



University of Waterloo
Indian Connection
New Students
Mentorship Package

**Welcome
To
University of Waterloo**

Fall 2013

About Us

The University of Waterloo's Indian Connection (UWIC), established February 2008, is a student-run association that aims to celebrate India, by promoting Indian culture at the University of Waterloo.

We offer students a chance to learn about Indian culture, create long-lasting relationships within the community, and develop their professional and social skills through active participation within the club.

UWIC is officially recognized by the Federation of Students (FEDS) of the University of Waterloo and, as such, we are able to promote our events to all UW students, including over 3000 South Asian students.

With your support and participation, UWIC aims to develop and host events that bring together the vast UW Indian community through a fusion between modern-day India and our traditional culture.

At such a large university, it can be intimidating to get involved and homesickness can take a toll on anyone. UWIC Mentorship is dedicated to help students feel more at home by providing them with mentors who can answer their questions, provide academic advice, and show them how to get involved at UW and within the South Asian community in general.

Although this document is tailored towards students joining the University of Waterloo from India, yet it is also incredibly resourceful to all students joining the university irrespective of their background and nationality. The purpose of this document is to help assist students with the transition from their home to home away from home. This document was created in August 2012 and has been updated as off February 7th, 2013.

For more information please visit: <http://uwic.ca/>.

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The City of Waterloo

Waterloo is a medium-sized city in Southern Ontario, Canada. It is the smallest of the three cities in the Regional Municipality of Waterloo and is adjacent to the city of Kitchener. Kitchener and Waterloo are often jointly referred to as "Kitchener-Waterloo" (or KW) or "the Twin Cities", although they have separate municipal governments. There have been several attempts to amalgamate the two cities (sometimes with the city of Cambridge as well), but none of these have been successful. Waterloo is not a heavily populated city and according to the current census, the population is ~98,780.

The Waterloo Region is just an hour drive (or 100 kilometers) from Toronto. The 401 Highway runs through Waterloo Region linking the city to London, Windsor, and Detroit in the West; and Toronto, Ottawa, and Montreal in the East.

There are two main Universities, a few colleges and multiple elementary and secondary schools located in the KW region. The two main universities are the University of Waterloo and Wilfred Laurier University, both of which are highly respected and reputed.

University of Waterloo

University of Waterloo (UW) is located in the heart of the Waterloo Region. It is home to world-changing research and inspired teaching. The university offers a wide variety of academic programs, which is administered by six faculties, and four affiliated university colleges. At the hub of a growing network of global partnerships, UW is shaping the future by building bridges with industries, disciplines, institutions and communities.

Here is a look at the campus map: http://www.uwaterloo.ca/map/pdf.map_colour.pdf.

Coming to Waterloo

Visa

All international students require a **valid student visa** before coming to Canada. Here are some key points to take note of:

- To obtain a valid student visa, a **legal passport that has a validity of at least 6 months** is required.
- There are four main offices of the Canadian Consulate: Delhi, Chandigarh, Chennai, and Mumbai.
- Apply as early as possible! A **minimum of 4 - 5 weeks** is required for the application process.
- More details can be found at:
<http://www.cic.gc.ca/english/information/applications/student.asp>

Please note that students who are **permanent residents** of Canada do **NOT** need a student visa.

Flights and Travel to Waterloo

Waterloo is approximately 100 km away from Toronto. No direct international flights are available to Waterloo, but there are many websites through which tickets from India to Toronto can be booked. Following are a few that are commonly used:

- Jet Airways: <http://www.jetairways.com/EN/CA/Home.aspx>
- Air India: <http://www.airindia.in/SBCMS/Webpages/Home.aspx>
- Some other non-airline operated websites are:
 - <http://www.cheapflights.ca/>
 - <http://www.flightnetwork.com/>
 - <http://www.airticketsdirect.com/>

To travel from Pearson International Airport to Waterloo and vice-versa:

- Airways Transit - <http://www.airwaystransit.com/>
 - Airways Transit is slightly more expensive but it is convenient.
- Cab or 'MiWay' Bus# 7 to Square One, then take the Go bus to Waterloo/Kitchner:
<http://www.gostransit.com/publicroot/en/schedules/lstser.aspx?new=&ps>
 - This is a less expensive option.

Things to Bring

Clothes

The type of clothing worn by people in Canada is not very different from what you would see being worn by the youth of the India. Additionally, formal clothing such as those worn for interviews and a pair or two of traditional & cultural clothes should be purchased from India.

However, the biggest concern is the cold winters that Canada has every year. During the winter season, it is necessary to wear extremely warm and even multi-layered clothing. Clothing of thick material would be very useful. Hence, for the winter season it is recommended that those clothes should be purchased from Canada itself.

Kitchenette Items

There is some cooking and other kitchen related items that are sometimes preferable to be brought over from India. Depending on the available luggage space, the following items can be brought from India for your convenience, such as:

- Small pressure cooker.
- Appropriate utensils and serving spoons.
 - Make sure the utensils are flat-bottomed for easy cooking.
- Non-stick 'tava'.
- A pair of plates, bowls, and glasses.
 - These can also be purchased from almost any store in Waterloo too.

