



# INTERNATIONAL STUDENT HANDBOOK

## 2023-2024

AMBROSE  
UNIVERSITY

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# WELCOME TO AMBROSE UNIVERSITY



Ambrose University is located in the traditional territories of the Niitsitapi (Blackfoot) and the people of the Treaty 7 region in Southern Alberta, which includes the Siksika, the Piikuni, the Kainai, the Tsuut'ina, and the Iyârhe Nakoda. We are situated on land where the Bow River meets the Elbow River, and the traditional Blackfoot name of this place is Moh' kîns'tsis which we now call the city of Calgary. The city of Calgary is also home to Metis Nation of Alberta, Region III.

At Ambrose University, we want to make every effort towards reconciliation with the Indigenous people of Canada, and land acknowledgments are a way to recognize those who were here before us.

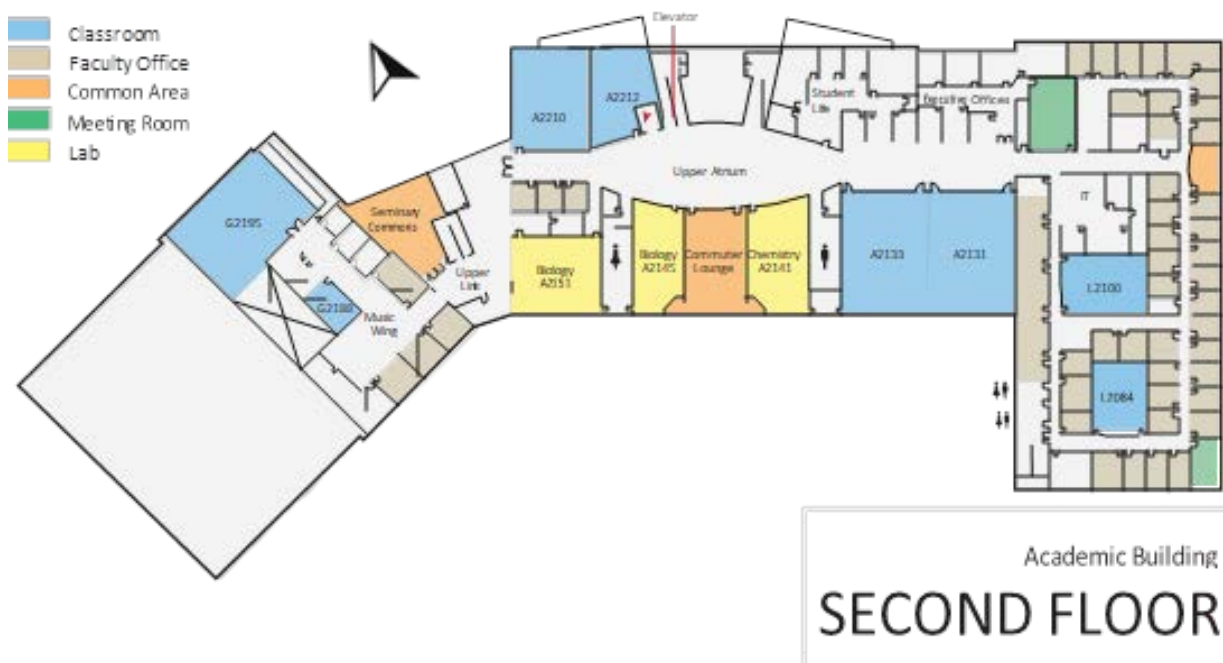
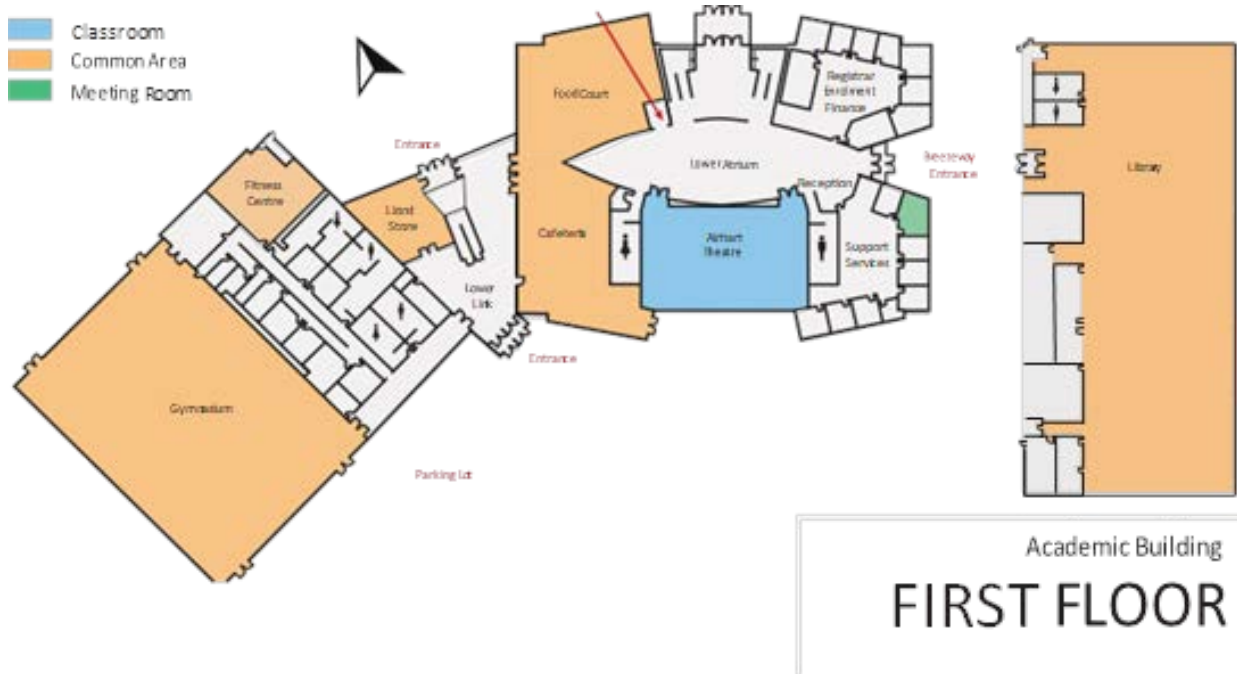




# About Ambrose University

Ambrose is a Christian University that offers Arts & Science, Business, Education, Ministry and Seminary programs. We have a unique and personal environment, and classes at Ambrose are small enough that professors know your name and welcome your questions and ideas both inside and outside of the classroom. Our professors become mentors who can lend you vital support as you learn and explore options for your future. We are committed to the integration of Christian faith with academic disciplines.

## Campus Map



# We are here for you!

We are so excited that you have chosen Ambrose University. This is an emotional time in your life and we are happy to welcome you as a family member of our Ambrose community. No matter what country you are from or how long you stay; one thing will be certain... you will have a memorable and wonderful time at Ambrose University.

