# TABLE OF CONTENTS

Welcome to ÉTS ................................................................. 3  
**Pre-departure information** ............................................... 4  
Official documents ....................................................... 5  
Health insurance .......................................................... 7  
Travel insurance ............................................................ 7  
Customs ........................................................................... 7  
Prepare your budget ......................................................... 8  
ÉTS buddy program ......................................................... 10  
**Arrival Information** ....................................................... 11  
When to arrive? .............................................................. 12  
At the border ..................................................................... 12  
Welcome service at the airport ......................................... 12  
Transportation from the airport ........................................ 12  
Temporary lodging .......................................................... 13  
**Academic Jargon** ........................................................ 14  
Levels of study ............................................................... 15  
*Admission* versus *Enrollment* ...................................... 15  
University calendar ......................................................... 16  
Important dates ............................................................... 17  
Workload .......................................................................... 18  
Grading scale and Grade point average ............................. 19  
Academic policies ............................................................ 19  
Enroll in a course at another university ............................ 19  
Official documents .......................................................... 20  
Academic planning .......................................................... 20  
**Practical Information** ................................................... 21  
Manage your budget ......................................................... 22  
Tuition fees and mandatory fees ....................................... 23  
Access codes ..................................................................... 25  
Interactive portal | Mon ÉTS ................................................ 25  
ÉTS email ......................................................................... 26  
ÉTS mobile application .................................................... 26  
Lockers ............................................................................. 26  
Student card ...................................................................... 27  
School supplies ............................................................... 27  
**On-campus services** ..................................................... 28  
Registrar’s Office .............................................................. 29  
Graduate Studies Office ................................................... 30  
Student Services Office .................................................... 31  
Recruitment and International Coordination Office ........... 33  
Co-op Office ..................................................................... 34  
Library .............................................................................. 35  
Co-op Bookstore .............................................................. 36  
Student Association ........................................................... 37  
**Official documents during your studies** ......................... 38  
Renewing your Quebec Acceptance Certificate (CAQ) .......... 39  
Renewing your study permit ............................................ 39  
Restoration of status ......................................................... 40  
Provincial health insurance .............................................. 40  
Extending your stay .......................................................... 40  
**Healthcare** ................................................................. 41  
Mandatory health and hospitalization insurance ................ 42  
Health insurance for members of your family .................. 43  
ASEQ dental insurance ..................................................... 44  
ASEQ complementary insurance ..................................... 44  
Accessing health care in Quebec ...................................... 45  
**Living in Montreal** ....................................................... 48  
Finding your housing ....................................................... 49  
Opening a bank account .................................................. 52  
Getting around .............................................................. 53  
Nutrition .......................................................................... 54  
Working part-time ............................................................ 56  
Day-to-day practical information ...................................... 58  
Tourism ............................................................................ 61  
**Appendix 1** (Pre-departure checklist) ............................. 62  
**Appendix 2** (Arrival, step-by-step) ................................. 64
WELCOME TO ÉTS

We are pleased to welcome you as a new member of the ÉTS community!

As our campus is located in the heart of Montreal, you will quickly discover a multitude of academic and cultural opportunities in which to participate.

With a student population of over 9 000, approximately 20 % of whom are international students, we can also say without hesitation that student life at ÉTS is not only diverse, but also inspiring and inventive!

Whether you want to participate in the student association, work on your technical prowess, showcase your artistic talents or do volunteer work, there is certainly a club or student group for you!

We encourage you to get involved in ÉTS student life and contribute in your own unique way to our dynamic community.

Please note that the information in this handbook is for international graduate students who will be completing their studies at ÉTS in English (Ph.D. or Master’s with dissertation).
PRE-DEPARTURE INFORMATION

- OFFICIAL DOCUMENTS
- HEALTH INSURANCE
- TRAVEL INSURANCE
- CUSTOMS
- PREPARE YOUR BUDGET
- ÉTS BUDDY PROGRAM
OFFICIAL DOCUMENTS REQUIRED FOR STUDYING IN QUEBEC

Depending on your situation, you will need to obtain certain official documents:

› Valid passport
› Quebec Acceptance Certificate (CAQ) for studies
› Study permit
› Work permit
› Temporary resident visa
› Electronic Travel Authorization

PASSPORT
Make sure your passport is valid. The expiration date of a Canadian study or work permit will not extend past your passport’s expiration date.

QUEBEC ACCEPTANCE CERTIFICATE (CAQ)
International students admitted to a program of study that lasts more than 6 months must apply for and obtain a CAQ from the Quebec provincial government upon receipt of their official letter of admission.

The application for the CAQ is available online on the Immigration Quebec website (MIDI).

STUDY PERMIT
Once the CAQ has been approved and issued, students admitted to a program of study lasting 6 months or longer must apply for their Canadian study permit. Information about applying for the study permit is available on the Immigration, Refugees and Citizenship Canada website.

Exemptions
Some students are not required to obtain a CAQ and study permit (ex: students admitted to a one-term exchange program lasting less than 6 months). Please check the MIDI website for details.
**WORK PERMIT**

**Graduate students:** Most of the professional master’s degree programs (with project) offer the possibility of completing an internship. If a student’s program includes an internship, she will enroll in the pre-requisite course PRE811 offered by the Internship Office.

International students who complete an internship as part of their program must apply for and be issued a co-op work permit from Immigration, Refugees and Citizenship Canada.

**TEMPORARY RESIDENT VISA**

Depending on your country of citizenship, you may need a temporary resident visa to enter Canada. Visit the [Immigration, Refugees, and Citizenship Canada website](https://www.cic.gc.ca) for more information.

**ELECTRONIC TRAVEL AUTHORIZATION (eTA)**

Please visit the [Immigration, Refugees and Citizenship Canada website](https://www.cic.gc.ca) to verify information related to the electronic travel authorization.
HEALTH INSURANCE

All international students studying in Quebec are required to be covered by a Quebec health insurance policy. The government of Quebec has signed agreements with 9 countries, allowing citizens of these countries to be covered by the provincial health care system (RAMQ). These countries are Belgium, Denmark, Finland, France, Greece, Luxembourg, Norway, Portugal and Sweden.

