

Pre-Arrival Program Series:

Student Life at York

YORK U



Land Acknowledgement

York University recognizes that many Indigenous Nations have longstanding relationships with the territories upon which York University campuses are located that precede the establishment of York University.

York University acknowledges its presence on the traditional territory of many Indigenous Nations. The area known as Tkaronto has been care taken by the Anishinabek Nation, the Haudenosaunee Confederacy, and the Huron-Wendat.

It is now home to many First Nation, Inuit and Métis communities. We acknowledge the current treaty holders, the Mississaugas of the Credit First Nation. This territory is subject of the Dish with One Spoon Wampum Belt Covenant, an agreement to peaceably share and care for the Great Lakes region.



The Indigenous Students' Association at York's (ISAY) 21st All Nations Pow Wow

Centre for Indigenous Student Services: <https://aboriginal.info.yorku.ca/about-us/>

Native Land Digital: <https://native-land.ca/>



Webinar Outcomes

By the end of this webinar, new incoming international students will have more knowledge about:

- Canadian cultural norms
- How to balance student life at York University and Canada
- Resources available to support overall health

Agenda for Today:

The agenda for today's webinar is:

- Culture and life in Canada
- Student Life at York University
- Resources for Health Wellness
- Questions and Answers
- Upcoming Sessions and Webinars



Culture and Life in Canada

Overview of Canada



**Second largest
country in the world**



**10 Provinces and 3
Territories**



**National animal is
the Beaver**



**Main producer of
Maple Syrup**



**Ice Hockey is a national
sport in Canada**



**The telephone was
invented in Canada**

Seasons in Toronto- Fall

- Typically runs from September to November
 - Temperatures range from 0 to 10 degrees
- Light jackets, scarves and boots are typically worn during this season
- Activities to do include [Toronto Film Festival \(TIFF\)](#), [Nuit Blanche](#), [Hiking Trails](#) etc.
- Statutory holidays include:
 - Labour day- September 1st
 - Thanksgiving Day- October 13th



Seasons in Toronto- Winter

- Typically runs from December to March
 - Temperatures range from 0 to -30 degrees
- Winter boots, large warm coats, gloves and scarves are typically worn in this season
- Activities to do include Ice Skating, Cavale of Lights, Winterlicious, etc.
- Statutory holidays include:
 - Christmas Eve – December 24th
 - Christmas Day – December 25th
 - Boxing Day – December 26th
 - New Year's Day – January 1st
 - Family Day – February 17th



Seasons in Toronto- Spring

- Typically runs from March to June
 - Temperatures range from 1 to 10 degrees
- Similar to Fall, light jackets, rain boots, and scarves are typically worn during this season
- Activities to do include visiting the [Cherry Blossoms](#), [Toronto Botanical Garden](#), [Allan Gardens](#) etc.
- Statutory holidays include:
 - Good Friday- April 18th
 - Easter Monday- April 21st
 - Victoria Day- May 19th



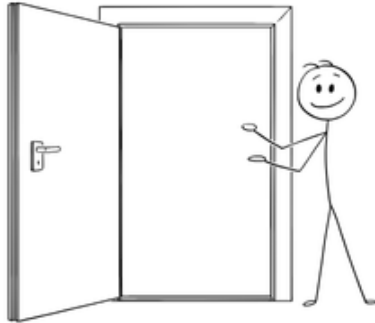
Seasons in Toronto- Summer

- Typically runs from June to August
 - Temperatures range from 20 to 30 degrees
- Shorts, t-shirts, sandals, sunscreen are typically worn during this season
- Activities to do include visiting Toronto Islands, Summer Festivals, Free Outdoor Movies etc.
- Statutory holidays include:
 - Canada day- July 1st
 - Civic Day- August 4th



Norms and Values in Canada

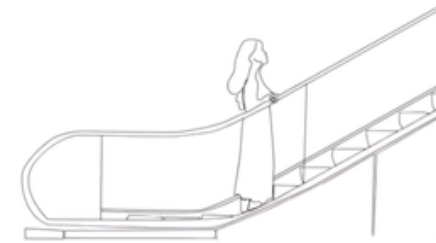
Holding the door open for others



Small talk about the weather



Stand to the right and walk to the left on escalators



Tipping is expected but not mandatory



Awareness in mental health & well-being



LGBTQ+ friendly



A photograph of a university campus in autumn. In the foreground, a paved path leads from the bottom left towards the center. Five students are walking along this path. From left to right: a student in a red vest over a white shirt, a student in a black shirt and dark pants, a student in a red hoodie, and a student in a black long-sleeved shirt with 'YORK UNIVERSITY' printed on it and blue jeans. In the background, there are more students walking further down the path. To the left is a multi-story building with many windows. To the right is a grassy area with trees showing vibrant autumn foliage in shades of orange, yellow, and green. The sky is clear and bright. The entire image is framed by a thick red border.