Our International Student Services provides resources and support to prospective and current international students, guiding them from admission through graduation. These include:

- Social events and activities
- Assistance with academic progress
- International student advising
- Community engagement supports
- International student orientation program and much more



Feel free to stop by and say hello!

You can book an appointment with our International Student Advisor through the QR code:



# FIRST THINGS FIRST



## Prior to take-off checklist

- Register for Classes
- Request and print out copies of a Confirmation of Enrolment (Available in your student portal).
- Register for Orientation (it is mandatory)
- Apply for Residence or have a place to stay
- Have a valid credit card and some Canadian cash. This will allow you to cover your initial expenses upon arrival.
- Have a valid passport
- Temporary residence visa (TRV) stamped in passport or Electronic Travel Authorization (eTA) - If required
- Itinerary of your flight
- Study permit or Letter of Introduction
- Admission/Visa Letter
- Tuition fees payment receipt
- Proof of funds available for your stay in Canada
- International adapter (if Canadian outlet is different from your home country)
- Warm jacket (be prepared for any unexpected weather during your arrival)

# Your first week at Ambrose

- Ensure that you have access to the student portal
- Get your student ID card
- Get your Ambrose Health Dental Plan Card
- Pay your tuition fees if you haven't done so
- Submit a scanned copy of your study permit to [international@ambrose.edu](mailto:international@ambrose.edu)
- Review your program's handbook
- Buy books from the Lions' bookstore
- Buy transit passes or parking pass
- Open a Canadian bank account
- Apply for a Social Insurance Number at Service Canada
- Apply for an Alberta Health Card at a Registry Office
- Get an Alberta ID card
- Set a time with the International Student Advisor AND your Academic Advisor
- Familiarize yourself with the Academic Calendar
- Get involved in clubs or activities



# Compliance with the Canadian Immigration Law

It is student's responsibility to ensure that their immigration and legal documents, such as passport, study permit and co-op work permit (for students in the work-integrated programs) are current and maintained. DO NOT LET YOUR DOCUMENTS EXPIRE! Your study permit's validity must cover your entire duration of study, including at least 30 extra days after the end of your last courses while you wait for the final grades to be posted in the system and for your student file to be audited for graduation. If your study permit's expiry date does not cover your estimated duration of study, you must apply to IRCC to extend your study permit about 4 months prior to its expiry date. For guidelines on the study permit extension process, please review our Study Permit Extension via IRCC web.

## Changing DLI

Please visit the IRCC page about changing school or program. If you studied at some other DLI in Canada and then transitioned to Ambrose, you must let IRCC know about it.



# Housing and Accommodation

We highly recommend all first year students to live in Residence. Living on campus provides you with the freedom you will need to explore Calgary, We believe it is your best option for a smooth and supportive transition into university life and to experience all that the Ambrose community has to offer. Studies show that living in residence has a positive impact on student satisfaction and degree completion, plus who can beat the commute? Here are the options:

## ROOM OPTIONS

### **Option A:**

Single occupancy room \$5200 for the school year, \$2600 per semester

### **Option B:**

Double occupancy room \$4200 for the school year, \$2100 per semester;

### **Option C:**

Sr. Pod Only – Single Senior Pod room (mini-pod) \$4800 for the school year, \$2400 per semester

## YOUR PARAGRAPH TEXT

## MEAL PLAN RATES

### **Option A:**

\$2625 per semester which provides a resident

### **Option B:**

\$2415 per semester which provides a resident

### **Option C:**

2nd Semester Only "Top Up":

\$1885 for 2nd semester only.

**\*PLEASE NOTE THAT THESE PRICES ARE SUBJECT TO CHANGE**

To reserve a spot, submit the following application form and a \$200 Room Reservation Fee by June 15: Scan the QR Code to access the application form



**Other accommodation options to consider:**

- <https://ambrose.edu/housingboard>
- <https://www.rentfaster.ca/ab/calgary/>

**Spring/Summer Accommodations Options**

- Ambrose Residence: Scan QR Code to land on Spring/Summer Residence Application



- Airbnb: <https://www.airbnb.ca/>

**TIP: The rental owner will ask for references**

Be prepared to give references, provide bank statements, or even pay 3 months in advance.

**TIP: Beware of Rental Scams**

1. The rental property does not exist
2. The property does exist. However, the rental property offered does not belong to the fraudster

**TIP: Keep your cash close**

Scammers will always ask for money up front, like a security deposit or first and last month's rent. If you are not sure where it is going, or whether it is the official property owner, do not send it. Money sent via wire service or e-transfers will be as good as gone. Whenever possible, try to make payments with credit card.

# Cell Phone and Internet Providers



Most major malls in Calgary have the cell phone and internet providers listed below. Electronic stores, such as Best Buy, and The Source, also have some of these cell phone carriers. Check out the Cell Phone stores in Calgary - <https://www.comparecellular.ca/store-locator/alberta/calgary/>.



[www.bell.ca](http://www.bell.ca)



[www.rogers.com](http://www.rogers.com)



[www.telus.com](http://www.telus.com)



[www.freedommobile.ca](http://www.freedommobile.ca)



[www.fido.ca](http://www.fido.ca)



[www.chatrwireless.com](http://www.chatrwireless.com)



[www.koodomobile.com](http://www.koodomobile.com)



[www.virginplus.ca](http://www.virginplus.ca)



[www.publicmobile.ca](http://www.publicmobile.ca)  
for a cheap alternative

## TIP:

Ask for student discounts

# Banking

You can open a personal bank account with a valid study permit and with a piece of ID (passport, Alberta ID, etc.). Some banks will have a monthly fee in order for your card to be active. Ask for waiver fees or student accounts to save you money.



[www.scotiabank.com](http://www.scotiabank.com)



[www.rbcroyalbank.com](http://www.rbcroyalbank.com)



[www.bmo.com](http://www.bmo.com)



[www.cibc.com](http://www.cibc.com)



[www.atb.com](http://www.atb.com)



[www.tdcanadatrust.com](http://www.tdcanadatrust.com)



[www.hsbc.ca](http://www.hsbc.ca)

Sometimes there is a need to receive or send money from back home. Here are three services that may be useful:



This is a fast, easy, and reliable method for you to send money from Canada. There is no fee on the first transaction.



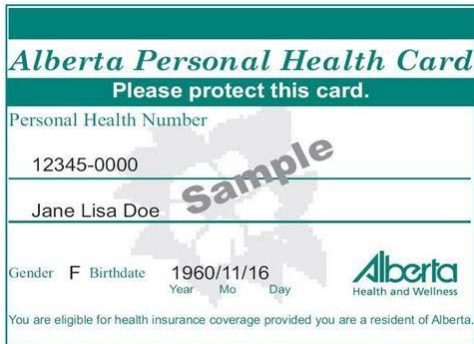
You can find Western Union in different locations: <https://location.westernunion.com/ca/ab/calgary>. And you can send money through locations, as well as through mobile, telephone, or online options.