If you are a citizen of one of these 9 countries, make sure to bring with you the official document or form proving that you are covered and eligible in your country of origin. You will find a list of these documents on the aforementioned RAMQ website.

If you are not a citizen of one of these countries, you will be required to enroll in the Desjardins health insurance plan at the start of your first session at ÉTS.

TRAVEL INSURANCE

We highly encourage you to purchase travel insurance to cover you during your first days in Quebec before you are covered by either the RAMQ provincial insurance or the Desjardins health insurance. You will need to take out this kind of plan in your country of origin, prior to departure.

International students who will be covered by Desjardins health insurance during their studies are advised to take note of the effective date of their coverage as noted in the health insurance brochure.

CUSTOMS

To see what goods you may bring into Canada without paying a customs duty and what goods are prohibited or restricted to import into Canada, visit the Canada Border Services Agency website.
PREPARE YOUR BUDGET

It is essential to prepare your budget in order to not have financial worries as you start your studies. ÉTS is not able to assume expenses for students, although the Student Services Office can offer assistance in budget preparation. If someone such as a family member or friend will be offering you financial assistance throughout your studies, make sure you understand the limits of this person’s help.

We have prepared a sample budget in order to help you prepare your own. Please note that the figures in this budget are estimates. Official tuition fees are available on the ÉTS website. All the costs presented here are in Canadian dollars.

Please remember that when you apply for your official documents, you will be asked to provide information about your financial capability to undertake your studies. Government assistance is only available to Canadian citizens and permanent residents.

SCHOLARSHIPS

If you will be receiving a scholarship, make sure you understand the eligibility criteria and conditions. Some students receive an exemption from the additional tuition fees billed to international students thanks to an agreement signed between Quebec and their country of origin. If you have questions about these programs, please communicate with the proper governmental agency in your country of origin.

Subject to approval, ÉTS currently assumes the additional tuition fees billed to international Ph.D. students. It is important to note that international Ph.D. students who receive a scholarship from an outside source (ex: Islamic Development Bank) are NOT eligible for this assistance, and will be billed the regular full tuition fees for international students.

You will find information about scholarships for graduate students on the ÉTS website, including the bursary for French-language integration and international student tuition fee exemptions. If you have questions about scholarships, please communicate with the Graduate Student Office at infobourses@etsmtl.ca.
## SAMPLE BUDGETS
We suggest you use the following sample budgets to help you plan for your first year of studies.

› Master’s degree  
› Ph.D. students who **do not** receive a tuition exemption from ÉTS  
› Ph.D. students who **do** receive a tuition exemption from ÉTS

### REVENUES

<table>
<thead>
<tr>
<th>Source of Income</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal savings</td>
<td>$</td>
</tr>
<tr>
<td>Scholarship</td>
<td>$</td>
</tr>
<tr>
<td>Personal loan</td>
<td>$</td>
</tr>
<tr>
<td>Assistance from friends or family</td>
<td>$</td>
</tr>
<tr>
<td><strong>TOTAL FOR THE YEAR</strong></td>
<td>$</td>
</tr>
</tbody>
</table>

### EXPENSES

<table>
<thead>
<tr>
<th>Expenses</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Official documents (passport, CAQ, study permit, visa, electronic travel authorization)</td>
<td>$</td>
</tr>
<tr>
<td>Luggage, clothing associated with travel</td>
<td>$</td>
</tr>
<tr>
<td>Transportation between Montreal and your home county</td>
<td>$</td>
</tr>
<tr>
<td>Costs associated with getting settled in Montreal</td>
<td>$</td>
</tr>
<tr>
<td>Tuition and mandatory fees (3 sessions of full-time study)</td>
<td>$</td>
</tr>
<tr>
<td>Health insurance (mandatory)</td>
<td>$</td>
</tr>
<tr>
<td>Dental insurance (optional, but automatically billed)</td>
<td>$</td>
</tr>
<tr>
<td>ÉTS Development Fund and Sustainable Development Fund (optional, but automatically billed)</td>
<td>$</td>
</tr>
<tr>
<td>School supplies, books</td>
<td>$</td>
</tr>
<tr>
<td>Lodging</td>
<td>$</td>
</tr>
<tr>
<td>Renters’ insurance (optional but highly recommended)</td>
<td>$</td>
</tr>
<tr>
<td>Living expenses</td>
<td>$</td>
</tr>
<tr>
<td>Transportation in Montreal</td>
<td>$</td>
</tr>
<tr>
<td><strong>TOTAL FOR THE YEAR</strong></td>
<td>$</td>
</tr>
</tbody>
</table>
Once you have been officially admitted, you will receive several messages from the Student Services Office to help you prepare for arrival. Before the start of the session, you will be invited to participate in the ÉTS Buddy Program.

The goal of the ÉTS Buddy Program is to facilitate integration of new international students during their first term. ÉTS buddies are student volunteers who can guide you to appropriate resources, whether on or off-campus. Many of these student volunteers are themselves international students who have learned the ropes and want to pass on their suggestions and advice!

“When I first arrived, having signed up for the buddy program really made a difference in my social adjustment. Thanks to my experience, I decided to become an ÉTS buddy for new students myself.”

- French Ph.D. student
ARRIVAL INFORMATION

- WHEN TO ARRIVE?
- AT THE BORDER
- WELCOME SERVICE AT THE AIRPORT
- TRANSPORTATION FROM THE AIRPORT
- TEMPORARY LODGING
WHEN TO ARRIVE?

In order to get comfortably settled, we would suggest you arrive one or two weeks prior to the start of the session. Many students look for housing upon arrival in Montreal and generally find their housing within a week. Please note that new international Ph.D. students have up through the tenth week of the session to start their studies.

AT THE BORDER

Visit the Immigration, Refugees and Citizenship Canada and Canada Border Services Agency websites for information about arrival.