Medicine/ Eyewear/ Lenses

Non-government covered medical aid is not easily affordable by students. Additionally, certain medicinal drugs are either only available in India or have different names in Canada. Hence, it may be useful to adhere to the following:

- Bring required prescription and allergy medication (be sure to have your prescription with you!).
- Get your eyesight and dental check-up done before leaving and if necessary buy the prescribed items such as glasses, braces, contact lenses, etc. before leaving.
- You may also want to bring the traditional ointment (aka 'balm') such as 'Iodex', 'Move', etc. as they aren't easily available here.
- Advil is similar to 'Crocin'.
- Bring lotion/Vaseline for dry skin.

Electronics

When buying electrical equipment from India, be careful about the voltage rating on the product, as US and Canada utilize the power system convention of 110V.

- If you already have a laptop, check your laptop power pack.
 - The adapter attached to the power cord, will have info about the voltage it can support. If it says, 100 to 220V, then you can use it in Canada.
 - Most laptops support universal voltage.
- In order to use your laptop and other electronic devices you might also need a convertor that gets plugged into the front of the charger/plug of your device allows you to use your devices here since all outlets may not match your electronics' plug points. These plugs can be brought from India or you can buy them here.
- Other electronic appliances (such as irons, toasters, blenders, blow dryers, etc.) from India might not work thus it is better to buy them from here.

Textbooks

Almost every first-year course requires at least one textbook. Some courses may also require course notes (available either on the course website or at Retail Services on campus for a nominal printing fee (approximately \$10 - \$25)).

Costs

Textbooks vary in price based on the course for which the book is required.

New Books (On Campus):	\$50 - \$200+ (per book)
New Books (Online Purchase):	Up to 40% cheaper than Bookstore on campus
Used Books (On Campus):	\$50 - \$150+ (per book)
Used Books (Online Purchase):	Up to 70% cheaper than Feds Used Books
Used Books (Other Students):	Up to 30% cheaper than Feds Used Books

Where do I find a list of my required textbooks?

There are multiple places where students can find their required textbooks for the current/upcoming study semester:

- Official course website.
- University of Waterloo's Desire2Learn course system (may not be updated until the first day of class).
- The 'BookLook' featured on the University of Waterloo Retail Services website: <http://www.bookstore.uwaterloo.ca/books.html> (requires Quest user ID and password).
 - Go to "My BookLook" to find your specific books listing.

Websites for purchasing books

There are multiple websites available for purchasing and selling new and used textbooks. Some good websites are:

- <http://www.amazon.ca/>
- <http://www.abebooks.com/>
- <http://www.uwsube.com/> (Used Books from UW students)
- <http://www.textbook123.com/home.php?uni=MTQ3NjA>

Facebook Groups for purchasing and selling books

The following are two of the most highly used book purchasing and selling groups by UW students:

- <https://www.facebook.com/groups/UWtextbookexchange/>
- <https://www.facebook.com/groups/2355736704/>

Housing

One of the most important requirements before coming to Canada is to figure out housing. This section briefly discusses the various accommodation options available to University of Waterloo students and provides links to web resources that further elaborate on the relevant options.

On-Campus Housing

On-campus housing often refers to accommodation that is available within the confines of a university's campus. University of Waterloo Residence (www.uwaterloo.ca/housing/) is

the biggest on-campus facility that accommodates new students. It has seven different residences, grouped into two main categories: suite-style and traditional style.

Suite Style Residence

These residences are like apartments. There are four different types of suites but each suite contains a kitchen equipped with an oven, stove and fridge; a common area, storage room and cleaning supplies are also provided. The difference between suites is in the number of bedrooms and washrooms per suite. These include:

- 2 bedrooms with 1 washroom
- 3 bedrooms with 1 washroom
- 4 bedrooms with 2 washrooms

Since these residences are apartment-style, meal plans are not mandatory. Also, a free shuttle service is offered every Saturday afternoon that runs between the residence and a local grocery store.

There are four residences that offer a suite style accommodation including:

- University of Waterloo Place (UWP - www.uwaterloo.ca/housing/residences/uwp): Two, three and four bedroom suites; for undergraduate students only.
- Mackenzie King Village (MKV - www.uwaterloo.ca/housing/residences/mkv): Four bedroom suites; for undergraduate students only.
- Columbia Lake Village (CLV - www.uwaterloo.ca/housing/residences/columbia-lake-village) – South: For undergraduate students only.
- Columbia Lake Village (CLV) – North: For graduate students only (single and family).

Traditional Style Residence

These residences are also known as dorm-style residences. These residences share a common washroom per floor or per side of a floor and consist of single, double and/or interconnecting rooms. Since these are dorms without the provision of a kitchen, meal plans are mandatory. Each of these residences has a cafeteria that offers a menu involving dishes from various international cuisines.

There are four residences that offer a suite style accommodation including:

- Village 1 (V1 - www.uwaterloo.ca/housing/residences/v1): Single, double and/or interconnecting rooms; for undergraduate students only.
- Ron Eydt Village (REV - www.uwaterloo.ca/housing/residences/rev): Double rooms; for undergraduate students only.

- Minota Hagey (aka Velocity - <http://velocity.uwaterloo.ca/residence>): Single rooms; research and entrepreneurial projects for students while in residence; for undergraduate students only.

The application process is different for undergraduate and graduate students. Please visit <http://www.uwaterloo.ca/housing/apply> for specific instructions. Specifics for each residence and details of what to (not) bring can also be found on: <http://www.uwaterloo.ca/housing>.