<https://www.moneygram.com/intl/en/en-locator>

# Alberta Health

Getting your Alberta Health card is extremely important. You and your dependents should apply for the Alberta Health Care Insurance Plan (AHCIP) coverage as soon as you can, if you plan to remain in Alberta for 12 months or more.



To apply for AHCIP Coverage:

1. Fill out the application form or download it from the Alberta Government website by scanning the QR code:



2. Gather supporting documents:

i) Passport

ii) Canada entry document (study or work permit)

iii) Proof of Alberta residency, which can be either a print-out & stamped form from your bank where you have opened an account or a utility bill. These documents must contain your full name, address and have a date of less than 90 days to ensure the information is reasonably current.

3. Bring the completed application form and your original documents to an authorized registry in your area. There is no charge for this service. Processing time can take up to 5 days. Cards are mailed from the AHCIP office.

The registry location nearest to Ambrose is: Richmond Road Registry 5767 Signal Hill Centre Southwest

In addition, all full-time (3 or more courses) Ambrose students are automatically enrolled in the Health and Dental plan offered by the Ambrose Student Council, which provides additional coverage of expenses not covered by the Alberta Health Care Insurance Plan. For more information, please review Ambrose website – Health & Dental Plan by scanning the QR code:





# Applying for Social Insurance Number

As an international student, it is strongly recommended to apply for a Social Insurance Number (SIN). With the SIN number you will be able to work, file tax returns or to receive benefits and services from government programs.

You could apply online, by mail, or in person. There are 3 locations in Calgary where you can apply in person.

- One Executive Place, Suite 103 (1816 Crowchild Trail NW)
- Harry Hays Building, Suite 150 (220 4th Ave. SE)
- Royal Vista Service (15 Royal Vista Place NW, Floor 3, Suite 350)

Visit Government of Canada (scan the QR code) to apply and to see what scenario best fits you.



For the list of documents please scan the QR code:



**PLEASE NOTE:** A SIN is issued to one person only and it cannot legally be used by anyone else. **Please protect your SIN** – do not disclose this number to anyone except Ambrose, the government authorities or employers when officially required. Store any document containing your SIN and personal information in a safe place.

## Alberta ID Card

If you are an Alberta resident and do not have a valid driver's license, you can apply for an ID card through any authorized registry agent. You would not want to carry your passport around, so the ID card can replace it. You will need to provide a utility bill, bank statement, or credit card statement in order to prove that you are an Alberta resident. The document may be presented in paper or electronically.

# Driver's License

You can continue using your license from your home country if you already have one. However, the offer remains for a year only. On the completion of one year, you must get your Alberta license.

You have the option to exchange your license, but you must surrender your valid territorial driver's license to a registry agent. You can check if your country has signed a Reciprocal Licensing Agreement with Alberta. If your country is not part of the agreement, you would have to complete a Driving Knowledge Test, Vision Screening, and Advanced Road Test.



All new drivers will have to go through a two-stage process to become a fully licensed driver. It takes a minimum of 2 years to complete both stages of the graduated driver's licensing system in Alberta. You would get a learner's license first, upon completion of your knowledge test, and a year later, you would be able to take the Road Test. The 2-years waiting time does not pertain to those who held driving license in their home country. You can register for a knowledge test online from your area's registry website. To prepare for the test, download and review the Government of Alberta's "Driver's Guide to Operation, Safety and Licensing". The guide may also be available in other languages as well.

Scan the QR Code for more information.



# ABOUT CALGARY

NESTLED ALONGSIDE THE BOW RIVER, ABOUT 90 KILOMETERS EAST OF THE SPECTACULAR CANADIAN ROCKIES, CALGARY IS CANADA'S FOURTH LARGEST CITY WITH A POPULATION OF 1.3 MILLION. THE CITY OFFERS A VARIED MULTICULTURAL DEMOGRAPHIC WITH CLOSE TO 120 DIFFERENT LANGUAGES BEING SPOKEN.

## THERE ARE PLENTY OF THINGS TO KEEP YOU ENTERTAINED:

- Visit the Calgary Central Library, praised by Architectural Digest as the "library of the future".
- Check out a ballet, opera or show at world class venues.
- Visit the Calgary Zoo, home to nearly 1000 different animals from over 100 unique species.
- Visit Canada's Sports Hall of Fame, home of the 1988 Winter Olympics at Canada Olympic Park.
- Dress western every July at the Calgary Stampede.
- Attend a Calgary Flames (NHL) or Stampeders (CFL) game.
- Visit Heritage Park Historical Village.
- Cycle or walk over 900 kilometers of scenic trails within city limits.

## LOCAL CLIMATE IN CALGARY

Calgary is a mountain-high city, and the climate is dry. The sun shines an average of 2,300 hours every year, making Calgary the sunniest major city in Canada. During the winter you will need the following clothing items – a warm winter jacket, gloves, boots and a toque (knitted hat). Calgary weather is unpredictable – 'Chinook' winds, a warm, moist wind from the Pacific Ocean can raise the temperature by as much as 15 degrees in a few hours. One moment you might be wearing your winter attire, the next, shorts and a t-shirt.

It is very important to wear layers! It can be cold in the morning, warm in the afternoon and cold at night, so having many different layers is really important.



**Ambrose has been a great home away from home for me, with a warm, inviting student body; caring professors; and a sense of camaraderie and community. There are many intriguing districts to explore in Calgary, and nothing compares to the beauty of the nearby Rockies!**