Make sure you are ready to present your official documents to the border agent, including your ÉTS admission letter. Before leaving the immigration area at the airport, make sure you understand the conditions of your stay. If you have any questions, feel free to ask the border agent before leaving.

WELCOME SERVICE

AT THE MONTREAL TRUDEAU AIRPORT

The Accueil Plus service is offered to new international students who will be starting their studies in a Quebec university in the fall session. Each fall, this free service is offered at the Montreal Trudeau airport to facilitate new student arrivals. If you would like to participate, sign up on the Accueil Plus website.

TRANSPORTATION FROM THE AIRPORT

The Montreal Trudeau Airport is located approximately 25 kilometers from downtown Montreal. The 747 bus route offers service between the airport and downtown for approximately $10, its last stop being the bus station at the Berri-UQAM metro station. The closest stop to ÉTS on this route is at the intersection of René-Lévesque and Peel.
TEMPORARY LODGING

If you need a place to stay upon arrival in Montreal for a few nights, following are some suggestions for temporary lodging. It is highly recommended that you make a reservation prior to arrival.

_Auberge de jeunesse de Montréal / _1030, Mackay Street (metro Lucien-L’Allier)_

Hôtel de Paris / 901, Sherbrooke East (metro Sherbrooke)

Le Gîte du Parc Lafontaine / 1250, Sherbrooke East (metro Sherbrooke)

Hôtel Le Breton / 1609, St-Hubert Street (metro Berri-UQAM)

Hôtel Casa Bella / 264, Sherbrooke West (metro Place-des-Arts)

Hôtel du YWCA de Montréal / 1355, René-Lévesque West (metro Peel)

Auberge Alternative / 358, St-Pierre Street (Vieux-Montréal)

For more ideas, go to [www.tourisme-montreal.org](http://www.tourisme-montreal.org)
ACADEMIC JARGON

- LEVELS OF STUDY
- ADMISSION VERSUS ENROLLMENT
- UNIVERSITY CALENDAR
- IMPORTANT DATES
- WORKLOAD
- GRADING SCALE AND GRADE POINT AVERAGE
- ACADEMIC POLICIES
- ENROLL IN A COURSE AT ANOTHER UNIVERSITY
- OFFICIAL DOCUMENTS
- ACADEMIC PLANNING
LEVELS OF STUDY

In Quebec, university studies are divided into three levels. First level programs are those at the undergraduate level (bachelor’s degree). Master’s degree and the Diplôme d’études supérieures spécialisées are considered to be second level programs. Doctoral programs are considered third level programs.

It is important to note that the Quebec Acceptance Certificate (CAQ) is issued for a particular level of study. If you change the level of study (ex: master’s degree to Ph.D. or vice versa), you must apply for a new CAQ.

ADMISSION VERSUS ENROLLMENT

In Quebec, admission refers to a prospective student meeting the criteria for a particular program. Students can be admitted with or without particular conditions. Read your admission letter carefully to make sure you understand any conditions. If you have questions about the conditions of your admission, please contact the Registrar’s Office (admission@etsmtl.ca).

Enrollment refers to your selection of courses each term. At ÉTS it is each student’s responsibility to choose and enroll in his courses according to the dates in the university calendar. International students in Quebec are required to enroll on a full-time basis (9 credits/term for graduate students).

You may find that you have greater flexibility in the choice of your courses in comparison to what you are used to. You may be required or it may be advisable, however, to take certain courses during your first term. If you need assistance in academic planning or choosing your courses, do not hesitate to speak with the resource people for your program.
UNIVERSITY CALENDAR

There are three regular sessions at ÉTS, each being 15 weeks long: fall, winter, and summer. The majority of students start their program of study in the fall term.

The summer term at ÉTS is considered to be a regular session. Immigration Quebec expects international graduate students to be enrolled full-time each term as a condition of the Quebec Acceptance Certificate (CAQ).
IMPORTANT DATES

It will be important throughout your studies that you make a habit of consulting the university calendar for important dates.

COURSE REGISTRATION PERIOD
In order to avoid late registration fees and to have the best schedule possible, be sure to pay close attention to the dates during which you can enroll for your courses for the upcoming terms.

ADD-DROP PERIOD
At the start of each term, you can make modifications to your schedule without any penalty during the add-drop period. Following the add-drop period, there are dates during which you can drop a course (it will no longer show up on your transcript), but you will not be reimbursed for the course. Finally, this period is followed by one in which a dropped course will not be reimbursed and a failure will appear on your transcript.
WORKLOAD

Workload for courses is measured using a credit system. One credit represents approximately 3 hours of work per week, or 45 hours per term. This time includes courses, labs and personal study. International graduate students are required to enroll in a minimum of 9 credits per term in order to be considered full-time. During your last term, you may find that you need less than 9 credits in order to finish your program. You would thus be authorized to enroll in less than 9 credits during this final term.

Students enrolled in an internship as part of their program are considered to be enrolled on a full-time basis.

It is not unusual for new master’s degree students to comment that their course schedule does not appear to be full. However, please note that in addition to the time you are physically present in the classroom, you will also be expected to work on your own and with classmates. Be assured that 9 credits per term is indeed considered full-time at the graduate level!

“You may find that on paper your course schedule appears to be lighter than what you are used to in your home country. Be careful, because you are also expected to work outside of the classroom.”

- French master’s degree student
GRADING SYSTEM AND GRADE POINT AVERAGE

It is essential that you carefully read the course syllabi that will be available online at the start of each session in order to understand course objectives, grading policies and methods of evaluation.

If you have any questions about the course, whether related to objectives or grading, do not hesitate to discuss these issues with your professor. Usually, professors will also include their office hours and contact information in the course syllabus.

At the end of each term, your grades will appear on your transcript in letter form (ex: A+, A, A-). Your grade point average (GPA) is calculated each term based on your letter grades.

The GPA is the university’s method for determining whether a student is in good academic standing. The minimum GPA you need in order to be considered in good academic standing varies depending on your program.

