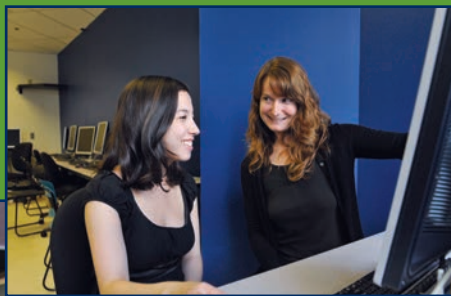




# McGill

School of  
**Continuing Studies**  
Language and  
Intercultural  
Communication



student handbook

2014 - 2015



## Intensive *English + French* Language and Culture

## **Welcome to McGill University and to our programs: Intensive English – Language and Culture (IELC) and Intensive French – Language and Culture (IFLC)**

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The following information has been prepared to help make your experience at McGill a pleasant and rewarding one. Former students look back on their days in IELC/IFLC as both a rich learning experience and a rich life experience. Whether your needs are academic, personal or professional, we are certain that you will find what you are looking for in our programs. This guide has been created to answer some of your basic questions. We invite you to explore the following pages and contact us directly for further information.

We hope that you enjoy the IELC/IFLC experience — your path to the mastery of English and French.





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The University reserves the right to make changes without prior notice to the information contained in this publication, including the alteration of various fees, schedules, conditions of admission and credit requirements, and the revision or cancellation of particular courses or programs.

# About McGill University + IELC/IFLC

(Intensive English – Language and Culture +  
Intensive French – Language and Culture)

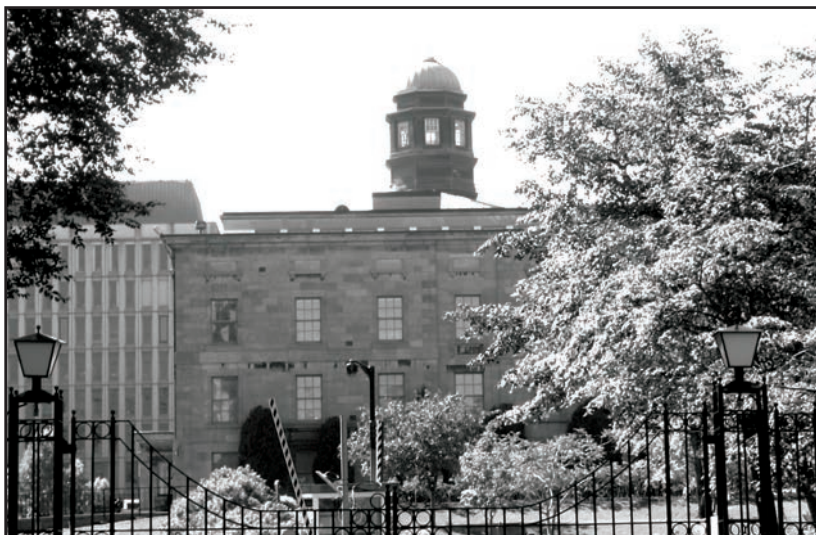
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## History of McGill University

Founded in 1821, McGill is one of Canada's best-known universities, offering the highest academic standards as well as a dynamic learning environment in the heart of Montreal. McGill is Canada's leading research-intensive university thanks to world-renowned experts teaching in hundreds of disciplines. This has given the school an international reputation for scholarly achievement and scientific discovery. McGill's student body, composed of approximately 27,000 undergraduate and 9,000 graduate students, is recognized as being one of the most vibrant and diverse in North America, bringing French and English-speaking Canadians together with students from over 150 countries.

## School of Continuing Studies Mandate

The McGill School of Continuing Studies is a multidisciplinary academic unit with the primary goal of meeting the educational needs and aspirations of adult learners in a rapidly changing society. To this purpose, the School draws on its own human and physical resources, those of the University as a whole, and on the expertise of the surrounding business and cultural community. The clientele served is local, national, and international. Programs offered include, among others: Career Development, English and French as a Second Language, Management, Education, and general interest courses.



## **Intensive English – Language and Culture and Intensive French – Language and Culture (IELC/IFLC)**

Learning a language is a rich experience. It is an intellectual, social, cultural and human adventure - a voyage of discovery. You will share your voyage with people from all over the world and encounter a new culture as well as learn to appreciate your own even more.

This journey of exploration is at the heart of our unique intensive programs - Certificate of Proficiency in English/French–Language and Culture. Our team of highly qualified instructors has developed a curriculum centered on solid language acquisition strategies as well as communication and cultural enrichment. This curriculum leads you to linguistic and communicative proficiency in addition to a deep intercultural awareness. With over 30 years of experience in the field, we are constantly improving our approach and integrating new technology in order to be more effective and to meet your expectations.

Beyond the program itself, McGill University and the City of Montreal offer exceptional environments to enjoy this intensive learning experience. You have access to vast world-class resources, especially through the McGill library system. As for Montreal, its reputation as a vibrant, cosmopolitan city speaks for itself; its European flavour, cultural dynamism, and historical heritage enhance your opportunities to learn in a broader context during your stay with us.

I extend a warm welcome to our Intensive English/French–Language and Culture Programs.

**Firas Alhafidh**

Director, Department of Language and Intercultural Communication

### **The McGill Certificate of Proficiency in English – Language and Culture**

Upon completion of the two Advanced levels with a minimum grade of B- (65%), students are eligible for the McGill Certificate of Proficiency in English – Language and Culture.

**The IELC Certificate fulfills the language requirements for admission to all McGill University degree programs, both graduate and undergraduate.**

### **The McGill Certificate of Proficiency in French – Language and Culture**

Upon completion of the last two levels of the program, with a minimum grade of B- (65%), students are eligible for the McGill Certificate of Proficiency in French – Language and Culture.

Both IELC and IFLC certificates are respected by many academic institutions around the world.

# School of Continuing Studies

## Client Services + Post-Admission Steps

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### Client Services Office

Located on the 11th floor of 688 Sherbrooke Street West, the Client Services Office provides the administrative services that link the School of Continuing Studies and its students. Please contact the office for, among other things:

- *Concerns regarding the admission process and registration*
- *Deferral, cancellation, and withdrawal procedures*
- *Graduation*
- *Submitting required documents and payments*
- *Keeping your student record up to date (Minerva).*

### Language and Intercultural Communication Programs

Located in room 1181, the department oversees the academic aspects, structure, and day to day operations of the School of Continuing Studies language programs.