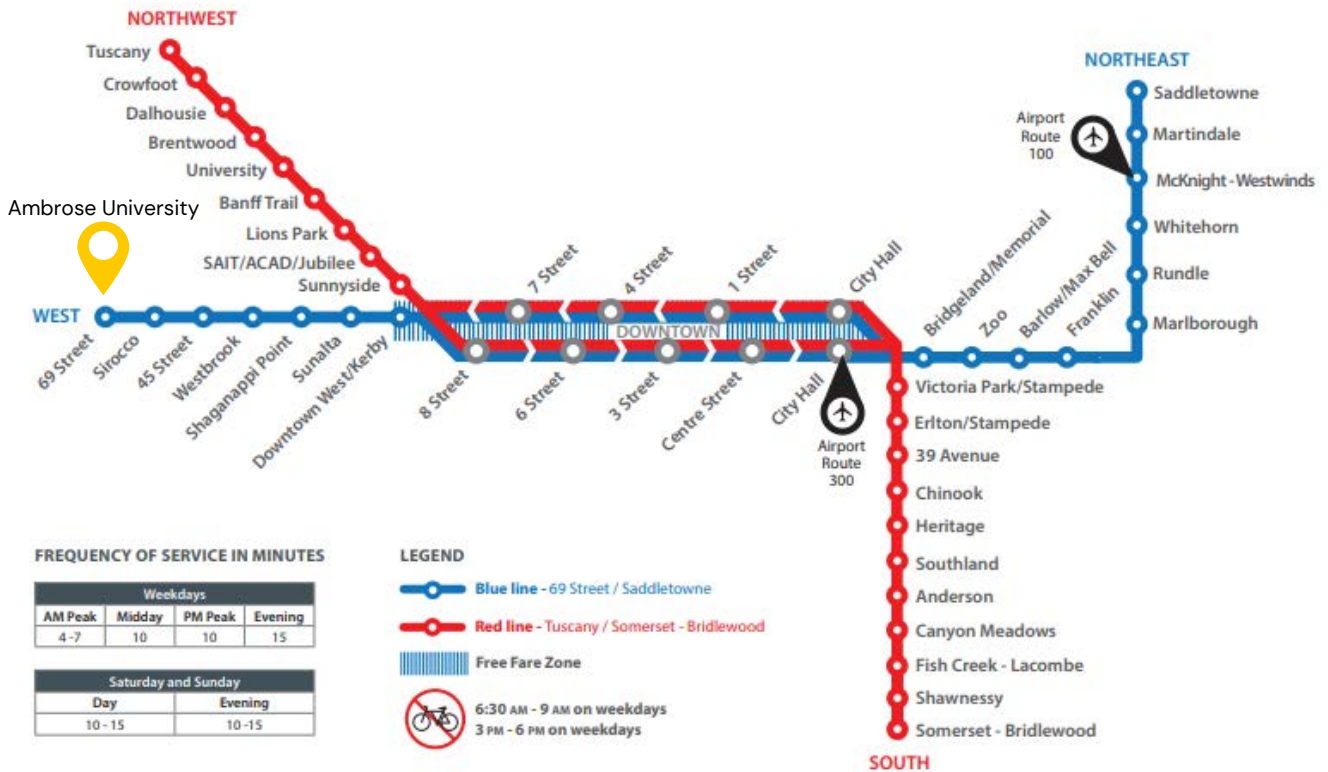
Jesse O'Reilly  
Seminary student

Scan the QR code for more things to do in Calgary.

# C-Train Map



## CTrain Map



To be eligible to drive in the Province of Alberta you are required to have:

- A valid home jurisdiction driver's license and an International Driver's Permit.
- A valid Study Permit or Visa.
- A current enrolment verification letter from Ambrose University.
  - Working in Calgary
  - SIN Job Search
- Safety/Emergency Driver's License Exchange

# Airport Transportation



## Public Transit • Cost \$8 • 30 minutes to downtown Calgary

There are two public transit routes linking the Calgary International Airport with the city. Route 300 Airport–City Centre is an express bus service that connects the airport with the downtown core. The service is available every 30 minutes from 5 a.m. until midnight every day. Customers boarding at the airport need to purchase an \$8 Calgary Transit Boarding Pass from the Mac’s store in the airport. Route 100 Airport–McKnight Station links Calgary International Airport with the McKnight Westwinds CTrain Station in the northeast. The CTrain connects with the downtown core, south and northwest Calgary. The route operates every 20 to 30 minutes on weekdays and every 30 minutes on weekends. Both routes can be found on the arrivals level one, near gate C.

## Taxi • Cost Approx. \$45 • 25 minutes to downtown Calgary

Cab fares to and from Calgary International Airport depend on the distance of your destination, but a one way trip to and from the airport from the downtown core is generally between \$40 to \$45. On-demand airport service is provided by Associated Cabs, which offers wheelchair accessible cars.

## Uber • Cost Approx. \$35 • 30 minutes to downtown Calgary

### Shuttle • Cost \$15 • 30 minutes to downtown Calgary

The Calgary Allied Airport Shuttle runs every 30 minutes, seven days a week, from 8 a.m. until midnight. Tickets are \$15 one-way and can be purchased online or by calling 403-299-9555. Catch the shuttle at Bus Bay 8 on arrivals level one. It connects Calgary International Airport with most major hotels in the downtown core. Some hotels also offer their own shuttle to and from the airport.

# Public Transportation



Ambrose is conveniently located on the C-Train line. The city of Calgary has a reliable public transit system to meet the needs of commuters on a daily basis.

- There are a few options for you to purchase your transit pass or tickets.

- Visit a Customer Service Centre downtown
- Visit City Hall Cashiers
- Buy online at [calgarytransit.com/shop](http://calgarytransit.com/shop)
- Many convenience and grocery stores sell our tickets and monthly passes; look for the sign on the front entrance indicating that they sell Calgary Transit fare products.



- C-Train Map: The Blue Line comes to Ambrose University (69 Street Station).
- Get Calgary Transit App: Plan your route on the go and get up-to-date schedules and arrival times. The CT app will alert you to any disruptions in service.



## Low Income Transit Pass

This program provides lower cost monthly passes for adults (18 and older), youth (7-17 years of age), and an annual pass for seniors (65+). You can also get a fare that meets your family's needs. Calgary Transit will examine your total household income. This income includes the total income of all family members 18 years and older living in the same home that are related by blood, marriage, common-law or adoption

- Eligibility

- Resident of Calgary (Proof of Address)
- Proof of Age (Driver's License or Passport )
- Proof of Income
- For more information on how to sign up and determine if you or your household are eligible go to: [calgarytransit.com/fares-passes/passes/low-income-monthly-pass](http://calgarytransit.com/fares-passes/passes/low-income-monthly-pass).
- You can also request a letter from a social worker if you do not have proof of income. Students living in residence can also get a low income transit pass. Print out the billing statement that you get from Ambrose Finance (Student Registration System under billing) to show that you pay rent.



# Around Calgary

## Canmore

- Grassi Lakes (hiking, fishing)
- Ha Ling Peak (mounting, hiking, and climbing)
- Spray Lakes Reservoir (fishing, camping, and more)
- Canmore Nordic Centre Provincial Park (cross-country skiing, hiking and mountain biking)
- For more information about Canmore:



## Banff

- Banff Gondola (scenic cableway ride to viewing decks and hiking trails at the summit of Sulphur Mountain).
- Banff Upper Hot Springs (soak in steamy hot mineral water).
- Lake Minnewanka (lake scenery, boating, hiking, and great views of the aurora borealis).
- Banff National Park (national park offering year-round activities and picturesque glacial lakes. Check out Lake Louise and the historic hotel and townsite).
- Luxton Museum of the Plains Indian (museum provides a link between the past and the present...demonstrating that aboriginal arts and culture is alive and flourishing today).
- Cave and Basin National Historic Site (Canada's first national park, with hot mineral springs in a cave and an outdoor, emerald-coloured pool).
- Tunnel Mountain (hike to the top of Banff's smallest summit. 360° views of Banff, the river valleys, and the Banff Springs Golf Course).
- For more information about the Banff area:



# Hiking Around Calgary



Download "All Trails" application to see all the hiking trails around Alberta.