College Residence

The **University College Residences** (www.uwaterloo.ca/housing/residences/university-college-residences) are not-for-profit institutions that are independent, but affiliated, with the larger UW campus. Each University College is a smaller community with its own character and distinctive programs. Each of these residences fosters approximately 200 students and offers all-inclusive meal plans. The following are the four University College Residences:

- Conrad Grebel University College (www.uwaterloo.ca/grebel/home)
- Renison Unveristy College (www.uwaterloo.ca/renison/home)
- St. Jerome's University College (www.sju.ca)
- St. Paul's University College (www.stpauls.uwaterloo.ca)

Off-Campus Housing

The academic year at the University of Waterloo is divided into three terms starting with the Fall (September - December) term, then the Winter (January - April) term, and ends with the Spring (May - August) term.

The terms and tenures of acquiring a place off-campus vary greatly from that of on-campus housing. Unlike on-campus housing, the rent for off-campus housing may not include Internet and utility (such as heat, hydro and electricity) charges. Additionally, some rooms and apartments are unfurnished or have an additional cost for providing the necessary furniture.

With the breakdown of the academic year mentioned earlier, there are primarily two types of contracts pertaining to acquiring a place: leasing and subleasing.

Leasing

This term usually refers to a contract pertaining to the acquisition of a place binding the student in a direct agreement with the landlord/agency. Such contracts usually span for the

period of the academic year (i.e. from September to August of the following year) or sometimes for eight months (i.e. from September to April of the following year).

Subleasing

This term refers to a situation where a student, who has signed a lease with the landlord/agency, wishes to rent out the place to another student (usually for a period of 4 months i.e. one term) with a revised contract and perhaps at a revised price. The purpose of subletting is primarily due to the alternating sequence of the co-op program or the off-summers for those enrolled in non-co-op programs.

Resources for Off-Campus Housing

Off-Campus Housing (by UW)

Off-campus housing (<http://uwaterloo.ca/off-campus-housing/>) is a tool affiliated with the University of Waterloo intended to assist students with necessary information about the local housing classifieds. From a student's perspective, this tool has three primary functions: searching listings, and searching and submitting student classified ads.

It is worth mentioning that off-campus housing is a mere tool. It does not guarantee results but is a good starting point, especially for those who have never lived off-campus before.

Housing Agencies

There are a number of agencies in the KW region that own and/or manage properties that are available for students to rent. The following are the prominent ones:

- KW4Rent (<http://www.kw4rent.com/>)
- Domus (<http://www.domushousing.com>)
- Schembri (<http://www.schembripm.com>)
- Atlas (<http://www.atlasproperty.com>)

Landlords

Some landlords do not affiliate themselves with any agency and prefer to manage their properties themselves or hire a private contractor. Such properties do not often show up on the Internet. A good approach to finding such properties is to walk around the desired locality and look for posters/banners associated with the availability of the property.

Craigslist / Kijiji

Craigslist (www.craigslist.ca) and Kijiji (www.kijiji.ca) are two similar websites that facilitate a virtual marketplace where sellers and buyers put out ads about all sorts of items and services including properties for sale and rent.

Important Academic Information

Watcard

Check out <http://www.watcard.uwaterloo.ca/index.html> for more detailed information. The WatCard is official photo ID for UW. It will be used for:

- Writing examinations.
- Food (buying at on-campus and certain off-campus places).
- Photocopying.
- PAC access.
- Libraries.
- Computer labs.
- SLC resources (see: TurnKey Desk).
- Bus access – GRT is free when you show your WatCard.
- Laundry on residence.
- Front Desk services at residences.

WatCard Photograph:

- Send in your picture to <http://www.watcard.uwaterloo.ca/photos.html> - check your student package for the last date, OR
- Come in either during Student Life 101 or Orientation Week to have your picture taken.

You will need Government issued ID, and you will be able to pick up your WatCard during Student Life 101 or Orientation Week from the WatCard Office downstairs in the SLC.

Lost WatCard:

If you think you have lost your WatCard, make sure to deactivate it online to make sure your funds are not misused. A replacement card will cost \$20 and can be obtained from the WatCard Office.

Fees & Deadlines

There are many important dates that students must consider, such as fee deadlines, course registration, etc. The following are some key links:

For undergraduate students:

- <http://www.quest.uwaterloo.ca/undergraduate/dates.html>
- <http://safa.uwaterloo.ca/links/News,%20Dates,%20and%20Notices%20%20Student%20Awards%20&%20Financial%20Aid%20Office%20%20University%20of%20Waterloo.htm>

For graduate students:

- <http://gradcalendar.uwaterloo.ca/page/gso-academic-deadlines-and-events>
- <http://www.grad.uwaterloo.ca/students/applicrequirements.asp>

Financial Aid/Scholarships

Financial aid and scholarships are available to every student, including international students, so as long as they qualify. The university gives out some scholarships or aids automatically, whereas some require students to submit an application. Below is some additional information:

- Scholarships available to international students from the Canadian government can be accessed at this website. Select your country and the website shows you the scholarships available to you: <https://w01.scholarships-bourses.gc.ca/scholarshipnoncdn-boursenoncdn.aspx?lang=eng>
- List of all the entrance scholarships available from University of Waterloo: <http://www.findoutmore.uwaterloo.ca/financing/scholarships.php#all>
- Financial Tips for international students from University of Waterloo- <http://www.findoutmore.uwaterloo.ca/financing/intfinancing.php>
- For other scholarships visit: <http://scholarshipscanada.com/> and <http://www.studentawards.com/>. These websites give further information about scholarships available from other financial institutions.
- Scholarships and bursaries are also available for **International Grad Students**; these include International Master's and Doctoral Student Awards, Ontario Trillium Scholarship and Ontario Graduate Scholarship (OGS).
 - More information on these scholarships can be found at: http://www.grad.uwaterloo.ca/scholarships/international_awards.html