### Orientation Session

All students are invited to an Orientation Session. **If you are an International Student, you are required to attend the Orientation Session in order to obtain your Blue Cross Health Insurance**

**Card.** Orientation generally takes place in the first week of classes (please see the information sheet given to you at your placement test or in class). This session will also provide you with important information on:

- *Minerva – Your McGill student record and account*
- *MACES – Your student association*
- *Your McGill ID Card*
- *Convocation – How to apply for and obtain your Certificate of Proficiency*
- *Visa information for International Students*



### Identification Card

All students are entitled to a McGill Identification Card (ID). Your instructor will inform you of the exact date and time at which you can obtain your card. You can get your McGill ID card at the Client Services counter on the 11th floor of 688 Sherbrooke Street West.

Please bring the following with you:

- *Passport or photo ID AND*
- *Your Letter of Admission or an invoice with your McGill ID number*

Your ID card gives you access to certain McGill and Montreal services available

to students. It also entitles you to fee reductions on bus/metro passes (for those of you under 25 years of age) and on certain merchandise and services in Montreal that give discounts to students (such as movie theatres, museum entry fees, and gym memberships). For a list of the McGill services available to you, please see the "McGill Services and Facilities" section on page 7.



### **Important Information**

#### **Cancellation of Registration**

If you wish to **cancel** or **change** your session of admission, you must submit your request **in writing** to the Student Affairs Office **BEFORE the deadline (please see the Student Affairs Office for the exact date)**. Refunds will be mailed within four to six weeks. If you have paid by Visa or MasterCard, we will credit the card that was used for the original payment. **The administrative fee for changing or cancelling your session is \$200.** Exceptions cannot be made for any change due to personal plans, including moving away from Montreal, or any additional commitments that may have been undertaken after applying to the program.

#### **Withdrawals Without Refund**

If the refund deadline date has passed and you wish to withdraw from your course, you must submit your request **in writing** to the Languages & Intercultural Communications office **BEFORE the end of the third week of lectures (see Client Services for exact date)**. A "W"

will appear on your transcript and **no refund** will be issued.

**PLEASE NOTE: If you miss over 20% of classes or you do not write the final examination, you will automatically receive a mark of "J" (unexcused absence/failure) on your record.**

#### **Registration for Next Session**

Please note that in order to be guaranteed a place for the upcoming session and to avoid being placed on a waiting list we must receive tuition fees by the deadline set by Client Services. Please consult Client Services for the exact date. Please note that students will still be permitted to register and pay after the deadline, but they will lose their priority.

#### **For International Students:**

##### **Obtaining an Acceptance Certificate for Studies (CAQ) and Study Permit**



With a visitor's visa, you cannot study in Canada for longer than **6 consecutive months (from the day of entry)**. If you have already studied in Canada with a visitor's visa, and you would like to apply for one or more subsequent sessions, you **MUST FIRST APPLY** for an **Acceptance Certificate for Studies (CAQ)** from Immigration Quebec, **AND** then a **Study Permit** from Immigration Canada. Please note that you must have received the CAQ before you apply for a Study Permit, as it is a required document in the application process for the Study Permit.

## Acceptance Certificate for Studies (CAQ)



To obtain your CAQ, you need to download and fill out the *Acceptance Certificate for Studies* form. Attach with the form the required documents and fee payment, and send to:

### Service aux Étudiants Étrangers

285, rue Notre-Dame Ouest,  
Rez-de-chaussée, bureau G-15  
Montréal, Québec H2Y 1T8

Please visit their website for more detailed information on the procedure and to download the *Application Form* (the orange button at the bottom of the page):  
<http://www.immigration-quebec.gouv.qc.ca/en/immigrate-settle/students/obtaining-authorizations/certificat-acceptation/index.html>

For questions, call 514-864-9191.

## Study Permit



Please note, a visitor's visa cannot be changed to a Study Permit from within Canada. **To obtain a Study Permit, you will have to leave Canada.** As of April 1, 2005, you must apply in your country of residence, your country of nationality or the country where you have been legally admitted.

Complete the *Application for a Study Permit* form and submit it, along with fees and required documents, to a visa office that is responsible for the country or region where you live or are currently staying.

### Application for a Study Permit:

<http://www.cic.gc.ca/english/study/study-how.asp>

### Required documents:

[www.cic.gc.ca/english/study/study-how-documents.asp](http://www.cic.gc.ca/english/study/study-how-documents.asp)

### Visa offices:

[www.cic.gc.ca/english/information/offices/apply-where.asp](http://www.cic.gc.ca/english/information/offices/apply-where.asp)

For more detailed information on the steps to apply for the Study Permit, please visit Immigration Canada's website at:  
<http://www.cic.gc.ca/english/information/offices/index.asp>

## CAQ/Study Permit Renewal

If your CAQ and/or Study Permit expire before the end of your session of admittance, you must apply for an extension and submit the new VALID CAQ and Study Permit to Client Services. **At least three months before** your study permit expires, send your application for a CAQ renewal, as well as the required documents, to the same address listed above. The steps are clearly outlined here:

<http://www.immigration-quebec.gouv.qc.ca/en/immigrate-settle/students/extending-stay/renewing-authorizations/index.html>

After obtaining the CAQ, submit the required documents to Immigration Canada for the study permit. For more information on extending your study permit, visit:

<http://www.cic.gc.ca/english/study/study-extend.asp>

## Insurance



### **Blue Cross Insurance**

You will be given your *Blue Cross Insurance Contract*, your *Health Care Plan* booklet, as well as your *Blue Cross card* at the Orientation Session. Please sign the contract and return it to Client Services. Your Blue Cross insurance card must be presented when visiting a physician. Please note that for students who are applying for one year of insurance, your coverage is dependent upon registration. A new card will be issued each session provided that you are enrolled for that session.

If you require additional health coverage, i.e. dependents or family coverage, your fee will be adjusted when you arrive. Coverage changes must be requested **BEFORE THE END OF THE FIRST WEEK OF CLASSES**. Please visit Client Services for further details.

#### **A note about your coverage:**

When you visit a hospital or health clinic, you will have to pay up front for services and then claim a reimbursement. Typically, a consultation with a doctor will cost approximately \$50, which is fully refundable by Blue Cross. A consultation with a specialized doctor will cost slightly more. To make a claim, complete the Extended Health Care Benefits Claim Form available in your booklet. Claim payments are processed in 2 to 3 weeks.

Please note that pre-authorization is always required for hospital confinement or surgery. *Pre-authorization Request for Hospitalization* forms are available

at Blue Cross. Once completed, these forms must be sent to Blue Cross for verification.

If you are hospitalized, notify the hospital of your coverage and payment will be made directly to them.

For further details concerning your coverage, please consult the Health Care Plan booklet provided to you at Orientation.

**This information is subject to change and you will be responsible for any non-refundable amounts paid.**

## Classroom Regulations

### **Classroom Etiquette**

Drinking and eating are strictly forbidden in ALL classrooms at ALL times. By Government regulations, smoking is strictly forbidden on all University premises. All students are required to be in class on time. Late arrivals disturb other students and classroom activities.