Student Life at York University

Tips for Balancing Academics and the New Environment



Prioritize studies and meet with an [Academic Advisor](#) if you have concerns



Take breaks by enjoying activities outside of your academics



Stay connected with your culture through [clubs and organizations](#) at York



Listen to your body and take breaks if you are not well. Visit a [healthcare provider](#) if necessary

The Office of the Ombudsperson

THE OFFICE OF THE OMBUDSPERSON

The Office of the Ombudsperson is a confidential, independent and impartial resource for university community members (staff, students and faculty), offering guidance on university processes, policies and decision-making processes. The office also addresses concerns and inquiries, providing support in resolving university-related issues. Its central role is to promote fairness, ensure fair treatment of parties and advocate for fair and reasonable outcomes.

HOW WE SUPPORT:

- Assessing concerns and recommending resolution pathways
- Providing guidance on university policies and procedures
- Seeking clarification by gathering and analyzing information
- Exploring informal resolutions
- Coordinating with university offices to address complex concerns
- Referring individuals to the appropriate university office
- Investigating procedural fairness complaints

TYPES OF CONCERNS:

- ACADEMIC CONCERNS
- ADMINISTRATIVE CONCERNS
- STUDENT LIFE
- HEALTH AND WELLBEING ISSUES
- STAFF MATTERS
- FACULTY MATTERS

HOW TO ACCESS SUPPORT:

OFFICE: N205A BENNETT CENTRE FOR STUDENT SERVICES

PHONE: 416 736 2100 EXT. 22937

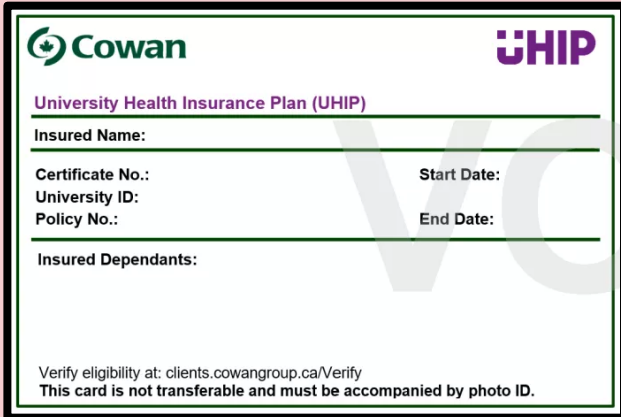
EMAIL: OMBUDS@YORKU.CA

WEBSITE: [THE OFFICE OF THE OMBUDSPERSON - OMBUDSPERSON](https://www.yorku.ca/ombuds)

University Health Insurance Plan (UHIP)



Understanding Your Health Insurance

University Health Insurance Plan (UHIP)	Extended Health Insurance Plan
Covers basic medical costs such as laboratory services, emergency services etc.	Covers healthcare costs outside of UHIP. E.g.: Dental, Prescriptions etc.
<p><u>UHIP</u> is mandatory for all International students in Ontario</p> <ul style="list-style-type: none">Coverage for dependants is <u>mandatory</u>, or a \$500 late fee will apply	Provides insurance through your student union
 <p>The image shows a Cowan UHIP Insurance Card. It includes the Cowan logo and UHIP text. The card has fields for Insured Name, Certificate No., University ID, Policy No., Start Date, and End Date. It also has a section for Insured Dependents. At the bottom, it says 'Verify eligibility at: clients.cowangroup.ca/Verify' and 'This card is not transferable and must be accompanied by photo ID.'</p>	<p>Undergraduate students <u>York Federation of Students (YFS)</u></p> <p>Graduate Students (Non-TA) <u>York University Graduate Student Association (YUGSA)</u></p> <p>Graduate Students (TA) <u>CUPE 3903</u></p>

Understanding Your Health Insurance Cont'd

What Documents do I bring to Canada?

- Eyeglasses or contact lenses, if you wear them
- Medical reports or test results that you have for any previous or existing medical conditions
- A list of your current medications
- Proof of all previous vaccinations

How Do I Find a Provider?