English Language Proficiency Exam (ELPE)

Every undergraduate student is mandated to write and pass this exam before they complete their second year of education. Some information regarding this is:

- The exam will be held during the orientation week. In order to pass, you need to get 65%+ for arts and 60%+ for rest of the faculties. For more information visit: <http://uwaterloo.ca/writing-centre/english-language-proficiency-exam-elpe>
- Please be aware that **the essay format is very different** from what we have in India. So, research and prepare yourself accordingly. There are sample essays available on the ELPE website: <http://uwaterloo.ca/writing-centre/english-language-proficiency-exam-elpe/sample-essays>
- Here are a few links to get started for your ELPE preparations: <http://homeworktips.about.com/od/essaywriting/a/fiveparagraph.htm> and <http://grammar.yourdictionary.com/grammar-rules-and-tips/11-Rules-of-Grammar.html>

Working in Canada

Social Insurance Number (SIN)

A SIN is a nine-digit number that is required for every worker in Canada. You will need a SIN card if you are working in Canada. It is mandatory to apply for this card in order to receive payment for work in Canada.

- You can apply for the SIN number by mail or in-person at the Canada service centre office.
 - The application form to apply for the SIN number is available at the following website. <http://www.servicecanada.gc.ca/cgi-bin/search/eforms/index.cgi?app=prfl&frm=nas2120&ln=eng#pdf>
 - The form also gives you the list of all the required documents.
 - Please check the link under “Forms -> Application for a Social Insurance Number”.
- In order to apply by mail, you can mail your application form and all original document(s) required and the fee (if applicable), to the Service Canada address given in the application form.
- It is strongly recommended that you apply for a Social Insurance Number in person at the Service Canada Centre office. This process is faster and it does not require that you part with your valuable identity documents.

Kitchener Service Canada Centre
Located at: 409 Weber Street West, Kitchener, ON N2G 4L6
Tel: (519) 579 - 1550, Monday-Friday 8:30 am - 4:00 pm
<http://www.servicecanada.gc.ca/cgi-bin/hr-display.cgi?rc=3580&ln=eng>

This card is as important as your passport. The Government of Canada uses the SIN to identify individuals.

Work Permit

In order to work on campus however, students do not need a work permit. During the study term, the Government of Canada allows students to work on campus for up to 20 hours per week. However, in order to get paid, a SIN card is still required.

In order to work off-campus, students need to apply for an off-campus work permit. All information regarding this process is available here: <http://uwaterloo.ca/international-students/current-students/work-permit>.

If you are enrolled in a co-op program, a representative from the Co-operative Education and Career Services centre will contact you before your work-term begins and guide you through the process of obtaining a Co-op Work Permit (<http://www.cic.gc.ca/english/information/applications/work-students.asp>).

A work permit will be issued listing the University of Waterloo as the employer and will be valid for the duration of your Study Permit.

Taxes

Anyone who earns an income in Canada is required to file an income tax return every year by April 30 with Revenue Canada (<http://www.cra-adrc.gc.ca/>). Income tax information sessions are held at the university to help the students with filing tax returns. The date and time of these sessions and other useful info regarding filing tax returns can be found at: <http://uwaterloo.ca/international-students/current-students/taxes>.

If you do not have a SIN because you did not earn income in Canada, you will need an **Individual Tax Number (ITN)** to file your tax return. The form is available on the Canadian Revenue Agency website: <http://www.cra-arc.gc.ca/E/pbg/tf/t1261/README.html>

You are required to send certified copies of documents to support your application for an ITN. Take the original document and photocopies to a Commissioner for taking affidavits (<http://www.adm.uwaterloo.ca/infosec/Notarizing/Notarizing.html>). Include the ITN application form and certified copies of your documents with your income tax return. Without a SIN or ITN, your tax return will not be processed.

Co-op

This section applies to you if you are admitted into a co-op program. Firstly, you need to find out which stream you are in. There are two streams: 4 and 8. Individuals in stream 4 will go on co-op in winter and those in stream 8 will go in summer. The jobs will be posted on Jobmine (<http://jobmine.uwaterloo.ca>). Make sure that you have a good resume ready. There will be information sessions held throughout the term where you can get your resume critiqued. For more information regarding the co-op program, visit: <http://coop.uwaterloo.ca>

On-Campus and Off-Campus Jobs

Students can always apply to part-time jobs that are available on-campus and off-campus to make some extra money:

- On-campus jobs include working for UW food services, campus recreation, UW housing and residence, Waterloo student library and more.
- All the open job postings from these departments can be checked at: <http://www.findoutmore.uwaterloo.ca/thenextstep/admitted/tips.php>
- Apart from these, other student job opportunities, including student summer jobs, can also be found on the website of Centre for Career Action: <http://uwaterloo.ca/career-action/job-listings>
- Students can apply for off-campus jobs all around KW including the university plaza (Burger King, Aunty's Cafe, TCBY, Campus Pizza, etc.) and in Conestoga Mall.
- When applying for off-campus jobs, it is always good to take along multiple of copies of your resume and drop it off at different locations, so that places can give you a call whenever a job position becomes available.