The mathematical formula used to calculate the GPA is available in the academic policies of the university. You will notice that you do not necessarily have to fail a course in order to not have the minimum GPA required for your program. Hence, it is important to keep track of your academic progress each term.

ACADEMIC POLICIES

It is each student’s responsibility to take note of the academic policies for his program of study. In particular, you should know what constitutes plagiarism and pay attention to policies regarding plagiarism.

ENROLL IN A COURSE AT ANOTHER UNIVERSITY

If you need to enroll in a course at another university in Quebec, you can access university course catalogs by going to the Bureau de la cooperation interuniversitaire website. A quick link is available from the ÉTS interactive portal (“Authorization to transfer credits”).

Graduate students can transfer up to 6 credits from another institution, after approval from the program director (exception: signed interuniversity agreements authorizing additional transfer of credits).
OFFICIAL DOCUMENTS
If you need to request an official document during your program of study, such as a transcript or confirmation of enrollment, please communicate with the Registrar’s Office. You will find a request form for the different types of documents on the ÉTS website.

ACADEMIC PLANNING
COURSE REGISTRATION
International master’s and DESS students can register for their first-term courses prior to arriving in Montreal, in accordance with the dates on the university calendar, using the ChemiNot application.

International Ph.D. students can enroll in their courses after having presented their official documents to the Registrar’s Office.

If you have questions or need assistance with course registration, please communicate with the Registrar’s Office personnel responsible for your program.

It is important to carefully plan your course of study. Keep in mind, for example, that not all courses are offered every session. If you have questions or need assistance with academic planning, please communicate with the Graduate Student Office.

USEFUL LINKS
› Course offerings (in French)
› Course schedule (in French)
› Research directors
› Règlement sur les infractions de nature académique (plagiarism)
› Professors’ areas of expertise (in French)
PRACTICAL INFORMATION

- MANAGE YOUR BUDGET
- TUITION FEES
- ACCESS CODES
- INTERACTIVE PORTAL
- ÉTS EMAIL
- ÉTS MOBILE
- LOCKERS
- STUDENT CARD
- SCHOOL SUPPLIES
MANAGE YOUR BUDGET

Hopefully you have taken the time to prepare your budget while planning for your studies. For many international students, the start of their studies coincides with a new period of autonomy in which they are expected to manage a budget on their own for the first time. If you would like assistance in preparing or revising your budget, please speak with an advisor in the Student Services Office.

PART-TIME WORK

International students are expected to study on a full-time basis as part of the conditions of their official documents. Some international students are, however, authorized to work on a part-time basis off-campus during their studies (maximum of 20 hours per week) without needing a work permit.

You will find complete information on the subject of part-time work (both on-campus and off-campus) on the Immigration, Refugees and Citizenship Canada website.

Before starting to look for a job, we would encourage you to take the time to acclimate yourself to your new academic environment. Do you understand what is required of you based on your course load? Do you have good time management and study skills that will allow you to balance work and study?

It is important to note that on-campus jobs at ÉTS are limited. A list of services that hires students is available on the website, as well as a brief description of the types of jobs that are offered. Please note that for the majority of on-campus jobs, you will need at least an intermediate level of French.
TUITION AND MANDATORY FEES

Official tuition and mandatory fees, per term, are listed on the ÉTS website. Remember that there are three sessions per year at ÉTS and international graduate students are expected by Immigration Quebec to register on a full-time basis each term. Tuition fees are determined by the government and are subject to change.

ÉTS currently pays the additional fees billed to international Ph.D. students who do not receive any other kind of scholarship to cover tuition fees. Students who benefit from this exemption thus pay the same tuition fees as students from Quebec. If you have questions about whether you are eligible for this exemption, please communicate with the Registrar’s Office.
OPTIONAL FEES
Each term, students are automatically billed for certain fees which are considered optional. If you do not want to pay these fees, it is your responsibility to remove them from your account in Mon ÉTS according to deadlines.

› The sustainable development fund (fonds de développement durable) is managed by the Student Association and finances different projects on campus. Students are currently billed $ 5 per term.

› The ÉTS development fund (fonds de développement) finances scholarships and awards, supports student clubs and international exchange programs as well as funding construction projects on the campus and specialized laboratories. Students are currently billed $ 15 per term.

› The Student Association (AÉETS) offers dental insurance to all students and you will be automatically enrolled and billed. If you do not wish to keep this optional coverage, go to the website www.santeetudiante.com before the deadline (typically September 30 in the fall term, January 31 in the winter term for new students only).

PAYMENT OF TUITION FEES
Tuition and mandatory fees are billed each term based on the number of credits in which you are enrolled. You can consult your tuition bill online in the Mon ÉTS and will find general information about payment including payment deadlines on the school website. Tuition fees are not due before the start of the term. It is important to ensure that you make your payments on time in order to avoid late fees. If you have questions about paying your tuition fees, please communicate with the Registrar’s Office (accueilregistraire@etsmtl.ca).
ACCESS CODES

There are two identification codes associated with each student record: the permanent code and the universal access code.

The **permanent code** (ex: DARM123456) is issued by the government and is used by university employees to access your student record. This code is composed of a combination of the letters of your name and numbers associated with your date of birth. We encourage you to include your permanent code in any correspondence you have with university personnel.

The **universal access code** is a confidential code that students use, along with their password, to access applications in Mon ÉTS such as ChemiNot, SIGNETS and ÉTS email.

You will find your identification codes and password in your admission letter from the Registrar’s Office. You can change your password in Mon ÉTS.

INTERACTIVE PORTAL | MON ÉTS

You will be able to access several different applications in the interactive portal (*guichet interactif* in French) on the ÉTS website.

**CHEMINOT**

We encourage you to quickly familiarize yourself with ChemiNot, the application used for course registration. To access ChemiNot, you will need your universal access code and password.

**SIGNETS**

You will regularly use the SIGNETS application during your studies. In this application, you can update your personal information including your address, access your unofficial transcript, consult your tuition bill, verify your course schedule and room locations, and remove certain non-mandatory fees.
ÉTS EMAIL ACCOUNT
Your ÉTS email address is activated once you have been accepted to a program of study. University personnel will communicate with you through this email account, so it is important to check it regularly.

