depending on your academic registration, our plans provide extended health and dental coverage for up to 12 months, from September 1 to August 31, annually. Black-out periods apply to students who defer or pay their minimum payments late.

Students enrolled in BOTH the Fall and Winter semesters	Students enrolled in ONLY the Fall semester	Students enrolled in ONLY the Winter semester
Covered from September 1 to August 31	Covered from September 1 to December 31	Covered from January 1 to August 31

# UTMSU Health and Dental Plan

These plans cover medical expenses that are not covered by the provincial government, therefore, they are supplementary to coverage under OHIP (Ontario Health Insurance Plan) or UHIP (University Health Insurance Plan), not a substitute.

Our health and dental plans offer comprehensive benefits, ranging from drug/vaccine coverage, paramedical services, dental care, vision care, travel insurance, and accidental/emergency services. You can read more about these coverages with the resources below:

## Benefits Overview



## Benefits Booklet



## Discounts and Other



When using your Green Shield Canada coverage you will need your ID number (or insurance policy number).

This number is comprised of  
**“UTM” + student number + “-00”**

e.g. UTM1001234567-00. You can access a digital copy of this card by creating and logging into your GSC Everywhere account.

# Permanent Residence after Graduation

If you want to make Canada your home, you must apply for permanent residence (PR) by filling the form **IMM 5444E**.

The UTMSU highly recommends that you consult with the IEC immigration advisor prior to starting your application.

## Steps to apply for PR\*:

1. Complete your education credentials evaluation (ECA).
2. Complete the IELTS score.
3. Complete the CRS (Comprehensive Ranking System), a system used to score your profile. A total of 1200 points can be earned by a candidate.
4. Create an Express Entry profile, submit the application online, and apply to WES for an Educational Credential Assessment.
5. Fill out the Express Entry application.
6. Sign up for the job bank.
7. Receive an application invite.
8. Wait as IRCC officers will examine your criminal and medical backgrounds.
9. Gather necessary documentation in 60 days.
10. IRCC will ask for a medical test and once all documents have been approved, you will need to submit your passport to the Canadian Embassy.
11. Have a Visa stamped on your passport.

\* last updated in 2022

# International Education Centre (IEC)

The IEC is the go-to resource for international and new-to-Canada students.

## International Student Support

The IEC is here to support you with your transition to university, this includes prearrival support (what you need to arrive in Canada), University Health Insurance Plan (UHIP), support with adjusting to life in Canada and UTM and finding the right resources within the Mississauga community.

The IEC along with the **Career Centre** also has an international student employment strategist who can help students looking for jobs during their studies as well as those seeking to work in Canada after graduation. The international student employment strategist provides: one-on-one employment advising, tailored workshops and events, and **International Student Training Employment Program (ISTEP)**.



**Book an  
Appointment  
with the IEC**



**IEC** International  
Education  
Centre

## Immigration Advising

You can receive personalized support on immigration matters at no additional cost from the time of acceptance up to three years after graduation with our certified International Student Immigration Advisors.

This includes support with: Study Permits, Temporary Resident Visas, Post Graduation Work Permit, Permanent Residency, and other immigration related matters.

## Internationalize Your Degree

Experience another culture, travel, and develop cross-cultural competences through the IEC's Global Learning programs: UTM Abroad and UTM Exchange.

### CONTACT

[utm.utoronto.ca/international](https://utm.utoronto.ca/international)  
**905-569-4716**  
[international.utm@utoronto.ca](mailto:international.utm@utoronto.ca)  
social media: [@utmiec](#)



### Office in-person drop-in:

Location:  
**DV2091A (Davis building)**  
Office hours:  
**10:30 am - 12:30pm and 1-3pm**

# Migrant Students United

## International Students: Protect Yourself at Work, School, Housing

Many international students face difficulties with employers, schools and landlords. Here are some ways you can protect yourself, and where you can get support with questions about your rights at work, school, housing, access to services, as well as permit and immigration rules.

- Whether it's for school, work, housing or access to services, ask for time to thoroughly read contracts or any paperwork.
- Keep copies of every document you receive from your employer, school or landlord, including contracts, letters, pay stubs, receipts, even if you think you fully trust them.
- Keep your own record of the hours, dates and location where you worked, lived or studied, and any problems that happen. You may be able to use your own records, including notes in your diary or journal, or photos, as evidence to support a case in the future.
- If you are having issues with your employer, supervisor or landlord, write down any information that you can find: first and last name, title, email address, phone number, work and/or home address, license plate number, etc.
- Save records and screenshots of any communication you have with the person who is responsible for what is happening to you. This includes text or WhatsApp messages, emails, phone calls, or letters.
- If you are working, it is legal to be paid in cash. You still have rights, even if you get paid in cash, don't have a Social Insurance Number, work authorization on your permit or have lost immigration status.
- If you think your rights have been violated or you have questions about your rights at work, school, housing, healthcare, or about immigration, get in touch with Migrant Students United to get free and confidential support.

# IT'S DIFFICULT TO TAKE ACTION BUT YOU ARE NOT ALONE!

Many current and former international students across Canada have joined together to get access to our rights, and to create better laws and policies. Already, we have won changes to immigration rules. Migrant Students United is your community to get answers, to join with others like you, and protect yourself.

Send a WhatsApp message to our free and confidential hotline to get answers to any question **647-858-2854**

## UNITED, WE ARE STRONGER

Migrant Students United is part of the Migrant Workers Alliance for Change, a cross-country workers' organization that supports international students, migrant workers, refugees and undocumented people. Get in touch and join us!

### ***Current & Former International Student Information Hotline***

*Do you have problems at work, school, housing or questions about immigration? Having trouble getting services?*

***Send us a WhatsApp message!***



# 647-858-2854



MigrantStudentsUnited



msu@migrantworkersalliance.org



MigrantStudentsUnited.ca



**Migrant  
Students  
United!**

# Getting Around Mississauga

Mississauga is Canada's seventh largest city with a population of 717,000 residents. The city is full of life and entertainment. On the weekends, you can visit the **Celebration Square** at the heart of downtown Mississauga which is the home to several free festivals, concerts and delicious food. Depending on your interests, there are several attractions you can visit including the **Civic Centre**, **Living Arts Centre**, **Art Gallery of Mississauga**, **Square One Shopping Centre** and the **Paramount Fine Foods Centre** where you can watch a hockey game or basketball game. Simply put, there is something for everyone!



Celebration Square



Living Arts Centre



Paramount Fine  
Foods Centre



## Transportation

The UTMSU provides all eligible full time and part-time UTM and Mississauga Academy of Medicine (MAM) undergraduate students with a U-Pass to travel around the city of Mississauga.

**Shuttle Bus to  
UofT St. George  
(downtown  
Toronto campus)**



## U-Pass

The Universal Transit Pass (U-Pass) allows students unlimited fare-free rides on all City of Mississauga's transit buses, MiWay. All you need to do is present your U-Pass card and T-Card (UofT student ID) while boarding one of the MiWay buses. The Fall/Winter U-Pass is active from September 1st through April 30th and the Summer U-Pass is active from May 1st through August 31st.

**U-Pass**





University of Toronto Mississauga  
Students' Union

LOCAL 109 OF THE CANADIAN FEDERATION OF STUDENTS

**UTMSU.CA**

   @myUTMSU

 wechat UTMSU