Banks

There are a number of Canadian banks that you can choose to open your bank accounts at, including TD Canada Trust, CIBC, Royal Bank of Canada (RBC), ScotiaBank and Bank of Montreal (BMO). There are several ways to transfer funds to Canada:

- Wire funds from your local bank to a Canadian bank. This method ensures that your money is available immediately once transferred to Canada. You will first have to open a Canadian bank account via fax, which some banks are able to do.
- Obtain a bank draft for the amount you wish to transfer and bring it with you to Canada. It can take anywhere from 10 to 20 days for a bank draft to be processed.
- Use an electronic bankcard from your home bank to withdraw money at ATMs (bank machines) in Canada. You will have to pay service charges for using a bankcard outside your country and exchange rates change daily, so check with your bank before choosing this option. This option can be quite expensive.

Don't carry large amounts of cash on you while coming to Canada. Currency exchange services are available at the Airport and at any of the major banks or credit union banks in the city. Traveler's cheque is a preferred alternative to carry money while travelling to Canada. MoneyGram or Western Union are also good options available to transfer money to and from India as they give the best exchange rates.

How to open a bank account before arriving in Canada

Some banks can help you open a bank account before you arrive in Canada, to which you can wire your funds. All banks have different procedures for doing this, so ask the bank you choose what method they prefer. You should consider the following steps:

- To begin, fax the bank of your choice a copy of your passport and your estimate of when you will arrive.
- Include a signed letter with your request for a student bank account. An account will then be opened in your name, with a "Deposit only" restriction on it.
- The bank will then fax information regarding your account number and the bank's information for wire transfer. Following this, you will be able to wire transfer money into your new account.
- Upon your arrival in Canada, bring your passport into a branch of your bank. You will be asked to sign signature cards. Afterward, all restrictions will be removed from your account, and your funds will be there, ready for use.

A chart comparing the various banks can be found in the Appendix A.

Important Non-Academic Information

Emergency Contacts

Although, the university has a very secure campus, the University of Waterloo Police Service is committed to providing a safe and protected environment for the students. Their office is located right beside the Davis Centre (please refer to Campus Map for exact location). The following are some of important contact numbers:

Services	Contact Information
Emergency	Dial 911
University of Waterloo Health Services	(519) 888-4096
University of Waterloo Police*	On Campus: (519) 888-4567 Ext. 22222 Off Campus: (519) 888-4911 http://uwaterloo.ca/police/ .
Waterloo Fire Rescue	Waterloo Fire Rescue 470 Columbia St. W., Waterloo, ON - N2T 2Y6 (519) 884-2121 www.waterloo.ca/fire/ .
Disabilities Services	(519) 888-4567 Ext. 35082

*Press the **red** University of Waterloo Police button on any Bell payphone on the university campus (this is a free call on campus) to request the assistance of the authorities.

Other emergency contacts are available on: <http://uwaterloo.ca/counselling-services/emergency-numbers>

Some other emergency services, that are provided to students by the University of Waterloo, can be found here: <http://uwaterloo.ca/offices-services/>

Health and Dental Care

Various health and dental care services are provided by the government and university

- For permanent resident students, you need to apply for OHIP (Ontario Health Insurance Plan) at <http://www.health.gov.on.ca/en/public/programs/ohip/>

- For international students, you need to apply for UHIP (University Health Insurance Plan). For more information visit <http://www.hr.uwaterloo.ca/student/international-students-UHIP.html>
- UW also provides health, vision and dental coverage. Visit www.Ihaveaplan.ca and select your institution for more details.
- UW also offers Health Services on campus. For more info visit: http://info.uwaterloo.ca/infoheal/_home/index.html or <http://uwaterloo.ca/international-students/current-students/health>

A list of health care facilities can be found in the appendix.

TurnKey Desk

The Turnkey Desk is located in the Student Life Centre (SLC), and is open 24 hours a day, 7 days a week. The features are:

- The Turnkey Desk also provides access to, and books, the following facilities: study lounges, quiet study lounge, piano room, poster room, multi-faith prayer room, lounges for group meetings and activities.
- The Turnkey Desk also provides access to tickets and bookings for the following facilities:
 - GO Transit.
 - Greyhound Bus.
 - Grand River Transit (GRT) Bus.
 - Coach Canada.
 - Princess Cinema.
 - Cineplex Entertainment: Cineplex Odeon, Galaxy Cinemas & Famous Players.
 - Empire Theatres.
- Maps of Kitchener, Waterloo & Cambridge, as well as Trail maps.
- Information and schedules for KW transit, bus and train services.
- International phone cards & prepaid cellular phone cards.
- Food, snacks and beverages available for purchase.
- Squash balls, goggles and swim goggles available for purchase.
- Fair Trade coffee and organic tea.
- Music in the Great Hall: a large music collection on CD & LP for your listening requests
- Television in the Great Hall: a large TV screen for your viewing requests.
- First-Aid.
- Lost and found service.
- Printer ink cartridge refills.
- Information rack with current community and university events.
- General information on special events and almost anything else of interest to the university community.

Transit

The local transit (GRT) is free for the students of UW and WLU and travels all over the tri-city area. For more information and bus schedules, visit <http://www.grt.ca/>.

Students use the other bus services to travel to and from Waterloo such as the FEDS bus, Greyhound and Go Transit. Tickets for Greyhound and Go Transit are available at Turnkey Desk at Student Life Centre (SLC).