To activate your account, you will need your universal access code (ex: AK12345) and your password.

If you have questions about activating your account, visit the IT services website. If you need further assistance, you can write to technical support staff at gus@etsmtl.ca.

ÉTS MOBILE APPLICATION
If you have a smart phone, you can download the ÉTS mobile application developed by members of the ApplETS student club. You will be able to access your course schedule and rooms, your tuition bill and employee directory.

LOCKERS
You can reserve a locker in Mon ÉTS in the Mon dossier section (obtenir un casier). Please note, however, that lockers are shared by two people. When you reserve a locker you will need your permanent code as well as the code of the person sharing the locker with you.
STUDENT CARD

After you have turned in your official documents to the Registrar’s Office, your record will be updated within one to two days. You can then obtain your student card from the equipment office in room A-1410. Your student card will serve as your identity card on campus and will give you access to services such as the library, gym and your department.

PURCHASING SCHOOL SUPPLIES

You can purchase your course notes and books at the Co-op bookstore on the ground floor of the B pavilion. If you would like to sell your books, or purchase used books for a reduced price, take advantage of the used book sale that takes place at the start of each term.
ON-CAMPUS SERVICES

- Registrar’s Office
- Graduate Studies Office
- Student Services Office
- Recruitment and International Coordination Office
- Co-op Office
- Library
- Co-op Bookstore
- Student Association
On the ÉTS website, you will find the directory of all ÉTS personnel, including professors. You can search by name or by department.

A list of resource people to contact, depending on the nature of your question, is also available on the website.

**REGISTRAR’S OFFICE (BUREAU DU REGISTRAIRE)**

The Registrar’s Office is responsible for maintaining student records. During your studies, you will have many occasions to communicate with the Registrar’s Office:

› Submitting your official documents (ex: passport, CAQ, study permit)
› Renewing your official documents
› Enrolling in health insurance and picking up your insurance card
› Registering for courses or modifying your course schedule
› Requesting official documents (ex: proof of enrollment, transcript)
› Payment of tuition fees
› Meeting graduation requirements

Room A-1120
514 396-8888
accueilregistraire@etsmtl.ca
GRADUATE STUDIES OFFICE

The Graduate Studies Office, located in the Dean of Studies Office (Décanat des études), assumes the role of supervising academic activities such as thesis preparation and submission, thesis examination, and awards of excellence. The professional and support staff of the office work with specific programs; you can find the resource people for your program of study on the school website.

The Dean of Studies Office also manages the majority of scholarship programs for graduate students. The monthly Info Bourse$ (infobourses@etsmtl.ca) newsletter keeps students and professors informed of scholarship application information.
**STUDENT SERVICES OFFICE (SERVICES AUX ÉTUDIANTS)**

The Student Services Office's mission is to ensure that the campus environment is favorable to your success and personal development. Each week, you will receive an electronic newsletter – Interface – informing you about activities going on on-campus. Make sure you read Interface to stay informed!

**STUDENT SUCCESS SECTOR**

The members of the student success sector assist students during their studies in order to help them achieve their goals. You can meet with a counselor individually, and a variety of workshops are also offered through the year ranging from techniques to manage stress and anxiety to assistance with scientific text composition (French).

International students can be faced with many challenges, whether academic, personal, social or cultural. If you would like assistance overcoming some of these challenges, do not hesitate to make an appointment with a counselor.

› Psychological well-being (workshops on healthy habits and lifestyle)
› Confidential psychological counselling (free of charge)
› Academic success workshops
› Disability services
› Communication services (French)
STUDENT LIFE SECTOR
Many students will tell you that getting involved in student life is an essential key to success. As a new student, you are certainly interested in getting to know your new environment. There are numerous ways to get involved in student life, whether by participating in a student club, playing sports, or volunteering. Each year, students come to the Student Services Office to propose new activities based on their interests. You can be next!

› Orientation activities for new students
› ÉTS buddy program for international students
› Student life: community, social, cultural and artistic activities
› Activities and workshops (guitar, drums, photography, drawing)
› Recognition of student involvement: genie + program

FINANCING YOUR STUDIES
Prior to starting your studies, we encourage you to carefully examine your budget. It is not possible for ÉTS to assume the cost of studies for students. However, if you would like assistance in learning to manage your budget, please do not hesitate to speak with a counselor in the Student Services Office.

› Part-time work on campus (limited opportunities)
› External sources of financing
› Managing your budget
› Emergency assistance

SCIENTIFIC CLUBS
You will certainly not be able to miss the various prototypes built by the numerous scientific clubs that are on display around the campus. By participating in a scientific club, you will get the chance to put theory into practice as part of a multidisciplinary team. ÉTS students participate in competitions every year and regularly place amongst the top finalists.

› Sign up to the ÉTS youtube channel to see videos of the work done by various clubs.

ATHLETIC CENTER (CENTRE SPORTIF)
The ÉTS athletic center offers a variety of services and equipment for athletes and sports enthusiasts. Free activities offered each term include badminton, soccer, and basketball. You can also sign up to take various classes (spinning, Zumba, yoga, karate, nutrition workshops). Sports clubs include table tennis, and football (American football). The school is proud of its student athletes who compete in badminton, golf, rugby, indoor soccer and volleyball (females). Visit the athletic center on the third floor of the B pavilion.
The team in the Recruitment and International Coordination Office plays a key role in the internationalization of ÉTS. Staff members regularly travel overseas in order to meet with prospective students (perhaps you have already met one of our staff!).

The office is also responsible for mobility programs and the bilateral agreements signed between ÉTS and other institutions. Bachelor’s degree students are encouraged to check into the opportunities for studying abroad and should attend an information session. Scholarships are available for international students who wish to participate in study abroad or conduct international research.
CO-OP OFFICE (SERVICE DE L’ENSEIGNEMENT COOPÉRATIF)

The Co-op office staff administers the system of work placements for undergraduate students, including the preparatory course PRE 011. Some students at the master’s degree level are authorized to complete an internship as part of their program of study and should enroll in the preparatory course PRE 811. The office organizes job fairs throughout the year with employers. If you have questions about planning for an internship or revising your curriculum vitae, don’t hesitate to meet with a counselor.