- Visit preferred providers at clinic, hospitals etc. where UHIP will be billed directly
- Visit non-preferred providers where you pay out of pocket, then file a claim online to UHIP and receive a reimbursement



Resources for Health Wellness

Student Counselling, Health and Well-being (SCHW)

- Safe and comfortable space for students to access free counselling services
- Walk-in sessions available both in-person and virtual
- Visit the Bennet Centre for Student Services to learn more about [SCHW](#)
- Additional supports available through:
 - [GuardMe](#) – The Guard Me Student Support Program offers free 24/7 support for International Students
 - [Good2Talk](#) - Free, confidential support services for **post-secondary students** in Ontario available 24/7



Student Accessibility Services (SAS)

- Provides individualized academic accommodations to students with medical conditions that impact their academics
- Register as soon as possible if you feel like you would benefit from the services
- One-on-one appointments with accessibility counsellors, referrals, advocacy support etc. are offered for students
- Register by logging into the [Student Accessibility Services portal](#) and collect the relevant [documentation](#) in English



Athletics and Recreation

- Hosts facilities such as a fully equipped fitness centre, tennis courts, swimming pool, squash courts etc.
- Play intramural sports like tennis, basketball, dodgeball etc., or join drop-in sessions with no commitment!
- Join sports clubs like cheerleading, dance, swim, figure skating etc.
- Recreation membership is free, while fitness membership cost \$25 per semester
- Varsity events are free for Yorku students!



Community Safety

- Security Services operates 24/7
- Emergency and Safety Phone located all around campus
- Safewalk Program helps students and faculty get from one location to another
 - Keele: 6pm-2am (Fall/Winter), 8pm-2am (Summer)
 - Glendon: 6pm-11p, (Fall/Winter), No summer service
- Download the SaferTogether App for easy access to emergency services
- Contacting Security:
 - Urgent: 416-736-5333 or ext. 33333
 - Non-urgent: 416-650-8000 or ext. 58000



Upcoming Webinars & Sessions



Pre-Arrival Webinar

Look Ahead at Your First Year at York



Join us to get a head start on your first year at York University. We'll go over the academic calendar, key deadlines, and holidays, plus share academic resources to help you succeed. Learn how to make the most of your first year and feel ready for what's ahead!

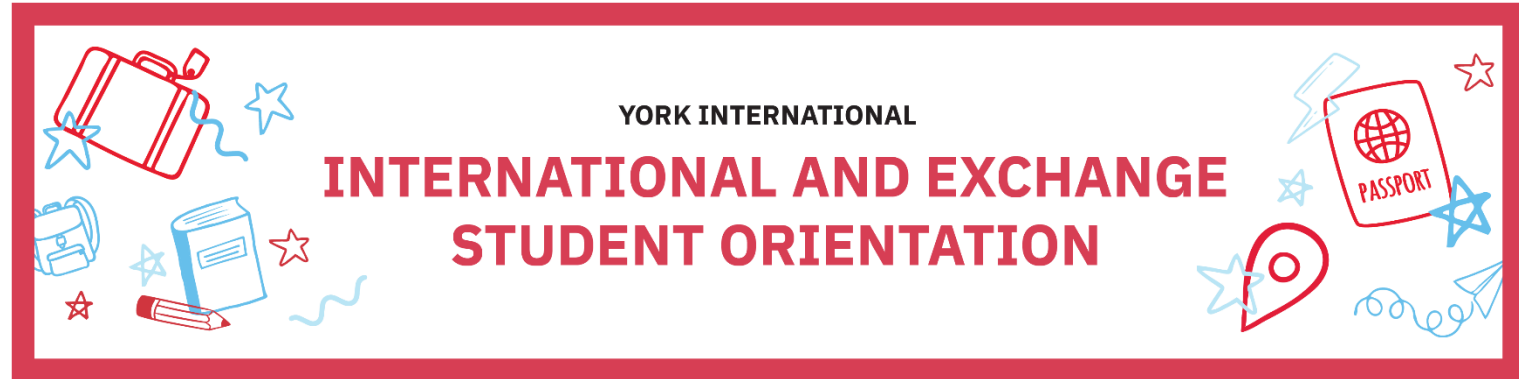
 **Wednesday, August 13th, 2025**

 **9:00AM to 10:00AM**

 [**Register for webinar**](#)