The Shuttle Service is a complimentary service provided to the UW community. The following are the two kinds shuttle services available on campus:

- On Campus shuttle service:
 - Two vehicles transport up to five passengers each.
 - Each campus has a route with designated stops.
- Off Campus shuttle service:
 - Two vehicles transport up to ten passenger each.
 - Hours of operation: 7:15pm, 8:15pm, 9:15pm, 10:15pm, 11:15pm, 12:15am, and 1:15am.
 - It departs every night from the Turnkey Desk at Student Life Centre (SLC).

For more information on the shuttle services visit <http://uwaterloo.ca/police/shuttle-service/>.

Waterloo also has multiple taxi services, but this is not free. The following are the three taxi services available in Waterloo:

- Waterloo Taxi – Tel: (519) 888 – 7777. Website: www.waterlootaxi.ca
- United Taxi – Tel: (519) 888 - 9999. Website: <http://www.unitedtaxi.ca/>
- City Cab – Tel: (519) 747 – 7777. Website: <http://www.citycabs.ca/>

More information can be found at:

<http://www.och.uwaterloo.ca/students/gettingaround.htm>

Places of Worship

There are many places in Waterloo for religious worship. A complete listing can be found here.

Type	Website and Location
Churches	<p>St. Michael's Roman Catholic Church (240 Hemlock St, Waterloo, ON, Waterloo).</p> <p>St. Jerome's University on campus holds mass at the Notre Dame Chapel (special student mass) and at Siegfried Hall.</p>
Temples	<p>Shri Ram Dham Hindu Temple and Yogashrama, http://www.brahmrishimission.org/.</p> <p>See website for event details, including special prayers, Bhajan, Aarti, Satsang</p> <p>Located at: 525 Bridge Street East, Kitchener, ON, N2K 3C5. Tel: (519) 579 – 1486 or (519) 579 – 2713.</p>
Masjids	<p>The website contains details about prayer timings, community events and other services: http://waterloomasjid.com/main/.</p> <p>Located at: 213 Erb St. West, Waterloo, ON, N2L 1V6. Tel: (519) 886 – 8470.</p> <p>Further on Waterloo Campus, prayer rooms in SLC 3rd Floor Multi-Faith Prayer Room, Davis Centre, Optometry, Tatham Centre. The website is: http://www.uwmsa.com/main/msa-services/campus-prayer.</p>
Gurudwaras	<p>Golden Triangle Sikh Association: The website contains for details about events, membership, projects, etc. http://www.thegtsa.com/.</p> <p>Located at: 2070 Snyder's Road East, Petersburg, ON, N0B 2H0.</p>

Phones

Your first option when it comes to a phone is to buy the phone outright by paying the full price of the phone of your choice. The only issue with this is that you have to get a plan from one of the phone carriers (Rogers, Bell, Telus, Fido, Wind, Koodo, Virgin Mobile, Chatr, etc.).

Your second option is that you can get a brand new phone for a cheaper price from the carrier, but also sign a 2-3 year phone contract with the company, in which you will choose a monthly plan. You will have to stick with that monthly plan for the next 2-3 years. If you don't like the plan and you wish to cancel the contract within the contract period, an early cancellation charge is applied.

Another thing to note here is that sometimes when you buy a phone from a phone carrier in Canada, it can be locked to that particular carrier (meaning that you cannot use the phone with any other company). To use the phone with another company, you will have to get it unlocked, which can cost some money. Therefore, it is recommended to buy a phone in India (e.g. Blackberry, Android etc.) and then getting a monthly plan from one of the carriers here without going into a contract.

To be sure that your phone from India works in Canada, the phone should not be locked to any carrier in India, i.e. it works with different phone provider companies. There are multiple ways to ensure that your phone from India will work in Canada. One way, is to go on the service provider's website and search for your phone. If they sell your phone (such as Samsung galaxy S III, Nokia Lumina, etc.), then your phone will work with that service provider. Another way is to verify that your phone's supported bandwidths comply with those supported by at least one of the Canadian service providers.

Groceries

There are various grocery stores available offering different kinds of cuisines, including Indian, as well as local produce. Appendix C contains this list.

Salons

There are many salons present in the KW area. Please note that in Canada, the hair cutting salons can be different from health and beauty salons. Here is a link to some of the salons: <http://www.goldbook.ca/waterloo-on/beauty-salons/>

One of the Indian Salons close to the university is: Nandani Beauty Salon. Located at 500 Glen Forrest Blvd, Waterloo, ON N2L 5G4. Tel: (519) 885 – 0550.

Student Price Card (SPC)

An SPC card entitles you to immediate and exclusive student savings while shopping at your choice of +100 participating retailers.

You can get this card for \$9 from many retailers. It gives you 10% off all purchases at all participating stores; most popular retail stores take SPC cards.

<http://www.spccard.ca/BuyInStore.aspx> lists all the retail stores selling SPC cards. More details on this can be found on: <http://www.spccard.ca/default.aspx>

Sports and Fitness

Students can participate in various sports and recreational activities that are organized on-campus by the sports department, known as “Waterloo Warriors”, run by the Department of Athletics and Recreational Services.