Remember, if your program includes an internship, you must apply for a co-op work permit from Immigration, Refugees and Citizenship Canada.
LIBRARY (SERVICE DE LA BIBLIOTHÈQUE)

The ÉTS library’s mission is to provide students with spaces and facilities conducive to study and research, as well as the services and resources necessary for their academic program.

In addition to lending books, magazines and reference documents, the library has a vast collection of electronic documents: books, scientific articles on specialized topics in engineering and related disciplines. This documentation is available on and off campus.

In the library itself, you will find rooms specifically for teamwork as well as individual study spaces equipped with electrical outlets.

The library staff is highly trained and can help you conduct research, whether the documentation comes from the library collection or Internet. Librarians also offer workshops on conducting research.

For more information, please visit the library website or stop by in person on the ground floor of the A pavilion.
CO-OP BOOKSTORE (COOP ÉTS)

The Co-op bookstore is member-owned and is dedicated to operating from principles reconciling economic, cooperative and ecological principles while offering products that meet the needs of its members. You will find books, course notes, computer related products as well as general school supplies and ÉTS-themed products.

To become a member of the co-op, visit the office on the ground floor of the B pavilion. You may also be interested in getting involved in the administration of the co-op!
STUDENT ASSOCIATION (ASSOCIATION ÉTUDIANTE DE L’ÉTS)

The ÉTS student association represents all ÉTS students, from undergraduate through graduate level. You automatically become a member of the student association once you enroll at the university.

The student association’s main objective is to promote and defend student interests:

› Regrouping, representing and informing its members
› Representing its members on academic, administrative, social, cultural and sporting matters
› Fostering the relationships between its members and professors and university administration
› Organizing activities for its members

The student association office is in room A-1840, located on the first floor of the A pavilion. You will find a secretarial service, including a free Fax service. The student association also manages a convenience store (located in the phase 1 university residences) and a restaurant “Le 100 génies” located on the ground floor of the B pavilion. The restaurant-pub is the perfect spot to meet with friends for lunch or after class!

Don’t hesitate to stop by the student association and visit their website and Facebook page.
OFFICIAL DOCUMENTS DURING YOUR STUDIES

- RENEWING YOUR QUEBEC ACCEPTANCE CERTIFICATE (CAQ)
- RENEWING YOUR STUDY PERMIT
- RESTORATION OF STATUS
- PROVINCIAL HEALTH INSURANCE
- EXTENDING YOUR STAY
It is each student’s responsibility to ensure that her documents are valid for the duration of her program of study. The CAQ and the study permit must be valid each session for which you are enrolled, from the first day to the last.

RENEWING YOUR CAQ

Immigration Quebec recommends that students start the CAQ renewal process between three and four months prior to their document’s expiration date. Remember that you must have a valid CAQ in order to apply for your study permit.

International students in Quebec are required to study on a full-time basis. If you were not enrolled on a full-time basis during your studies, you will likely have to provide appropriate justification during the renewal process (ex: airline ticket stubs proving you were out of the country, a physician’s note, etc.).

The CAQ is issued for a single level of study. If you change the level of study (ex: bachelor’s to master’s, master’s to Ph.D., or vice versa) you will have to request a new CAQ.

Visit the Immigration Quebec website for complete information.

RENEWING YOUR STUDY PERMIT

Once the CAQ has been issued, international students can apply to renew their study permit. The renewal process can be completed online on the Immigration, Refugees and Citizenship Canada website.

You can also verify processing times on the IRCC website.

International students who have a co-op work permit should verify the permit’s expiration date. This permit can also be renewed online.

Before the expiration date of your documents, you must provide your new CAQ and proof of having applied to renew your study permit to the Registrar’s Office in order to continue studying. Once you have received your new study permit, take it to the Registrar’s Office for your record to be updated. Visit the IRCC website for more information on implied status.
**RESTORATION OF STATUS**

Students who do not present proof of having renewed their documents prior to the expiration date will be unenrolled from their courses by the Registrar’s Office. Students in Canada who do not renew their documents prior to the expiration date may be eligible to apply for restoration of status. This process must be done within 90 days of having lost status; during this period students do not have authorization to study. Visit the IRCC website for more information.

If you have questions about renewing your documents, please communicate with Immigration, Refugees and Citizenship Canada. If you are in Canada, you can reach the Call Centre by dialing 1 888 242-2100.

---

**PROVINCIAL HEALTH INSURANCE (RAMQ)**

International students who are eligible for provincial health insurance coverage (citizens of France, Belgium, Denmark, Finland, Sweden, Norway, Luxembourg, Portugal and Greece) must ensure that their health insurance card is valid for the duration of their studies. Any questions about health insurance renewal should be addressed to the Régie de l’assurance maladie (RAMQ) by calling 514-864-3411.

Students who do not provide proof of coverage will be automatically enrolled in and billed for the Desjardins health insurance plan for international students.

---

**EXTENDING YOUR STAY**

Are you finishing your program of study and you wish to study at the next level (ex: master’s degree to Ph.D.)? Pay particular attention to the validity of your CAQ, as it is issued for a single level of study. If you change the level of study you will have to apply for a new CAQ and renew your study permit as necessary.
HEALTHCARE

- MANDATORY HEALTH INSURANCE
- HEALTH INSURANCE FOR MEMBERS OF YOUR FAMILY
- ASÉQ DENTAL INSURANCE
- ASÉQ COMPLEMENTARY INSURANCE
- ACCESSING THE HEALTH CARE SYSTEM IN QUEBEC
MANDATORY HEALTH AND HOSPITALIZATION INSURANCE

All international students in Quebec must be covered by a Quebecois health insurance policy. You will either enroll in the provincial health care plan or the Desjardins health insurance plan.