### **Cell Phones**

As a courtesy to teachers and classmates, please make sure that your cell phone is turned off during class and during other school activities.

### **Security Issues**

Please note that the University buildings are open to the public and the University is not responsible for lost or stolen objects. For this reason, we ask that you do not leave articles in the classroom. Lost and found articles are sent to Client Services (11th floor).

Under the Personal Protections Act we are not authorized to divulge classroom locations to anyone other than McGill students with valid ID cards.

### **Blue Cross Handbook**

<http://www.mcgill.ca/internationalstudents/health/coverage/handbook>

## McGill Services + Facilities

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All students who register for language courses at the School of Continuing Studies may obtain a **McGill ID** card. This card allows students to use the libraries and the Instructional Communications Centre. The McGill ID card also gives access to the **McGill Association of Continuing Education Students' (MACES)** facilities.

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All *Intensive Language and Culture* students are members of **MACES (McGill**

**Association of Continuing Education Students)**. The **MACES** building has a computer lab that is free for all members and a social centre/cafeteria where hot food, sandwiches, and beverages are sold. A lounge is also available for group meetings or individual studying.

### MACES

3437 Peel Street

Telephone: 514-398-4974

Computer lab: 514-398-5474

Website: <http://maces.mcgill.ca/>

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All McGill students are entitled to the following **Network and Communication Services (NCS)**: an e-mail mailbox, a **McGill Uniform E-mail Address (UEA)**, Internet and McGill network access via **Dialup Access Services (DAS)**, **Virtual Private Network (VPN)** and/or Wireless. To activate your e-mail account, go to **Minerva** ([www.mcgill.ca/minerva-students](http://www.mcgill.ca/minerva-students)), enter your student number and **PIN**, access your **Personal Menu** and click on the e-mail

option. Any official McGill e-mail sent to students will be addressed to their **McGill E-mail Address**. It is your responsibility



to ensure that time-critical e-mail is accessed, read, and acted upon in a timely fashion. For more

information, see the section for new students on the **NCS** website at [www.mcgill.ca/it](http://www.mcgill.ca/it) or call their customer support line at 514-398-3398.

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The **Career and Placement Services (CAPS)** provide students with career education, individual advising, and guidance, job/career research libraries, job/internship postings, mentor programs, a CV drop-in clinic, and various workshops. There is an extra fee of \$66/term to opt in to this service.

### CAPS

Brown Student Services Building  
3600 McTavish, Room 2200

Telephone: 514-398-3304

Fax: 514-398-1831

E-mail: [careers.caps@mcgill.ca](mailto:careers.caps@mcgill.ca)

Website: [www.mcgill.ca/caps](http://www.mcgill.ca/caps)



### **McGill University Libraries**

([www.mcgill.ca/library](http://www.mcgill.ca/library))

consist of sixteen subject libraries (including Humanities and Social Sciences (McLennan), Health Sciences, Science, Engineering and Law). They provide a wide range of resources, including reference and instruction, print and electronic resources, audiovisual, interlibrary loans, computer workstations etc. Photocopying and printing services are accessible with a McGill Copy Card and may be used at photocopy machines, microform printers, or to print from computer workstations in the libraries. For more information on the McGill Copy Card and where to obtain one, please visit:

[www.mcgill.ca/library/library-using/copying](http://www.mcgill.ca/library/library-using/copying)

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The **McGill Legal Information Clinic** is a student-run, free service providing

legal information, referral and community services to the McGill and Montreal communities.

### **McGill Legal Information Clinic**

University Center, ground floor

3480 McTavish Street

Telephone: 514-398-6792

Website: [www.mlic.mcgill.ca](http://www.mlic.mcgill.ca)

For a list of various **help + support lines** available in Montreal, please refer to the section "APPENDIX A" on page 25 of this guide.



### **The Office for Students with Disabilities**

assists students with disabilities to receive the

services they require to pursue their studies at McGill. Note taking, sign language, telephone typewriting for the deaf (TTY), tape recording, Braille, large print notes, reading, and tutoring services are available to students with hearing, visual or mobility impairments, or with diagnosed learning disabilities or chronic medical problems. They can access specialized equipment and make special arrangements for exams. Although the campus is not fully accessible by wheelchair, on-campus transport is also available.

### **Office for Students with Disabilities**

Redpath Library Building

3459 McTavish Street, Room RS56

Telephone: 514-398-6009

Fax: 514-398-3744

E-mail: [disabilities.students@mcgill.ca](mailto:disabilities.students@mcgill.ca)

Website: [www.mcgill.ca/osd](http://www.mcgill.ca/osd)

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### **The McGill Chaplaincy,**

a team of Christian, Jewish, Sikh, Muslim, and Buddhist

chaplains, brings together students of many faith backgrounds, as well as others just looking for a friendly environment. It provides opportunities for fellowship, study, prayer, outreach, and play. The McGill Chaplaincy welcomes students from other countries and invites them to visit their Winter Coat Project, which offers good quality free

winter clothing to international students every year. In their main offices you will find a comfortable lounge, a meditation room, and small meeting rooms which can be booked by student groups during office hours.

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### McGill Chaplaincy

Brown Student Services Building  
3600 McTavish Street, Room 4400  
Telephone: 514-398-4104  
Email: [chaplaincy@mcgill.ca](mailto:chaplaincy@mcgill.ca)  
Website: [www.mcgill.ca/students/chaplaincy/](http://www.mcgill.ca/students/chaplaincy/)

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Although students of the School of Continuing Studies are not automatically members of **McGill's Athletic Facilities**, they may become members by paying an additional fee of \$63 a month (or \$45 a month without the use of the fitness centre). With the purchase of a membership, use of the pool is free. Non-members can only use the gym as guests of a member and must pay an \$11.50 daily guest fee. A variety of fitness and recreational activities are offered within the facilities, which include a swimming pool, volleyball, basketball, and indoor soccer courts, tennis and squash courts, indoor and outdoor running tracks, an ice rink, weight rooms, gymnasias, dance studios, and a fitness center.

Please note that there are other, more affordable gym facilities around McGill that are outlined in this guide - see, "Sports and Fitness" on page 22.

### McGill Athletics

475 Pine Avenue West  
Telephone: 514-398-7007  
Website: [www.mcgillathletics.ca](http://www.mcgillathletics.ca)



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The **McGill Sport Medicine Clinic** offers students, alumni, staff, and athletes access to services and sports medicine experts.

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The **McGill Bookstore** is open year round and carries new and used textbooks, custom courseware, reference and general books, stationery, office supplies, McGill insignia merchandise, and confectionery items. The building also houses the **McGill Computer Store (MCS)**, which gives discounts to students. To make a purchase, please make sure you have your McGill ID.