- Various tournaments are organized for sports such as baseball, basketball, tennis, soccer, swimming and many more. You can sign up for these clubs at: <http://www.varsity.uwaterloo.ca/index.aspx> or <https://nike.uwaterloo.ca/default.aspx>
- There are many other UW clubs that are approved by the Federation of Student (FEDs). Students can sign-up for these clubs on Clubs Day, which is usually held in SLC (Student Life Centre) Great Hall during the first two weeks of the semester.
- Waterloo Warriors also organizes group fitness classes including Zumba, yoga, flex, groove etc. A pass (known as a shoe tag) can be obtained at the beginning of the semester, for a fee, which allows you to access all the fitness classes. More information can be obtained at: http://www.varsity.uwaterloo.ca/sports/2010/8/3/CR_0803101629.aspx?tab=fitnessandwellness
- On-campus gyms can be accessed using your WatCard. The gyms are located at Columbia Icefield (CIF) and Physical Activities Complex (PAC). To get more information regarding gym hours and other things organized at the gym visit this link:

http://www.varsity.uwaterloo.ca/sports/2010/7/21/CR_0721104126.aspx?tab=waterloofacilities

- Apart from this UWIC also organizes sports such as cricket, soccer, pithu, kabaddi etc. for more information on these sports please visit the UWIC page:

<http://www.facebook.com/UWIndianConnect> or

<https://twitter.com/UWIndianConnect>

Leisure

One thing that you will often hear during your time at the university is that to be successful, one has to lead a balanced life; which goes to say that it is equally important to have a healthy social life to relax from your demanding academic routine. A list of leisure activities can be found in Appendix D.

Contact Us

Please send your concerns, queries, and feedback to our teams:

Mentorship Team: uwicmentorship@gmail.com

UWIC Team: uwindianconnection@gmail.com

Official Website: <http://uwic.ca/>

To catch the latest updates on events and news, please follow us:

Facebook: <http://www.facebook.com/UWIndianConnect>

Twitter: <https://twitter.com/UWIndianConnect>

We encourage you to send us an email so that we can add you to our mailing list. This will help us keep you up-to-date with the latest news and events concerning UWIC.

Acknowledgements

Compiled by:

UWIC Mentorship Team (Spring 2012) - Abhishek Sisodia, Adil Ahmed, Amy Gonsalves, Chinmaya Sindgikar, Dipshikha Goyal, Jehanzaib Jaffer, Medha Patki, Zeus Mistry

Valuable Contributions from:

- UWIC President - Sibin Karippal
- UWIC Vice-President - Kristina Mahendran
- Student Info Handbook by UBC ISA-UTSAV
- Feedback from UWIC Mentorship Survey

Updated by :

UWIC Members (Winter 2013) - Chinmaya Sindgikar (VP Mentorship), Dipshikha Goyal (VP Mentorship), Medha Patki (VP Sponsorship), and Zeus Mistry (VP UWIC)

Appendix A – Bank Comparison

Features	Canadian Imperial Bank of Commerce (CIBC)*	Bank of Montreal (BMO)	Royal Bank of Canada (RBC)	Bank of Nova Scotia (Scotiabank)	TD Canada Trust
Account	CIBC Advantage for Students	Student Banking	RBC Student Banking	Student Banking Advantage Plan	Value Plus for Students
Monthly Fees	\$0	\$0	\$0	\$1.25/ month	\$0
Transactions	Unlimited	30 transactions per month (\$0.60 per additional transaction)	25 free debits per month (\$0.65 per additional debit transaction)	Unlimited	25 transactions per month (\$1.00 per additional debit transaction)
Sending INTERAC e-Transfer	\$1.50 per transaction	- Interac e-Transfer a month (\$1.50 per additional transfer)	\$1.00 per transaction	\$1.00 per transaction	\$1.50 per transaction
Non-(bank) ABM withdrawals	\$1.50 each withdrawal	\$1.50 each withdrawal	-Interac: \$1.50 -PLUS System: \$3.00	-\$1.50 each within Canada	-\$1.50 within Canada
Account Benefits	Make debit purchases outside of Canada using the Visa network with your CIBC Advantage Debit Card	- Overdraft Transfer Service between personal Bank Accounts in the Banking Plan - Personal Credit Reserve up to \$2,500 upon approval - Occasional Overdraft Protection Service - up to \$500 on a Bank Account in your Plan with no per item fee	- \$39 rebate on Signature RBC Rewards Visa Card or RBC Visa Cash Back Visa and RBC WestJet MasterCard	Earn SCENE points: -Receive 1 SCENE point for every \$5 spent -Earn 5 SCENE points for every \$1 spent at participating Cineplex Entertainment theatres	N/A

*Only bank available on campus (thus, students prefer to make account with CIBC)

Appendix B – Health Care Facilities

Type	Name, Location, and Contact Information
On Campus	<p>Health Services http://info.uwaterloo.ca/infoheal/contactus/contactus.htm. 519-888-4096</p>
Walk-in Clinics	<p>The Doctor's Office University Shops Plaza 170 University Avenue West Waterloo ON 519-725-1514</p> <p>Urgent care clinics 385 Fairway Road South, Kitchener 519-748-2327 751 Victoria Street North, Kitchener 519-745-2273</p> <p>Weber Medical Centre 5A-1400 Weber Street East Kitchener ON 519-748-6933</p>
Hospitals	<p>Grand River Hospital 835 King Street West, Kitchener 519-742-3611 http://www.grhosp.on.ca/.</p> <p>St. Mary's General Hospital 911 Queen's Boulevard, Kitchener 519-749-6410 http://www.smgh.ca/.</p>

Appendix C – Grocery List

The following table lists grocery stores based on type. Different store names for each store type are listed in ascending order, based on proximity to the University of Waterloo.