Here are the 10 best hikes near Calgary

- Moose Mountain (14 km; difficult)
- Grotto Canyon (4 km round-trip; easy)
- Mount Lady Macdonald (6 km round-trip; difficult)
- Ha Ling Peak Trail (6 km round-trip; moderate)
- Guinn's Pass Trail (3 km one-way; difficult)
- Badlands Trail; (Dinosaur Provincial Park; 1.3 km loop; easy)
- Bow Glacier Falls Trail (Banff National Park Trail; 9 km; easy)
- Plain of the Six Glaciers (Banff National Park Trail; 1 km; moderate)
- Chester Lake Trail (Peter Lougheed Provincial Park Trail; 9.2 km; moderate)

Scan the QR Code for more information about hiking:



# Churches and Places to Worship



There are a number of churches within walking distance from Ambrose University

RockPointe Church – Westhills  
Valleyview Community Church  
Westside King’s Church

## Other Churches

Capstone Church  
Centre Street Church  
Cornerstone Church  
Experience Church  
First Alliance Church  
First Church of the Nazarene  
Foothills Alliance Church  
Kensington Commons Church  
St. Michael Catholic Community  
Westlife Church Chinese Churches  
Mid-Town Calgary Chinese Alliance Church  
South Gate Alliance  
Calgary Chinese Alliance Church  
Westside Calgary Chinese Alliance Church  
Calgary Chinese Baptist Church  
Calgary Chinese Evangelical Free Church  
Calgary Chinese Pentecostal Church  
South Calgary Chinese Evangelical Free Church Church-based  
Grace Anglican Church

## ESL Programs

AGAPE language center  
Centre Street Church  
Foothills Alliance Church  
RockPointe Church  
Scan the QR Code for all ESL churches:



# Shopping and Groceries



The main shopping centers in Calgary are

Chinook Center

Market Mall

The Core

South Center Mall

Closest Grocery Stores to campus

Superstore (Great prices, large variety of items)

Sobeys (good for already cooked meals)

Safeway (closest to campus)

Walmart (Large supermarket, good prices)

# CONSULATES AND EMBASSIES



A consul is a representative of one government to another, and there can be many of these in a given country. An embassy is a permanent diplomatic mission led by an ambassador. Consulates and Embassies can help international students when they face emergencies. Your consulate can help you if you lose your passport, are arrested, or experience other unexpected or unfortunate events. For crises either big or small, an embassy or consulate is the best resource available to people traveling outside their home country.

Here is the link that gives you all the different Consulates and Embassies that are located in Calgary:

Embassies and Consulates in Calgary - Alberta - Canada  
([consulby.com](http://consulby.com))



# OFFICE OF REGISTRAR

As a student, it is your responsibility to read and understand the Academic Calendar and other student related guides: You can find the Academic Calendar on our main page under Academics.

Please visit the Registrar Request Forms if you need the following:

- Information Release Request Form
- Confirmation of Degree Requirement Letter
- Confirmation of Graduation Letter
- Graduation Application
- Course Overload Request Form
- Course Substitution Application

There are other available forms, so please visit the Registrar page



## STUDENT FINANCE

Tuition and course fees per term, credit, and program are published on the Ambrose website.

The amount of tuition and fees you owe will be posted in your student portal account after you have been enrolled into your classes. If you do not have a Canadian bank account yet, it is recommended to use Flywire to make your payments in your own currency. For more information, visit our **Student Finance Page**.



To request a refund, there is a form to fill out for our Finance Department to be reviewed. Visit our **Student Finance Page** to access the form.

## SCHOLARSHIPS

We give out around 1.4 million dollars to students every year.

We help students achieve their education by assisting them with various scholarships, bursaries, and awards.



It is strongly encouraged to reach out to our Financial Aid & Awards Coordinator, [financialaid@ambrose.edu](mailto:financialaid@ambrose.edu)

# STUDENT LIFE SERVICES

STUDENT LIFE CULTIVATES A CHRIST-CENTERED HOSPITABLE LEARNING ENVIRONMENT THAT PROMOTES A FLOURISHING COMMUNITY, FAITH FORMATION AND HOLISTIC WELL-BEING. STUDENT LIFE IS HERE TO SUPPORT YOU IN YOUR LEARNING ENDEAVOURS AND CONTRIBUTE TO THE LEARNING ENVIRONMENT OUTSIDE THE CLASSROOM AND TO YOUR GROWTH DURING YOUR YEARS AT AMBROSE.

## SPIRITUAL LIFE

Ambrose students come from over 30 Christian denominations and traditions. Some come from other religious traditions or no religion at all! We celebrate this diversity, extend welcome to any who wish to join us, and value sharing the spiritual journey with all.

There are so many ways to build your spiritual life here on campus. We have chapel times, community groups, deeper life day, and a prayer room for students to have access or to attend.

## NEW STUDENT ORIENTATION

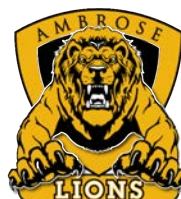
New student orientation is a great way for you to meet new people and to learn about Ambrose University. During new student orientation, there will be sessions dedicated to international students, which is mandatory for you to attend. If you are living in residence, be sure to also attend the residence orientation and get to know the ins and outs of living on campus.

## AMBROSE ATHLETICS

Welcome to the Lions' Den. Ambrose teams are members of the provincial Alberta Colleges Athletic Conference (ACAC) and the national Canadian Collegiate Athletic Conference (CCAA). Be part of the community by cheering on the Lions or by participating on one of our varsity athletic teams.

Ambrose teams

- Men's and Women's Basketball
- Men's and Women's Soccer/Futsal
- Men's and Women's Volleyball
- Hockey (student club)





# ACADEMIC SUPPORT

STUDENT ACADEMIC SUCCESS IS COMMITTED TO HELPING YOU BECOME YOUR BEST SELF - AS A STUDENT, A PROFESSIONAL, AND A CITIZEN.



## ACADEMIC ADVISING

Ambrose assigns each student an academic advisor — someone who will help you plan your degree from start to finish. Your academic advisor can help you choose and register for courses and review your progress along the way. In many cases, your academic advisor can also provide guidance on career options and further studies in your field. Also, be sure to talk to your academic advisor about opportunities for work-integrated learning or educational travel.

If you're considering dropping or withdrawing from a course or if you think you might fail, talk to your academic advisor. Your advisor can help you discern the right path and can help you connect with other resources on campus.