### McGill Bookstore

3420 McTavish Street  
Telephone: 514-398-7444  
Fax: 514-398-7433  
Toll free: 1-800-362-0320  
Website: [www.mcgill.ca/bookstore](http://www.mcgill.ca/bookstore)

### McGill Computer Store (MCS)

3420 McTavish Street  
2nd Floor  
Telephone: 514-398-5025  
Fax: 514-398-1589  
E-mail: [sales.mcs@mcgill.ca](mailto:sales.mcs@mcgill.ca)  
Website: [www.mcs.mcgill.ca](http://www.mcs.mcgill.ca)



**McGill Walksafe** provides McGill students and Montrealers with a safe

alternative to walking or taking public transportation alone at night, anywhere on the island of Montreal. All Walksafe patrol and dispatch teams are comprised of McGill students and at least one female, and are provided with yearly Sexual Assault training.

### **McGill Walksafe**

Telephone: 514-398-2498

E-Mail: [executive@walksafe.ca](mailto:executive@walksafe.ca)

Website: [www.walksafe.ca](http://www.walksafe.ca)

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### **McGill Ethnic, Cultural & Religious Groups**

There are nearly 300 groups and clubs at McGill, including Arab, Chinese, European, South American, Korean, Russian, and Hindu Students' Associations, among others. For a complete list, please visit the following website: <http://ssmu.mcgill.ca/clubs-services/about-clubs/clubs/>, or go to the **Students' Society of McGill University's (SSMU)** front desk and pick up a "Get Involved Booklet". It has a list of almost every club and service, as well as some descriptions, and contact information.



### **SSMU**

Brown Student Services Building  
3600 McTavish Street, suite 1200

Telephone: 514-398-6800

E-mail: [frontctr@ssmu.mcgill.ca](mailto:frontctr@ssmu.mcgill.ca)

Website: [www.ssmu.mcgill.ca](http://www.ssmu.mcgill.ca)

# Living in Montreal

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## Housing

### University Residences

([www.mcgill.ca/residences](http://www.mcgill.ca/residences)) are available to IELC/IFLC students during the summer session only.

### Off-Campus Housing

([www.mcgill.ca/offcampus](http://www.mcgill.ca/offcampus)) provides access to a list of apartments for rent or to share, rooms for rent in private homes in the vicinity of the downtown campus, and rentals close to major bus and metro lines.

### McGill Classifieds

([www.mcgill.ca/classified/housing](http://www.mcgill.ca/classified/housing)) has a housing section that might also prove useful for apartment hunting.

### Minerva HomeStay

([www.minervahomestay.com](http://www.minervahomestay.com)) is an organization that can place you in the home of an English or French-speaking family, thus providing you with an ideal opportunity to speak English or French in a domestic setting. Contact them at [info@minervahomestay.com](mailto:info@minervahomestay.com) or 514-952-3236 for further information.

downtown (near McGill). Monthly rent varies largely by area and apartment size, but on average you should expect to pay from around \$550 for a 1-1/2 (studio) apartment to \$1500 and up for a 5-1/2 (three or more bedrooms) apartment. You may visit the following websites or search the classified ads of the Montreal newspapers for available apartments/rooms:

- *Concordia Off-Campus Housing and apartment listings:*  
[www.hojo.csu.qc.ca](http://www.hojo.csu.qc.ca)
- *Campus Montreal:*  
[www.campusmontreal.com](http://www.campusmontreal.com)
- *Montreal Gazette:*  
<http://classifieds.montrealgazette.com/>  
*English-language daily newspaper*
- *Voir:* [www.voir.ca](http://www.voir.ca)  
*Free French weekly newspaper*
- *LaPresse:* [www.lapresse.ca](http://www.lapresse.ca)  
*French-language daily newspaper*



## Renting an Apartment

Apartments in Montreal are cheaper than in other major Canadian cities like Toronto and Vancouver; however, they can still be expensive



## **Problems with a Landlord**

### ***The Rental Board (Régie du Logement)***

For settling any problems you may have with landlords or neighbours, you should contact the Régie du Logement.

Telephone: 514-873-2245

Website: [www.rdl.gouv.qc.ca](http://www.rdl.gouv.qc.ca)

### ***Regroupement des comités logements et associations de locataires du Québec***

An umbrella organization that can inform you of the Comité de logement closest to you. Each Comité offers information and advice on how to deal with housing problems from discrimination, to insects, to unreasonable rent increases. Call 514-521-7114 or visit: [www.rclalq.qc.ca](http://www.rclalq.qc.ca).

### ***McGill's Housing Website***

Contains problem-solving information:  
[www.mcgill.ca/offcampus/problems](http://www.mcgill.ca/offcampus/problems)

### ***Arnold Bennett's Housing Hotline***

Bennett carries the torch for tenant rights in Montreal and offers a free Tenants' Advisory Clinic every week-end (by donation):

- *Saturdays: 6462 Sherbrooke Street West (corner Cavendish), Apartment 2 - at the back of the building - 10:30 AM to 1 PM*
- *Sundays: 1440 Stanley, Apartment 517 - 10:30 AM to 1 PM*

*For more information, call:*

*514-488-0412 from 9 AM to 9 PM.*

### ***Ted Wright***

Every Wednesday, Ted Wright has an Advisory Session, located at:

**The Westmount YMCA**

4585 Sherbrooke Street West

Telephone: 514-931-8046

6:30 PM to 9:30 PM



# Transportation

The Montreal network of buses, metro, and suburban trains is accessible through single tickets, one-day, three-day, weekly, nightly and monthly passes. These are available at any Metro station, as well as many dépanneurs (convenience stores) and drug stores (Pharmaprix, Jean Coutu, Uniprix). Without a ticket or an OPUS card, a one-way trip costs \$3.00. Each ticket will allow you to get on another bus/metro. The transfer from the metro will allow you to get on another bus, but not another metro. The transfer is valid for 2 hours from the time it was emitted. Hours of operation for the metro and buses are roughly 5:30 AM to 12:30 AM, with longer hours on Saturdays. There are also special night bus routes throughout the city. For transit fares go to: [www.stm.info/en/info/fares/transit-fares.htm](http://www.stm.info/en/info/fares/transit-fares.htm)



## About the reduced fare Metro Pass/OPUS Card

If you are between 18 and 25, you can obtain an **OPUS card** and the monthly Metro Pass will cost only \$47.25. The regular price is \$79.50, so it is worth the trouble to get a Carte Privilège. The conditions and requirements for the OPUS card are:

- *Be a resident of the city of Montreal*
- *Be a full-time student in an institution recognized by the Québec Department of Education*
- *Be under 26 years old on October 31*

## You can obtain your OPUS Card at:

**STM photo studio**, located at 1717 Berri Street, (Berri-UQAM metro station).

Business Hours:

Monday to Friday, 11:30 AM to 6 PM

Saturday and Sunday, 10:30 AM to 5 PM

Take with you:

- *application form signed by a parent or legal guardian (for those under 14).*
- *the completed application form bearing the seal of the educational institution as proof of full-time school attendance (for those 16 to 25).*
- *\$15 in cash to cover cost of card.*
- *proof of age (e.g., passport, driver's license, health insurance card).*

For more information on fees and current fares, visit: [www.stm.info/en/info/fares/transit-fares.htm](http://www.stm.info/en/info/fares/transit-fares.htm)



For further information, visit the following website at [www.stm.info/en](http://www.stm.info/en) or, for buses, call A-U-T-O-B-U-S (514-288-6287).