RÉGIE DE L’ASSURANCE MALADIE DU QUEBEC (RAMQ)

The Quebec government has signed agreements with 9 countries, permitting citizens of these countries to be covered by provincial health care. These countries are Belgium, Denmark, Finland, France, Greece, Luxembourg, Norway, Portugal and Sweden.

If you are a citizen of one of the aforementioned countries, you will need to bring with you the signed and completed form confirming your eligibility. Once you arrive in Montreal, you will need to call the RAMQ to obtain the enrollment form as quickly as possible.

To enroll you will need the following documents:

› The RAMQ enrollment form
› The signed and completed form from your home country proving your eligibility
› Your CAQ
› Proof of enrollment at ÉTS (available from the Registrar’s Office)
› Proof of citizenship (passport)

On site at the RAMQ, you will have your photograph taken. Fees of approximately $9 plus tax are required for the photo (subject to modification). For more information, visit the RAMQ website.

Finally, make sure you bring the proof of your RAMQ enrollment to the Registrar’s Office. You will receive the ‘carte soleil’ by mail. This card can be used as a proof of identity during your stay in Quebec and will normally have the same expiration date as your CAQ.
If a member of your family will be accompanying you during your studies, it is your responsibility to take out a health insurance plan for this person. Coverage will cost approximately $1000 per year. You can communicate with health insurance companies upon arrival (ex: Desjardins, Ingle International, etc.).
**ASÉQ DENTAL INSURANCE**

In Canada, dental care can be costly. A visit to the dentist for a cleaning and check-up can cost up to $200. All ÉTS students are automatically enrolled in and billed for the dental insurance plan offered by the student association (ASÉQ). Detailed information about this coverage, including current pricing, is available on the [www.santeetudiante.com](http://www.santeetudiante.com) website, including a list of dentists who are members of the network.

This coverage is not mandatory, so you will need to decide if you wish to keep it. If you do not want to keep the coverage, it is your responsibility to unenroll on the [www.santeetudiante.com](http://www.santeetudiante.com) website before the deadline. The typical deadlines are September 30 (fall term) and January 31 (winter term, new students only).

You can check the ASÉQ opt out deadlines each year on the ÉTS academic calendar or on the ASÉQ website.

---

**ASÉQ COMPLEMENTARY INSURANCE**

Certain services (ex: physical therapy, massage therapy, travel insurance) are not covered by the Régie de l’assurance maladie du Quebec (RAMQ). Students who are covered by the RAMQ can decide to enroll in the complementary insurance offered by the student association (ASÉQ). This coverage includes travel insurance, essential if you decide to travel outside of Quebec. If you wish to enroll, you will need to do so within the first 30 days after enrolling in the RAMQ. For more information, visit [www.santeetudiante.com](http://www.santeetudiante.com) and call the ASÉQ at 514-789-8792.

Student athletes who are covered by the RAMQ provincial health insurance are required to enroll in the ASÉQ complementary insurance in order to have coverage for physical therapy services.
We encourage you to always carry your health insurance card with you. If you are covered by the RAMQ, your “carte soleil” serves as a piece of identity in Quebec.

In Quebec there are different types of medical clinics where the population can consult. These include clinics in the CLSC network, family doctor clinics, private clinics and hospitals. Visit the health and well-being online portal for an overview of the healthcare system.

**NON-EMERGENCY SITUATION**

If you need to consult a doctor for a health problem that is not considered urgent, we suggest you first call the free telephone service Info-Santé available 24 hours a day.

When you call Info-Santé, you will speak with a nurse who can both advise you and guide you to the best resources located near you (ex: walk-in clinics near your place of residence). You can reach Info-Santé by dialing 811.

**EMERGENCY SITUATION**

On the ÉTS campus, you can reach the security office by dialing 8900 (non-emergency) or 55 (emergency) from an on-campus phone. The security office is located on the ground floor of the A pavilion by the main entrance.

Throughout Canada and the United States, dial 911 in case of emergency to reach fire services, police or ambulance services. Call this number only in case of emergency; otherwise you may receive a ticket.

Please note that in Quebec, transportation in an ambulance is not a free service. Usually the person transported by ambulance has to assume the cost of the service.
**ARE THERE OUT-OF-POCKET COSTS IF I SEE A DOCTOR?**

**Students covered by the RAMQ**

The majority of physicians participate in the public health care system and are paid by the government. Services covered include exams and consultations by family doctors and specialists.

Some services are not covered by the RAMQ and can be billed directly to patients. If you have a supplementary insurance coverage, such as the one offered by the student association, you can verify if these services are covered.

A complete list of services covered and the fees that can be charged to patients is available on the RAMQ website.

**Students covered by Desjardins health insurance**

When you pick up your health insurance card at the Registrar’s Office, you will also receive a brochure explaining the coverage as well as a list of clinics in Montreal that are familiar with working with students covered by the Desjardins plans. When you receive medical services, you may have to pay out-of-pocket at that time and then be reimbursed by the insurer.

If you have questions about the Desjardins health insurance (ex: services covered, limits, reimbursement), please call the company directly at 1-866-838-7580 or write to servicecollectif@dsf.ca.
IS THERE A MEDICAL CLINIC ON CAMPUS?
There is currently not a medical clinic on the ÉTS campus. Each year, a vaccination clinic for influenza takes place on the ÉTS campus. The flu is a viral infection present in Canada particularly during the winter. Check the Interface newsletter during the fall term to learn more.
Visit the website [www.santemontreal.qc.ca](http://www.santemontreal.qc.ca) for information about healthcare services in Montreal.