You can book an appointment to meet with your academic advisor at any point in the academic year, but we especially encourage students to connect with their advisor during the dedicated advising weeks in the Fall and Winter semester. You can find these dates in the Academic Calendar (on the Registrar's section of the website).

## CAREER SERVICES

Our Career Services care about where you are going and want to help you succeed. Finding a job or planning your career can be overwhelming. Meet with a career counsellor for personalized help with...

- Career planning
- Job search skills
- Strategies for networking (informational interviews, social media, etc.)
- Resumes, cover letters, and other job application materials
- and more!

We offer 1-1 appointments and workshops throughout the year. Also watch out for career fairs and other events. Scan the QR code to book the appointment.



## LIBRARY

Ambrose Library is one of the largest private academic libraries in western Canada. You can also borrow beyond Ambrose Library, which includes borrowing from the University of Calgary, St. Mary's University, and Bow Valley College.



## ACCESSIBILITY

The Accessibility office supports students who face barriers to learning because of diagnosed medical conditions. These conditions can be short-term (e.g., a concussion, an emergency surgery) or long-term (e.g., ADHD, hearing loss, depression) and can include diagnoses related to learning, physical ability, sensation (e.g., vision), mental health, and more. We provide a variety of supports to help students in the classroom and in exam settings, depending on each student's unique needs.

Talk to us if . . .

- you experience a significant health issue that could interfere with your academic work;
- you have a long-term/permanent medical condition that affects your academic success; or
- you think you might have an undiagnosed disability and want help figuring out some next steps.



**My first semester in Ambrose has been a new experience for me learning under highly qualified teachers who are down to earth and gives you an individual helping hand not as a teacher way up high, but as a close friend. I was overwhelmed by their flexibility, understanding, and their intention of wanting to see you grow in knowledge.**

**Jagath**

**Master of Divinity**

## ACADEMIC COACHING

Start strong. Book an appointment with an academic coach to learn more about your academic strengths and areas for improvement and to make a personalized plan for success. You can also meet with an academic coach at any point in the year to discuss time management strategies, study skills, and test-taking skills.



## LEARNING SERVICES – TUTORING

We offer support with both research and communication and subject-specific skills. For help in these areas, you can attend one of our workshops or book an appointment for 1-1 tutoring.

You might especially want to connect with a research and communication tutor for . . .

- feedback on a draft of a paper or presentation (including help with ideas and organization, as well as grammar and mechanics);
- clarification on Canadian expectations around academic integrity—and tips to avoid plagiarism;
- help with academic research and with the citation styles most commonly used at Ambrose;
- support with academic reading skills;
- and much more!

We also offer additional support for English language learners.

Subject-specific tutors help with specific courses—whether Greek, chemistry, theology, or statistics! You might want to connect with a subject-specific tutor for . . .

- help reviewing content from class;
- help studying for an upcoming exam;
- tips for taking notes or studying in a specific discipline.



THERE ARE A VARIETY OF STUDENT-LED CLUBS AND ACTIVITIES AT AMBROSE, EACH WITH A UNIQUE FOCUS. CLUBS ARE A GREAT WAY TO EXPLORE YOUR INTERESTS WHILE MAKING NEW FRIENDS

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# CLUB AND ACTIVITIES

- MUSIC ANSEMBLES
- CHAPEL MUSIC TEAMS
- LIONS ATHLETICS
- LIONS HOCKY
- INTRAMURALS
  
- AMBROSE OUTDOORS CLUB
- GLOCAL CLUB
- LION'S DANCE TEAM
- AMBROSE SMASH BROS CLUB
- NATURE CLUB
- CLUB 524
- BIOMEDICAL CLUB
- THE WRITER'S CLUB
- HOCKEY CLUB
- AMBROSIA
- PRISM
- AMBROSE BLACK ASSOCIATION CLUB



**Ambrose has changed my orientation about service to God and Man. My Ambrose experience so far is one filled with love and fellowship. I have a covenant friend that has become a covenant sister to my wife. The faculties always make time to help you become successful even outside your course content. The intercultural nature of Ambrose has made it a safe haven for me and my family.**

**Joseph Kevin-Israel  
Seminary**

# HEALTH MATTERS

In Alberta, doctor's visits and prescriptions are covered under AHCIP and ASC Health and Dental Plan. Ambrose international students should receive insurance coverage through the provincial Alberta Health Care Insurance Plan (AHCIP) AND the ASC Health and Dental Plan at Ambrose University.

The ASC Health & Dental plan includes coverage for a wide range of medical care, including 70%-100% coverage for prescription medication, and dental care, ambulance coverage, massage therapy, physiotherapy, chiropractor and other paramedical service benefits, which are essential to your everyday wellbeing!

If you need health advice, have a health concern and need help to assess whether or not it is a medical emergency, call the Health Link by dialing 811 for quick advice from a registered nurse 24/7. They will ask questions, assess symptoms and determine the best care for you. For emergencies call 911 or call Uber to drop you off at the emergency room.

## Student Health Plan

As a student at Ambrose University, Health and Dental Insurance Coverage are mandatory for all eligible students. Opt-outs are available for those who qualify. You are automatically enrolled into the student health plan once you are accepted into Ambrose through Student VIP. Check your medical insurance conditions at <https://www.studentvip.ca>

- Eligibility – all full-time undergraduate and seminary students.
- Visit : <http://www.studentvip.ca>.
- Questions?: email [ascinternal@ambrose.edu](mailto:ascinternal@ambrose.edu)

## Mental/Health Support on Campus

We care about your well-being, so it is important to take care of ourselves in many ways. We offer counselling services, crisis support, online support, and peer health advocates.

### TIP:

Call the ambulance ONLY if it's an EMERGENCY. It will cost you approx. \$500 to get transported by an ambulance and it is NOT covered by Alberta Health



# Counselling

Ambrose provides counsellors on-site or on-line to help you navigate a wide range of concerns that impact your academic performance and your overall well-being. This short term, solution focused counselling may include relationship concerns, stress, loneliness, depression, anxiety or addictions.

Counselling Services begin after classes start for each semester. Sessions are booked two weeks apart and maximum of two sessions can be booked at a time.

- Students must be registered for classes during the semester they are accessing counselling
- 5 free counselling sessions/student/academic year
- \$50/session after the first 5 – dependent on treatment plan and availability
- No-show charges of \$75 will apply for sessions cancelled/rescheduled within 24 hours of the appointment time.

For more information and to book an appointment, please scan the QR code.



# Crisis Support

If you or a friend at Ambrose has experienced any form of gender-based violence or sexual violence reach out to an [Ambrose Community Advocate](#). Scan the QR code below for more information.