You can pick up a metro map at any metro station.

Also, make sure to have a look at the dozens of murals, stained glass panels, and sculptures installed inside most of the Montreal metro stations.

Each metro station is designed by a different architect, and many contain original works by well-known Québec artists.



**McGill Metro Station**  
*La vie à Montréal au XIXe siècle*  
Stained-glass mural  
by Nicolas Sollogoub  
Photo credits : STM Archives



### EMERGENCIES

#### ***Info-santé, 811***

Free, confidential service, available 24 hours a day, 7 days a week. A registered nurse is available to help you with any immediate health concerns.

***9-1-1: An AMBULANCE can be reached from any telephone by dialling 9-1-1.***



### **Walk-in clinics (no appointment)**

#### **Clinique Médicale Métro-Médic Centre Ville**

1538 Rue Sherbrooke Ouest  
Office 100 (Metro Guy Concordia)

Hours:

M-F: 8:00 AM to 8:00 PM

S-S: 9:00AM to 5:00 PM

[www.metromedic.com/index\\_en.html](http://www.metromedic.com/index_en.html)

With or without appointment. If you wish to go after 6 PM, please call ahead.

#### **CLSC Métro (appointment required)**

1801 de Maisonneuve West, #500

Telephone: 514-934-0354

Hours:

Monday-Friday: 8:00 AM to 8:00 PM

Saturday, Sunday and holidays: closed

- go to CLSC de Côte-des-Neiges

#### **Atwater Medical Center**

4060 Sainte-Catherine W.

514-935-6555

(Atwater metro station, in Alexis Nihon Plaza, in front of Pharmaprix)

Hours: by appointment only

Monday-Thursday: 8:00 AM to 6:00 PM

Friday, Saturday and Sunday: Closed

#### **Clinique Médicale de la Cité**

300 Léo Pariseau, #900

Telephone: 514-281-1722

Hours:

Monday-Friday: 8:30 AM to 9:00 PM

Saturday: 9:00 AM to 4:00 PM

Sunday: 10:00 AM to 4:00 PM

#### **Vendôme Medical Clinic**

5175 de Maisonneuve West, #100

514-484-4711

(Metro Vendôme, directly in front of station)

Walk-in clinic hours:

only on Tuesday, Wednesday and Friday

Hours: 1:00 PM to 4:00 PM

(Doors open at 12:30 PM - please arrive before 1:30 PM)

**For a list of more clinics in Montreal, visit:**

[www.concordia.ca/content/concordia/en/students/health/clinics.html](http://www.concordia.ca/content/concordia/en/students/health/clinics.html)

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## **Hospital Emergency Rooms**

Please be aware that if you present yourself in the Emergency Room with a health concern that is not urgent (i.e., common cold), you will receive low priority and may have to linger for many hours in the waiting room (6+ hours is not unusual).

In the vicinity of the downtown campus:

### **Royal Victoria Hospital**

687 Pine Avenue West

Telephone: 514-843-1610

### **Montreal General Hospital**

1650 Cedar Avenue

Telephone: 514-934-1934



## **Dental**

The McGill Dental Clinic, located in room 3300 of the Brown Student Services Building, provides regular check-ups, cleanings, fillings, root canals, and referrals to specialists. Please note that Blue Cross health insurance does NOT cover dental fees, nor does provincial healthcare. You may contact them for appointments and prices at 514-398-3155.

### **McGill Dental Clinic**

Brown Student Services Building

3600 McTavish, Room 5300

Telephone: 514-398-3155

Website: [www.mcgill.ca/studenthealth/clinic/dental](http://www.mcgill.ca/studenthealth/clinic/dental)

**The Clinique Dentaire Qualité** has student rates, and is located at:

1439B St Mathieu (Guy Metro)

Telephone: 514-939-3368

### **Montreal General Hospital Dental Clinic**

1650 Cedar

3rd Floor - 8:30 AM to 4:00 PM

Telephone: 514-934-8021

**Or visit the Quebec Dental  
Association's website at:**

[www.ordredesdentistesduquebec.qc.ca](http://www.ordredesdentistesduquebec.qc.ca)

# FUN IN MONTREAL

## Part 1: Books + Shopping + Eating

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**P**rovided in this section, is an outline of a few of the city's main attractions. Since it would be impossible for us to list all the artistic venues, museums, theatres, festivals and sporting events you can take advantage of throughout the year, we encourage you to explore the city on your own. In addition, you can approach your lecturers for suggestions from the very beginning of the term. For assistance, you may also want to visit the:

### **Montreal InfoTouriste Center**

1255 Peel (corner Sainte-Catherine),  
office 100 (Peel Metro station)  
Open from 9:00 AM to 6:00 PM

### **You can also visit:**

[www.english.montrealplus.ca](http://www.english.montrealplus.ca)  
[www.ville.montreal.qc.ca](http://www.ville.montreal.qc.ca)

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### **Public Libraries**

#### **The Bibliothèque de Montréal,**

a network of 56 public libraries, is accessible to residents of Montreal throughout the island. A library pass can be obtained from any of the 56 service points, enabling you to borrow books, magazines, audiovisual material and other documentation, as well as make use of the available computer and internet stations. A French version of their website as well as library addresses can be found at:

<http://ville.montreal.qc.ca/library>

### **Bibliothèque et Archives Nationales du Québec**

[http://www.banq.qc.ca/portal/dt/accueil.jsp?bnq\\_resolution=mode\\_1280](http://www.banq.qc.ca/portal/dt/accueil.jsp?bnq_resolution=mode_1280)

underground malls and shopping centers or local designer shops, Montreal can satisfy any taste and budget. Take a stroll on such streets as Sherbrooke (art galleries and expensive designer stores), Sainte-Catherine (large retail stores), Mont-Royal and St. Denis (smaller boutiques and some larger retailers), and especially St. Laurent Boulevard (Montreal designers and fashion boutiques) and you should find almost anything you can imagine.