<u>Store Type</u>	<u>Store Name & Details</u>	<u>Location and Phone</u>
Drug Store	<p>Student Health Pharmacy General and prescription based medicinal drugs.</p> <p>Shoppers Drug Mart General and prescription based medicinal drugs, cosmetics and general snacks.</p>	<p>Student Health Pharmacy Lower-Level Student Life Center, University of Waterloo. Tel: (519) 746 - 4500</p> <p>Shoppers Drug Mart 468 Albert Street, Waterloo. Tel: (519) 884 - 3860.</p>
General Grocery	<p>Food Basics Wide range of groceries (meat, vegetables, snacks, etc). Relatively cheaper than other grocery stores.</p> <p>Zehrs Wide range of groceries (meat, vegetables, snacks, etc). Students receive 10% discount on Tuesdays.</p> <p>Waterloo Valu-Mart Good for fresh and relatively cheaper produce. Sale on Mondays, 10% off with student id shown.</p>	<p>Food Basics 851 Fischer Hallman Road, Waterloo. Tel: (519) 570 - 2500.</p> <p>Zehrs 555 Davenport Road, Conestoga Mall, Waterloo. Tel: (519) 746 - 0125. -- 450 Erb Street West, Kitchener. Tel: (519) 886 - 4900.</p> <p>Waterloo Valu-Mart 75 King Street South, Waterloo. Tel: (519) 884 - 5511.</p>

<p>Indian and Halal Grocery</p>	<p>Onkar Food & Spices Indian food, spices, and vegetables along with other general groceries. It also has cds & dvds.</p> <p>Indian Food & Grocery Indian food, spices, and vegetables, sweets, calling cards and dvds.</p> <p>Bulkbarn Dry fruits, spices, chocolates and candy in BULK.</p> <p>Sadaqat Halal Food Market Halal meat and general Indian groceries.</p> <p>Kishki Halal Food Market Halal meat and general Indian groceries.</p>	<p>Onkar Food & Spices Unit 4, 500 Glenforest Boulevard, Waterloo. Tel: (519) 746 - 3659</p> <p>101 Hazelglen Dr, Kitchener. Tel: (519) 745 - 1698</p> <p>Indian Food & Grocery 209 Lexington Road, Waterloo. Tel: (519) 747 - 8016</p> <p>Bulkbarn 66 Bridgeport East, Waterloo. Tel: (519) 888 - 6164.</p> <p>Sadaqat Halal Food Market 427 Belmont West, Kitchener. Tel: (519) 584 - 7100.</p> <p>Kishki Halal Food Market 200 Highland Road West, Kitchener. Tel: (519) 576 - 5262.</p>
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Appendix D – Leisure Details

The following table, listed alphabetically, presents the various options available to explore the social life here at Waterloo (and Kitchener):

<u>Type</u>	<u>Name & Website</u>
Bars & Restaurants	Aunty's Cafe - Indian Restaurant http://auntyskitchen.ca
	Bomber - Bar & Restaurant http://bomber.ca/contact.html
	ChainSaw - Country Bar & Karaoke http://chainsawsaloon.squarespace.com/
	Classic Indian Restaurant http://www.classicindiancuisine.com/
	Curry in a Hurry - Indian Restaurant http://www.kwcurryinahurry.ca
	Crabby Joe's - Sports Bar & Restaurant http://crabbyjoes.com
	Dooly's - Sports Bar http://www.doolys.ca
	Empress of India - Indian Restaurant http://www.empressofindia.ca
	Front Row McGinnis - Sports Bar & Restaurant http://thefrontrow.ca
	Kick-Off - Sports Bar & Restaurant http://www.facebook.com/kickoff.waterloo
	Kismet - Bangladeshi Restaurant http://www.kismetwaterloo.ca
Masala Bay - Indian Restaurant http://www.masalabay.com	

	<p>The Flying Dog - Bar & Restaurant http://theflyingdogwaterloo.com</p>
Nightclubs & Pubs	<p>Beta - Nightclub http://www.facebook.com/BetaWaterloo</p> <p>Firehall - Nightclub https://www.facebook.com/pages/The-Firehall/140494522758632</p> <p>Fox N' Fiddle - Irish Pub http://www.foxandfiddle.com/location_waterloo.html</p> <p>McMullans - Irish Pub http://www.mcmullans.ca</p> <p>Molly Blooms - Irish Pub http://www.mollyblooms.ca</p> <p>Phil's - Nightclub & Pub http://www.philsgrandsons.com</p> <p>Revolution (REV) - Nightclub http://www.revolutionnightclub.com</p>
Places of Attraction	<p>Brunswick Bowling - Bowling Alley http://www.bowlbrunswick.com/about-us/825/1</p> <p>Cambridge Outlet Mall http://www.cambridge-centre.com</p> <p>Chicopee Tube Park - Zip Lining http://chicopeetubepark.com/summer/index.html</p> <p>Columbia Lake - Group Hangout Located at University of Waterloo (Columbia Street West)</p> <p>Conestoga Mall http://www.conestogamall.com</p> <p>Fairview Park Mall http://www.fairviewpark.ca</p> <p>Horseback Adventures - Horse Riding</p>

<http://www.horsebackadventures.ca>

St. Jacobs Country - Farmer's Market

<http://www.stjacobs.com>

The Museum - Museum

<http://www.themuseum.ca>

Victoria Park - Group Hangout

<http://www.kitchener.ca/en/livinginkitchener/VictoriaPark.asp>

Waterloo Public Square - Various Events

Located: 75 King Street South, Waterloo, ON

Tel: (519) 886 - 1177