## ON CAMPUS CRISIS SUPPORT

The following staff members are certified in Applied Suicide Intervention Skills Training (ASIST). Contact one of them if you are experiencing thoughts of suicide, intrusive thoughts of harm to yourself or someone else, or you know someone who is dealing with suicidal thoughts:

Monique Verhoef  
VP Student Life  
[monique.verhoef@ambrose.edu](mailto:monique.verhoef@ambrose.edu)  
403-410-2926

Odum Abekah  
Residence Director  
[odum.abekah@ambrose.edu](mailto:odum.abekah@ambrose.edu)  
403-407-9096



**Tracey Urquhart**

Wellness Coordinator

[tracey.urquhart@ambrose.edu](mailto:tracey.urquhart@ambrose.edu)

403-407-9431

Julian Erb

Director of Community Life

[julian.erb@ambrose.edu](mailto:julian.erb@ambrose.edu)

403-407-9100

**OFF CAMPUS CRISIS SUPPORTS**

**THE DISTRESS CENTRE [distresscentre.com](http://distresscentre.com)**

403-266-HELP (4357)

Hearing Impaired – 403-543-1967

Online Crisis Chat (24/7)

**TALK SUICIDE CANADA [talksuicide.ca](http://talksuicide.ca)**

1-833-456-4566 (Toll Free 24/7)

Text 45645

**CRISIS TEXT LINE [crisistextline.org](http://crisistextline.org)**

Text HOME to 741741 to connect with a Crisis Counselor (Free 24/7 support)

**KIDS HELP PHONE [kidshelpphone.ca](http://kidshelpphone.ca)**

1-800-668-6868

Text or chat

For ages 25 & under

**MENTAL HEALTH HELPLINE**

1-877-303-2642 (Toll Free 24/7)

**COMMUNITY CONNECT YYC [communityconnectyyc.ca](http://communityconnectyyc.ca)**

Affordable, barrier-free and rapid access counselling

**KINDRED CONNECTIONS SOCIETY [kindred.ca](http://kindred.ca)**

Counselling, education, coaching and outreach

**YOUTHSPACE.CA**

Online crisis & emotional support chat

**I.M. WELL LIVE CHAT [studentvip.ca/ambrose](http://studentvip.ca/ambrose)**

Campus & community resources, and live counselling



# Online Mental Health and Wellness Support

## I.M.WELL

Short for Integrated Mental Health & Wellness, I.M. Well on your campus consists of the intuitive I.M. Well Mobile App, as well as your Student Assistance Program. I.M. Well is available to ALL Ambrose University students and their families, even after graduation. Your I.M. Well Mobile App connects you to campus and community resources and live Counselling for personal, academic, and social needs.

### I.M. Well includes

- Live Chat 24/7
- Safe & confidential space
- Intuitive guide to campus & community services
- Single click connection to available service
- Track your mood, thoughts & set health reminders
- De-stigmatizing mental illnesses and solutions #mydefinition
- Student Assistance Program

Scan the QR code to access all of these resources.



## OTHER ONLINE SUPPORTS

### TALK SUICIDE CANADA

talksuicide.ca

1-833-456-4566 (Toll Free 24/7)

Text 45645

### KIDS HELP PHONE

kidshelpphone.ca

1-800-668-6868

Text or chat

For ages 25 & under

### MENTAL HEALTH HELPLINE

1-877-303-2642 (Toll Free 24/7)

### COMMUNITY CONNECT YYC

Affordable, barrier-free and rapid access counselling

### KINDRED CONNECTIONS SOCIETY

Counselling, education, coaching and outreach

### YOUTHSPACE.CA

Online crisis & emotional support chat

## Peer Health Team

The role of the Peer Health Advocate is to work with Student Life to promote an atmosphere on campus that facilitates the spiritual, social, emotional, physical and intellectual well-being of our students. As part of the Peer Health Team, Peer Health Advocates help to raise awareness around mental health and wellness through various programming and events. They will also listen and respond to student concerns, making referrals to Student Life, counselling services, and other campus resources. Team members are Ambrose students that have completed one year of studies on campus, and work closely with the Wellness Office.

To contact the Peer Health Team, please email [wellness@ambrose.edu](mailto:wellness@ambrose.edu).



# Walk-in Clinics near Ambrose

## **Westglen Medical Centre**

30 Springborough Blvd SW #108, Calgary, AB T3H 0N9

403-240-2221

<https://www.westglenmedical.ca/>

## **Aspen Medical Clinic**

339 Aspen Glen Landing SW #221, Calgary, AB T3H 0N6

403-263-7997

<https://aspenlanding.ca/stores/aspen-medical-mediderm-spa/>

## **Rockyview Strathcona Clinic**

555 Strathcona Blvd SW #200, Calgary, AB T3H 2Z9

403-686-3062

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

## **Rockyview Medical Clinic (Calgary Walk in and Family Practice)**

Real Canadian Superstore, 5858 Signal Hill Centre SW, Calgary, AB T3H 3P8

403-663-5974

<http://rockyviewmedical.ca/>

## **Medicare Walk-in Clinic Westhills**

220 Stewart Green SW, Calgary, AB T3H 3C8

587-391-0801

<https://www.medicareclinic.org/locations/westhills-location/>

## **Carewell Medical Clinic**

6490 Old Banff Coach Rd SW Unit 103, Calgary, AB T3H 5R8

403-930-5800

<https://carewellmedicalclinic.com/>

# Medical Emergencies

## Emergency Rooms

### **Foothills Medical Centre**

403 29 Street NW

403-944-1110

### **Rockyview General Hospital**

7007 14 Street SW

403-943-3000

### **Peter Lougheed Centre**

3500 26 Avenue NE

403-943-4555

### **South Health Campus**

4448 Front Street SE

403-956-1111

## Urgent Care

### **Sheldon Chumir**

1213 4 Street SW

403-955-6200

### **South Calgary Health Centre**

31 Sunpark Plaza SE

403-943-9300

### **Cochrane Community Health Centre**

60 Grande Blvd, Cochrane, AB

403-912-8500

### **Airdrie Community Health Centre**

604 Main Street S, Airdrie, AB

403-912-8500

### **Okotoks Health and Wellness Centre**

11 Cimarron Common, Okotoks

403-995-2600

# EMPLOYMENT OPPORTUNITIES

## Work On-Campus

International students are responsible to see whether they meet the conditions of working on campus. To see if you can work on campus, without a work permit, please visit the QR code that will direct you to the IRCC page.

<https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/work/work-on-campus.html>

There are work opportunities on-campus.  
Please scan the QR code for details:



## Work Off-Campus

There are specific conditions to work off-campus for international students. Please check your eligibility with IRCC page.