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### **Bookstores**

#### **English Bookstores:**

##### **Paragraphe**

2220 McGill College  
514-845-5811  
[www.paragraphbooks.com](http://www.paragraphbooks.com)

##### **Indigo**

1500 McGill College (corner Ste-Catherine)  
514-281-5549  
[www.chapters.indigo.ca](http://www.chapters.indigo.ca)



### **Shopping**

Montreal is a great place to indulge in that guilty pleasure we call shopping. From the farmers' markets in the summer, giant supermarkets, second-hand stores,

## Chapters

1171 Sainte-Catherine Street,  
514-849-8825  
[www.chapters.indigo.ca](http://www.chapters.indigo.ca)

## ***French Bookstores:***

**Renaud-Bray:** four locations in Montreal. Mainly French, but also has English selections. Please visit their website for locations: [www.renaud-bray.com](http://www.renaud-bray.com)

## Champigny

4380 St. Denis  
514-844-2587

## **Archambault (mainly music)**

500 Sainte-Catherine East  
514-849-6201  
[www.archambault.ca](http://www.archambault.ca)

## Gallimard

3700 St. Laurent  
514-499-2012  
[www.gallimardmontreal.com](http://www.gallimardmontreal.com)

**Librairie-bistro Olivieri:** many book selections in a nice atmosphere with a bistro  
5219 Ch. de la Côte-Sainte-Catherine  
514-739-3639

## **Librairie Michel Fortin (excellent for language learning resources)**

3714 St. Denis  
514-849-5719  
[www.librairiemichelfortin.com](http://www.librairiemichelfortin.com)

## **For a list of more Montreal bookstores, please visit:**

[www.mcgill.ca/library/find/reference/bookstores](http://www.mcgill.ca/library/find/reference/bookstores)  
[www.highwayhome.com](http://www.highwayhome.com)

**Second-hand bookstores** are dotted all over the city, so be sure to keep a look out during your explorations! Two that are worth mentioning:

## **The Word (mainly English used books)**

469 Milton  
514-845-5640

## **L'Échange (mainly French)**

713 Mont-Royal East  
514-523-6389

Many Montreal **museums** also have extensive bookstores, such as at the *Canadian Centre For Architecture (CCA)*, the *Montreal Museum of Contemporary Art*, and the *Montreal Museum of Fine Arts*. Please see, "Museums" on page 23 of this guide.



## **Buying Food**

### ***Markets***

If you want fresh produce, there are four markets in Montreal where farmers have a chance to sell their fruits and vegetables as well as local cheese, meat, and fish:

**Marché Atwater:** 138 Atwater; metro Lionel Groulx

**Marché Jean Talon:** 7070 ave. Henri Julien; metro Jean-Talon

**Marché Maisonneuve:** 4445 Ontario E.; metro Pie-IX

**Marché Saint-Jacques:** 2035 Amherst; metro Berri-UQAM

## ***Specialty Food Stores: from Montreal bagels to Middle Eastern to Japanese...***

### **Marché Adonis:**

Middle Eastern products  
2001 Sauvé West, 514-382-8606

**Supermarché Akhavan:** More than 10,000 sq. ft. of Iranian, Mediterranean and Middle Eastern products  
6170 Sherbrooke West N.D.G.,  
514-485-4887

**Kim Phat Inc.:** Chinese food products  
3588 Goyer, 514-737-2383

**Miyamoto:** Japanese food products  
382 Victoria, 514-481-1952

**Fairmount Bagel:** 24 hour Fresh bagels  
74 Fairmount West, 514-272-0667

**St. Viateur Bagels:** 24 hour Fresh bagels  
263 St. Viateur West, 514-276-8044

**Tortilleria Maya:** Fresh tortillas, nachos...  
5274 St. Laurent, 514-495-0606

**Korean Food Store**  
6151 Sherbrooke West, 514-487-1672

**Jangteu:** Korean Food Products  
2113 Decarie blvd, 514-489-9777 or  
2109 Ste Catherine West, 514-932-9777

**Chinatown** (corner of St. Laurent and de La Gauchetière) also has a variety of Asian food products available.



## **Dining**

Renowned for its culinary delights, Montreal has eateries from all over the world – and many of them are very affordable! From Asian cuisine in Chinatown (centered on La Gauchetière and St. Laurent Blvd.) to Italian in Little Italy (on St. Laurent Blvd. between Beaubien and Jean Talon), you will find everything you are looking for.

Certain streets such as St. Denis, Mt. Royal, Prince Arthur, and Duluth are well-known for offering a wide choice of good to excellent restaurants.

There are also a number of chains that offer decent food at reasonable prices.

**Basha:** Middle Eastern Food  
<http://www.restoamir.com>

**Amir:** Middle Eastern food  
<http://www.amirrestaurant.com/>

**Les Trois Brasseurs:**  
salads, pizzas, sausages, and beer  
<http://les3brasseurs.ca/>

**Frites Alors:**  
great French Fries and burgers  
<http://www.fritealors.com/>

**Le Commensal:** delicious vegetarian

**3 Amigos:** Mexican Food  
1657 Sainte-Catherine Street West and  
1621 Saint-Denis  
<http://3amigosrestaurant.com/>

***Near McGill:***

**Amelio's:** Great pizzas and pastas  
201 Milton

**Atti Korean Restaurant**  
2077 University

***Chinatown:***

**Cristal No. 1:** Vietnamese diner  
1068 Saint-Laurent, 514-875-4275

**La Maison VIP:** open very late Chinese  
1077 Clark, 514-861-1943

**Beijing**  
92 de la Gauchetière W., 514-861-2003

***Plateau Mt. Royal:***

**La Chilenita:** Empanada empire  
64 Marie-Anne W., 514-982-9212

**Sara:** falafel spot, après club or on the run.  
4495 Saint-Laurent, 514-843-9014

**Schwartz's Hebrew Delicatessen:**  
a Montreal landmark. World famous for  
smoked meat sandwiches  
3895 Saint-Laurent, 514-842-4813

**Euro Deli:** hipster hangout – great  
Calzone, eggplant parmigiana, and  
cheese pizza  
3619 Saint-Laurent, 514-843-7853

**Santropol:** another hip hangout with a  
nice atmosphere and unique sandwiches  
3990 Saint-Urbain (corner Duluth),  
514-842-3110

**L'Avenue:** great breakfasts and pastas  
922 Mont-Royal East, 514-523-8780

**L'Academie:** Great for group parties, and  
bring your own wine  
4051 Saint-Denis, 514-849-2249

**Aux Vivres:** vegan restaurant and café  
4631 Saint-Laurent, 514-842-3479

**Rapido Du Plateau:** 24-hour diner  
4494 Saint-Denis, 514-284-2188

# FUN IN MONTREAL

## Part 2: Entertainment + Leisure + Fitness + Festivals

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### Nightlife

As well as great food, Montreal is equally famous for its great nightlife. From dance clubs to tapas bars to electro lounges to Irish pubs, you are bound to have a blast!