York International

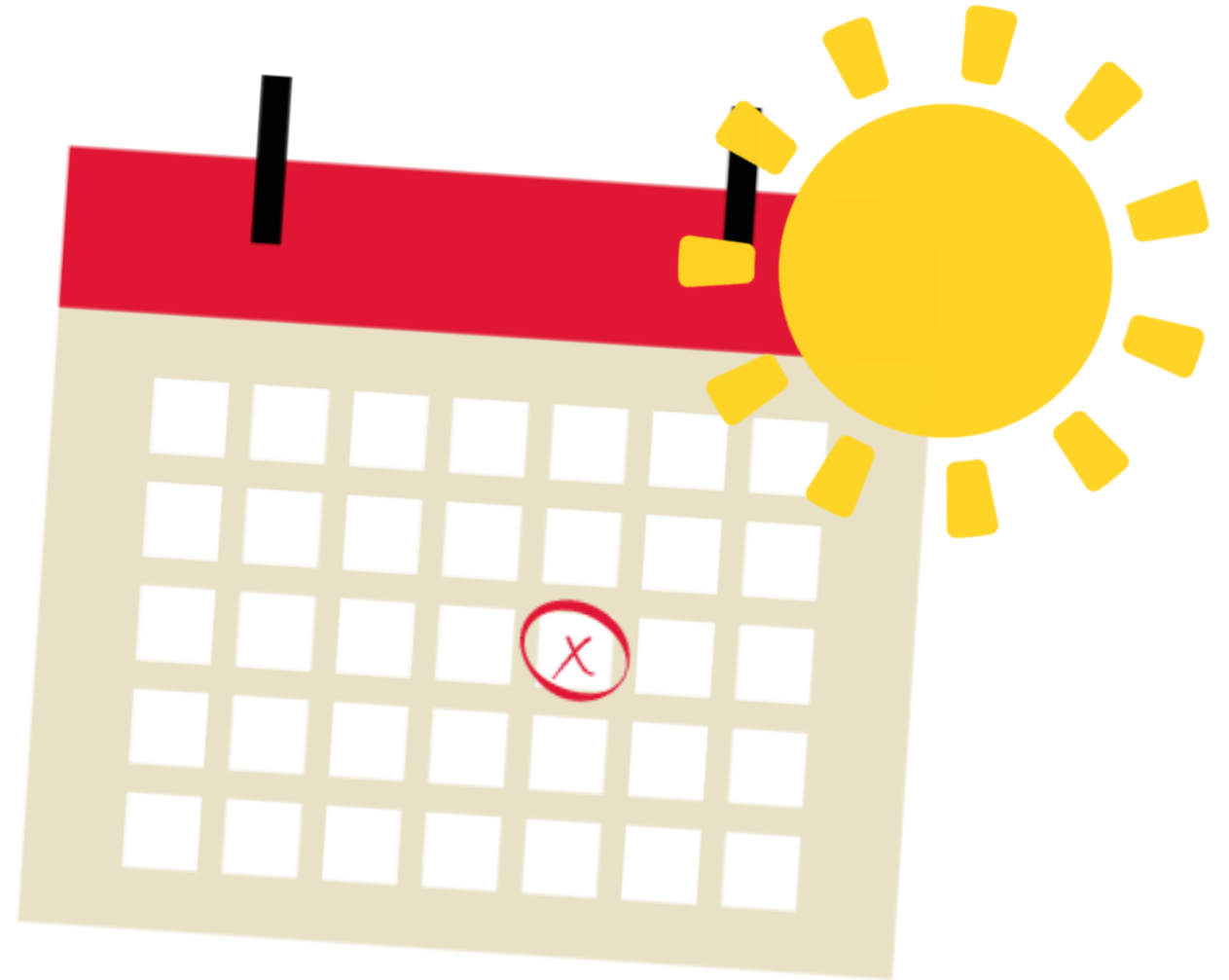
Fall 2025 International and Exchange Student Orientation



Join us for an incredible opportunity to meet fellow incoming international students, build community, and to learn all about important resources and services available to you at York University!

- **Date:** Monday, August 25th, 2025
- **Time:** 9:00AM to 6:00 PM
- **Location:** Second Student Centre, Second Floor

York International's Event Calendar



FOLLOW US ON SOCIAL MEDIA!



@yorkuintlstdnts



@yorkuintl



Global
Engagement –
York University



York
International



@yorkuintlstdnts

A large crowd of students is gathered at a night event, likely a school sports game. Many students are wearing red t-shirts with a lion logo and the text "WE ARE ALL LIONS". The crowd is dense and fills the frame, with some students in the foreground looking towards the camera. The background shows stadium seating and some banners. The entire image is framed by a thick red border.

**Stay connected, stay informed—
don't miss our next session!**