Here are resources to find jobs outside:

<https://www.canada.ca/en/services/jobs/opportunities.html>

<https://ca.indeed.com/>

<https://www.alberta.ca/government-of-alberta-jobs.aspx>

<https://alis.alberta.ca/occinfo/occupations-in-alberta/>

## Volunteer

Volunteer work is a fantastic way to be actively involved in the community. It allows students to gain valuable work experiences and strengthens their resume and enhances future employment opportunities. Find out more at Volunteer Alberta's website.

<https://volunteeralberta.ab.ca/for-volunteers/find-a-volunteer-opportunity/>

Please note that in some cases volunteering may be considered work by IRCC. For more information, please visit the What is Work? webpage:



# CULTURAL ADAPTATION

It is expected that in addition to the transition to university life, some international students will go through a process of acculturation stress (commonly known as culture shock). There may be many aspects to Canadian life, such as climate, relationships, food and the education system that are unfamiliar and difficult to understand. Some things you may experience acculturation stress about are:

- Weather
- Food
- Communities
- Classroom
- University regulations

Some signs that you may be experiencing acculturation stress are:

- Loss of appetite or overeating
- Inability to sleep or sleeping too much
- Tiredness and irritability
- Feeling alone and isolated
- Substance abuse
- Feeling powerless

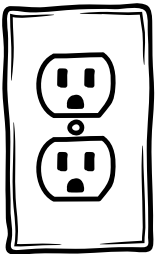
Here are some ideas on how to deal with acculturation stress:

- Know that your reactions are normal and be patient; acculturation stress may not disappear within a few days, but it will pass.
- Get to know the people who work in Student Life areas and speak with them about your experiences. Some of these areas include Student Wellness support, Counselling, and the Peer Health Team.
- Try to attend activities organized for international students. The International Student Services has organized Together Tuesday, a weekly event every Tuesday from 12:00pm–1:00pm. Join the Global Cub activities as well.
- Stay in contact with family and friends back home, using WhatsApp, Instagram, or any other online platforms.
- Keep your habits from home. If you attend places of worship, find them around your area. If you observe holidays in your home country, celebrate them here.
- If miss the food from back home, try to make them at home or order from a restaurant. There are also groceries stores from different places around the city.
- Become involved with sports or establish a routine of daily exercise. The fitness centre is free!
- Learn as much about your new environment and Canadian culture as you can.

# SOME THINGS TO NOTE

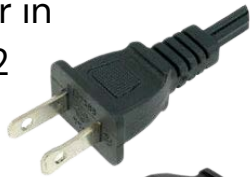
## Voltage and Electrical Outlets

In Canada, the power plugs and sockets are of type A and B. The standard voltage is 120 V and the standard frequency is 60 Hz. The power plugs and sockets are of type A and B. Check out the following pictures. When living in Canada you don't need a power plug adapter in Canada. Your power plugs fit. We recommend you to pack a 3 to 2 prong adapter in case type B sockets are not available.



- Type A: This socket has no alternative plugs
- Type B: This socket also works with plug A

B



A



## Getting Help Settling into Canada

Resources are offered by numerous nonprofit groups to aid newcomers. To find out more about their services and how to access them, get in touch with them directly.

[Home | Centre for Newcomers | Calgary](#)

[Immigrant Services Calgary](#)

[The Immigrant Education Society \(TIES\) \(immigrant-education.ca\)](#)

[CCIS Alberta - Immigration Help | Resettlement & Training \(ccisab.ca\)](#)

[Home - CIWA \(ciwa-online.com\)](#)



# SOME THINGS TO BE AWARE OF

## Beware of Scams



There's a possibility you may be contacted by fraudsters posing as police officers or other government bodies attempting to obtain money from you. They may contact you in a variety of ways including over the phone, e-mail, text, or social media. These individuals may also speak your language and their calls may appear to come from legitimate police or government phone numbers.

It is important for you to know government bodies such as Immigration, Refugees and Citizenship Canada, Canada Revenue Agency (CRA), the Calgary Police Service, the Royal Canadian Mounted Polic (RCMP) and other police agencies:

**DO NOT** threaten deportation or arrests of family members for non-payment,  
**DO NOT** demand immediate payment of taxes or fines over the phone via e-mail or through social media; and  
**DO NOT** accept BitCoin, gift cards, e-mail or money transfer as a valid form of payment.

**DO NOT provide any personal or banking information by phone, email, text, or social media. Providing this information to fraudsters could result in the loss of money and/or identity theft.**

To file a police report call **Calgary Police Service at 403-266-1234** or report online - <https://www.calgary.ca/cps/report-a-crime.html>

## Identity Theft

Personal information can be misused for criminal purposes. Identity thieves generally target emails, SIN cards, passports, driver's license and other IDs, accounts, and passwords.

**DO NOT** provide any personal or banking information by phone, email, text or social media. You are responsible for protecting your SIN – do not disclose this number to anyone except the government authorities or employers when officially required. Store any document and personal information in a safe place.

# TAXES

**IN CANADA, INCOME TAX IS ADMINISTERED BY THE CANADA REVENUE AGENCY (CRA). IF YOU OWE INCOME TAX, YOU MUST PAY IT BY APRIL 30 FOR THE PREVIOUS CALENDAR YEAR. LATE SUBMISSIONS ARE ACCEPTED, BUT THERE MAY BE A PENALTY.**

**THE TAX FORMS LISTED ON THIS PAGE ARE ISSUED BY AMBROSE UNIVERSITY IN APRIL. AT THAT TIME, YOU WILL RECEIVE YOUR TAX FORMS IN THE MAIL.**

## T4A

If you have received a bursary, scholarship, or award, then you will be issued a T4A. The amount on your T4A shows the total funding you received in the tax year, which may not equal the total you received for the academic year.

## T2202A

The T2202 tax certificate is issued to students registered in eligible courses and programs used for filing income taxes. The certificate contains the amount of eligible tuition and/or fees paid for the tax year and the number of months a student was registered (full-time/part-time).

## Filing Taxes in Canada

What you need to file a tax return:

- A Social Insurance Number (SIN)
- T2202
- T4
- T4A



## How to file your taxes:

- Online
  - You might be able to file your income tax directly to the Canada Revenue Agency (CRA) online through the electronic tax-filing software NETFILE. Scan the QR code for more information.
- By Paper
  - If you are submitting your tax return by paper, find the forms you need by scanning the QR code
- Mailing your tax return
  - Check the Canadian government website for where you can submit your taxes by mail.



## Apply for tax deductions

You may be eligible to deduct certain expenses from your tax payments. Moving expenses such as transportation and storage of personal effects, travel, and temporary accommodation may be considered eligible deductions. Save your receipts for the cost of relocating to Canada. However, you cannot deduct moving expenses if your income at the new location is scholarship, fellowship, or bursary income that is entirely exempt from tax under the current legislation. You may also deduct childcare expenses, Registered Retirement Saving Plan (RRSP) contributions, and union dues.



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