The main streets downtown that boast great nightspots are Crescent Street, Saint-Laurent Boulevard, Saint-Denis Street, and Sainte-Catherine Street East.

To find a nightspot, visit:

[www.montreal-clubs.com](http://www.montreal-clubs.com)

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

[www.got-montreal.com/night.htm](http://www.got-montreal.com/night.htm)

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### Music

On any given night, Montreal is host to a myriad of musical talent, in both very large, and very small venues. Jazz, classical, pop, rock, electronic, and new age shows happen all the time. For listings, visit:

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

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

You can also visit venue websites. Here are some worth noting:

**Club Soda:** [www.club soda.ca](http://www.club soda.ca),  
(514) 286-1010

**Metropolis:**  
[www.metropolismontreal.ca](http://www.metropolismontreal.ca)

### Casa Del Popolo & Sala Rosa:

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

### Le National & Latulipe:

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

### Kola Note:

5240 Ave. du Parc

### Club Balattou (African Music):

514-845-5447

4372 Saint-Laurent Blvd.

<http://www.balattou.com>

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### Tipping and Taxes

In restaurants and bars it is customary to tip the waiters and bartenders (around 15% of the total bill before taxes), as well as taxi drivers. Also keep in mind that, on most products and services (except for groceries), you will have to add federal and provincial sales taxes (5% + 9.975%) to the advertised price.

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### Movie Theatres

There are many mainstream and repertory cinemas in Montreal. Here are a few:

### Repertory:

Cinéma du Parc

NFB Cinema

Cinémathèque Québécoise

Ex-Centris

## **Mainstream:**

AMC Forum 22 [AMC]  
Cinema Banque Scotia (Cineplex)  
IMAX TELUS - Vieux Port  
Quartier Latin [Cineplex]  
Starcité [Cineplex]

For addresses, more information, and movie listings, either pick up a free paper (Mirror, Hour, Voir), or visit [www.cinemamontreal.ca](http://www.cinemamontreal.ca)



## **Sports and Fitness**

There are many sports facilities that you can make use of in Montreal.

While McGill has a gym from which you can purchase a membership, there are other gyms closer to McGill that offer cheaper prices:

### **YMCA Centre-Ville**

1440 Stanley 514-849-8393  
[www.ymca.ca](http://www.ymca.ca)

### **La Cité**

3575 Parc Avenue, 514-288-8221  
[www.clublacite.net](http://www.clublacite.net)

### **VGym**

1303 William street, Suite 200  
(corner de la Montagne)  
514-499-1100

### **Nautilus Plus**

1231 Sainte-Catherine West  
514-843-5993  
55 Mont-Royal West 514-905-5905  
[www.nautilusplus.com](http://www.nautilusplus.com).

### **YWCA Women's Y with female staff**

1355 René-Lévesque West  
514-866-9941  
[www.ydesfemmesmtl.org](http://www.ydesfemmesmtl.org)



## **Week-end Activities and Day Trips**

In the warmer months, don't miss a visit to the Tam Tams on Sundays at the base of Mont-Royal mountain, on Parc Avenue. It's a Montreal tradition. More information can be found at: [www.tourisme-montreal.org/What-To-Do/Events/les-tam-tams-du-mont-royal](http://www.tourisme-montreal.org/What-To-Do/Events/les-tam-tams-du-mont-royal)

**Piknic Electronik** is another also famous week-end activity that happens every Sunday in the summer (weather permitting), from 1 pm to 9 pm. Piknic is attended by a diverse cross-section of Montrealers – from students who love to dance to families with toddlers and pets. Bring a blanket and some snacks if you want to hang out in one of the grassy areas by the river, or your dancing shoes if you want to move to some high-quality techno music. Several different DJs are featured every Sunday. The location is only a five minute metro ride from downtown, and offers one of the best views of Montreal. The only rules are – no glass bottles or containers!

Check it out at:

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



In the colder months, have a go at ice skating at Beaver Lake, in Parc Lafontaine, or all year-round in the Atrium, located at 1000 de la Gauchetière. The Atrium is surrounded by cafés to relax afterwards, and skates are available for rent. For more information, call 514-395-0555 or log on to [www.le1000.com](http://www.le1000.com)

There are numerous possible day trips from Montreal. If you enjoy skiing or snowboarding, there are many ski hills in the vicinity, from the closest Mont Saint-Bruno to farther Mont Saint-Sauveur and Mont Tremblant.

For more information on places to ski and snowboard, visit <http://skicentral.com/quebec.html>

Hiking is also a popular activity, especially at Mont Tremblant and Mont Saint-Hilaire

Another worthwhile week-end excursion is visiting beautiful Quebec City, which is accessible by train or bus. The primary language spoken in Quebec City is French, so it's great for practicing!



## Montreal Festivals

Montreal is a city of festivals, a tradition that peaks in the summer but continues year-round. We can't name them all, but here are a few of the main ones:

### January

- *Fête des Neiges - Snow Festival*

### February

- *Festival Montréal en Lumière*
- *Quebec Film Festival*

### March

- *International Film Festival on Art*
- *Annual Saint Patrick's Day Parade*

### April

- *African and Creole Film Festival*
- *Blue Metropolis Literary Festival*

### May

- *Montreal Museums Day*

### June

- *Montreal Grand Prix*
- *Loto-Québec Fireworks Competition*
- *Fête Nationale, June 23 and 24*
- *Montreal International Jazz Festival*

### July

- *Canada Day July 1 - parade and events*
- *Comedy Festival Just for laughs*
- *Montreal Reggae Festival*
- *Les FrancoFolies*
- *Divers/Cité Gay and Lesbian Pride*

days

- *Mohawk Pow Wow Festival*

### August

- *FestiBlues*
- *Montreal World Film Festival*
- *Osheaga Music Montreal Marathon*

### September

- *La Magie des Lanternes at the Botanical Gardens*

### October

- *Pop Montreal Music Festival*
- *Festival du Nouveau Cinéma*
- *La Grande Mascarade Halloween Festival*

### November

- *Salon du Livre -Book Fair*
- *Image+Nation Film Festival*
- *International Documentary Film Festival*

### December

- *Salon des Métiers d'Art*

**For more information, visit:**

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

For a directory of sports and recreation activities available in your area, visit your nearest library.



## Museums

Montreal is home to a spectacular array of museums. Most have student rates (with your McGill ID card), and many have weekly free visiting times.

Every year, a free museum guide called *Museo* is published, with information on all of the yearly exhibits, as well as all the coordinates of the museums in Montreal. These guides are available at most museums.

Here, we list a few of the most popular museums in Montreal:

### **The Montreal Museum of Fine Arts**

The permanent collection is always free, and admission is half-price on Wednesday evenings as of 5 PM. The museum also has an extensive bookstore and lovely shop.

1380 Sherbrooke Street West  
514-285-2000  
[www.mmfqa.qc.ca](http://www.mmfqa.qc.ca)

### **The Canadian Centre of Architecture (CCA)**

Free on Thursdays from 5:30 PM to 9 PM  
1920 Baile  
514-939-7000  
[www.cca.qc.ca](http://www.cca.qc.ca)

### **The Montreal Museum of Contemporary Art**

Free on Wednesdays from 5 PM to 9 PM  
185 Sainte-Catherine West  
514-847-6226  
[www.macm.org](http://www.macm.org)

### **Château Ramezay Museum**

280 Notre-Dame East  
514-861-3708  
[www.chateauramezay.qc.ca](http://www.chateauramezay.qc.ca)

### **Pointe-à-Callière Museum**

Montreal museum of archeology and history  
350 Place Royale in the Old Port  
514-872-9150  
[www.pacmuseum.qc.ca](http://www.pacmuseum.qc.ca)

### **McCord Museum of Canadian History**

Right next door to school!  
Free admission every Wednesday, from 5 p.m. to 9 p.m.  
690 Sherbrooke West  
514-398-7100  
[www.musee-mccord.qc.ca](http://www.musee-mccord.qc.ca)

### **The Montreal Biodôme**

4777 Pierre-De-Coubertin Avenue  
514-868-3000  
[www.biodome.qc.ca](http://www.biodome.qc.ca)

### **The Montreal Botanical Gardens**

4101 Sherbrooke East  
514-872-1400

### **The Montreal Insectarium**

4581 Sherbrooke Est  
514-872-1400

### **The Montreal Planetarium**

4801 avenue Pierre-De Coubertin  
514-868-3000  
[www.planetarium.montreal.qc.ca](http://www.planetarium.montreal.qc.ca)

### **Montreal Science Centre**

333, de la Commune Street West (for how to get there, visit the website below)  
1-877-496-4724 (Old Port)  
514-496-4724 (Science Centre)  
[www.centredessciencesdemontreal.com/](http://www.centredessciencesdemontreal.com/)

For more information and for other museums, pick up a Museo guide or log on to the following website:

<http://www.museesmontreal.org/>

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**We hope that this guide has been helpful. We wish you success in the upcoming session and invite you to contact us if you require further information.**

# BANKING IN MONTREAL

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## **Banking**

It is useful for you to open a local bank account while you are studying in Montreal. You can go to the "New Accounts" department in a convenient branch of a Canadian bank. A bank employee will explain the different types of accounts and the costs and services involved. In most banks, it is possible to open a bank account by showing your passport, your letter of admission or I.D. card, your Quebec Acceptance Certificate, and Study Permit. You will also be asked to show a copy of your apartment lease as proof of residency in Montreal.

Bank branches close to the McGill campus:

**Scotiabank**

**TD Bank**

**Laurentian Bank**

**RBC - Royal Bank**

**BMO - Bank of Montreal**



## Appendix A + Appendix B

### APPENDIX A SUPPORT AND EMERGENCY NUMBERS

**For most emergencies, dial 9-1-1**

**Montreal Help Referral Center** (health, addiction, social services, and welfare)  
514-527-1375

**Suicide Action Montreal** 514-723-4000  
[www.suicideactionmontreal.org](http://www.suicideactionmontreal.org)

**Montreal Women's Center**  
514-842-1066

**Grossesse-secours Pregnancy** hotline.  
514-271-0554  
[www.grossesse-secours.org](http://www.grossesse-secours.org)

**McGill Queerline** 514-398-2106

**Depressed Anonymous** 514-278-2130

**Face à Face Listening** and referral service. Mon-Fri, 9am-5pm  
514-934-4546

**Tel-Aide Confidential**,  
anonymous listening service.  
514-935-1105 or [www.telaide.org](http://www.telaide.org)

**McGill Nightline** 514-398-6246

**Sexual Assault Helpline (McGill)**  
514-398-8500  
McGill University  
Shatner Bldg. Basement  
3480 McTavish, B-27

### APPENDIX B 2014/15 COST ESTIMATE

The following figures are intended to provide a general estimate of LIVING EXPENSES that a SINGLE student in a full-time course of study would be expected to have available for each 12-month period, in Montreal. This total does NOT include TUITION and ANCILLARY FEES.

Books & Supplies	\$500
Room & Board (\$800 x 12 months)	\$9,600
Transportation (public)	\$875
Clothing	\$500
Personal Expenses (including laundry, toiletries, etc.)	\$2,400
Non-Canadian Student Health and Accident Insurance (compulsory for International students)	\$306
<b>Total Expenses</b>	<b>\$14,181</b>



## Appendix C

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### WHAT TO DO... WHEN YOU HAVE A QUESTION OR CONCERN

#### If it is an *academic* matter,

1. The first person to talk to when you have a question or a concern is the teacher involved. Our instructors are always ready to listen if you do not understand or are not completely satisfied with an aspect of the course. It is also possible to request a meeting with both of your teachers at the same time to discuss something related to the course as a whole.

2. If your issue is not resolved by talking to your teachers, the next step is to see the appropriate Program Coordinator: Kevin Callahan for the Intensive English Program or Emmanuelle Guidez for the Intensive French Program. Just go to room 1181 to make an appointment with the Program Coordinator, who will do his or her best to address whatever concerns you have.

3. As a final recourse, you can also meet with the Department Director, Firas Alhafidh, by going to room 1181 to make an appointment.

#### If it is an *administrative* matter,

1. Questions related to visas, immigration, fees, deferrals, etc. should be addressed to Client Services at 688 Sherooke Street West, 11th floor counter (telephone: 514-398-6200). Please do not ask your teachers about these issues.

As McGill students, you have rights as well as responsibilities. You are encouraged to read the McGill **Handbook on Student Rights and Responsibilities**, available on-line at

[www.mcgill.ca/deanofstudents/rights](http://www.mcgill.ca/deanofstudents/rights)

This document contains important information on what resources are available in case of a problematic situation.

#### Some useful phone numbers:

##### Office of the Dean of Students

514-398-4990

##### McGill Legal Information

514-398-6792

##### Ombudsperson

514-398-7059

##### Harassment

contacts available on

<http://www.mcgill.ca/harass/contact/>

# CALENDAR 2014-15

## September - 2014

	1	2	3	4	5	6			
7	8	9	10	11	12	13			
14	15	16	17	18	19	20			
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## October

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## November

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## January - 2015

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## July

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## August

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