PSYCHOLOGICAL WELL-BEING
If you experience certain difficulties or challenges during your studies, whether related to academics or personal or interpersonal issues, you can make an appointment to consult a counselor in the Student Services Office. You can also choose to meet with a trained student advisor from the OR Pair program, if you would rather speak with a peer. These services are free and confidential. To make an appointment, contact the Student Services Office (room E-3042).
LIVING IN MONTREAL

- FINDING YOUR HOUSING
- OPENING A BANK ACCOUNT
- GETTING AROUND
- GROCERIES
- WORKING PART-TIME
- DAY-TO-DAY PRACTICAL INFORMATION
- TOURISM
FINDING YOUR HOUSING

UNIVERSITY DORMS
One of the advantages to living in university housing is the proximity to campus, your courses and student life activities. Dorm rooms are furnished, thus making your transition easier. Student must furnish their own sheets, pillows, towels and kitchen supplies. On the ÉTS website you will find a list of off-campus housing options for rent (in French).

Different types of apartments are available and rooms are assigned on a first-come, first-served basis. Students who are interested in living on-campus should complete the reservation form available online. For more information, visit the ÉTS website.

OFF-CAMPUS HOUSING
Finding a clean and reasonably priced apartment for your budget can take a bit of effort, as you will want to visit apartments and different neighborhoods in order to compare. You may wish to arrive in Montreal a couple of weeks before the start of the term to find your apartment and get settled. Apartment listings can be found in local newspapers as well as online on websites such as www.kijiji.ca, www.lespac.com and www.craigslist.com.

Pay attention to Internet fraud. An article was published in the La Presse newspaper on this subject (in French).
**HOW TO READ AN ANNOUNCEMENT**

Many different types of housing options are available in Montreal. When you read apartment listings, you will usually see numbers such as 1 ½, 2 ½, 3 ½ indicating how the apartment is laid out. The ½ indicates the bathroom, and the first number refers to the number of rooms.

**1 ½ =** a studio apartment with 1 room including the kitchen and a bathroom.

**2 ½ =** two rooms, usually 1 bedroom and the kitchen/living room, and the bathroom.

**3 ½ =** three rooms, 1 bedroom, the kitchen, the living room (or the bedroom and a double room that is not separated) and the bathroom.

**THE LEASE**

The lease is a legal contract between the landlord and the renter, outlining the rental conditions. In Quebec, the lease is generally signed for a 1-year period, from July 1st through June 30th. It is sometimes possible to negotiate a shorter contract. Make sure you understand all details of your lease before signing. For example, is the heating and electricity included in the rent? Are appliances included?

Visit the website of the [Régie du logement du Québec](https://www.rlg.quebec) to learn about your rights and responsibilities.
**TELEPHONE SERVICE**
For telephone service, you may wish to contact Bell Canada or Videotron, two of the largest companies. With basic telephone service, you will pay a fixed fee each month for unlimited local calls. Pay attention to rates for long-distance calls depending on your plan.

You will able to purchase international calling cards in convenience stores throughout Montreal. You may also wish to use services such as Skype to save on international phone call charges.

**HEATING AND ELECTRICITY**
If the cost of heating and electricity are not included in your rent, you should call Hydro-Quebec to inquire about the cost of heating your apartment. Keep in mind that in the winter, the average temperature in Montreal is -10°C.

**RENTERS’ INSURANCE**
While not mandatory in Quebec, we highly recommend that you take out a renters’insurance policy to protect you in case of accidents, theft, or damages for which you are responsible.

**SMOKE DETECTOR**
In Quebec, landlords are not required to install a working smoke detector in their properties. Verify if there is a smoke detector in your apartment, and, if so, ensure that it is functional. If you don’t have a smoke detector in your apartment, make sure you purchase one in a hardware store. For information and advice on properly installing a smoke detector, visit the [Sécurité publique website](#).
OPENING A BANK ACCOUNT

If you will be studying in Quebec for more than one session, opening a bank account will be very useful. Before choosing your bank, evaluate your needs. Will you be making regular transfers from abroad? If so, has the bank in your home country signed any agreements with banks in Canada which will help you avoid fees? Remember as well that using the automatic teller machine (ATM) of a rival bank will cost you fees, so it is convenient to choose a bank with an ATM that is convenient for you.

Many financial institutions will offer special plans for students. Make sure you inquire about these plans as you compare offers.

Please note that a Caisse populaire Desjardins is located on the ÉTS campus on the ground floor of the Maison des étudiants.
GETTING AROUND

PUBLIC TRANSPORTATION
Montreal has an extensive public transportation network, including buses, subway and commuter trains.

The closest subway stations to ÉTS are Bonaventure and Lucien L’Allier on the orange line. You can calculate travel times between your place of residence and ÉTS on the Société de transport de Montreal (STM) website.

If you will be using public transportation on a daily basis, you will want to get an OPUS card. Full-time students who live in Montreal are eligible for a reduced fare. In order to get your OPUS card with photo for the reduced rate, go to the STM Photo Studio at the bus station at the Berri-UQAM metro station or online MonÉTS.

BIXI
You will also find a vast network of cycling paths in Montreal. If you enjoy cycling but are not interested in purchasing a bicycle, consider using the BIXI system. A BIXI station is located right in front of the B Pavilion. You can reach Old Montreal from ÉTS on the cycling path within 15 minutes.

DRIVING IN QUEBEC
International students can drive in Quebec under certain conditions. If your driver’s license is not issued in either French or English, it is highly recommended that you obtain an international driver license. Visit the Société de l’assurance automobile website for more information. If you decide to purchase a vehicle during your stay, it is your responsibility to be informed about different rules regarding driving in Quebec. For example, for safety reasons all vehicles must have winter tires installed between December 15 and March 15. You will also need to purchase an insurance policy that meets your needs.
**CAR RENTAL**

Communauto is a car-sharing service that may interest students staying in Montreal for more than a year, as you must sign a contract and make a deposit in order to join. This service allows you to rent a car depending on your needs, from 1 hour to a full day to several days.

You will also find a range of private car rental companies in Montreal.

**RIDE-SHARING**

Allo Stop and Amigo Express offer ride-sharing services, particularly of interest if you are planning on traveling outside of Montreal. Drivers register their driver license and vehicle information; names and contact information stay confidential. Based on where you wish to go, the companies will offer you suggestions based on the drivers’ plans.

---

**NUTRITION**

**GROCERY STORES AND MARKETS**

The main grocery store chains you will find in Montreal are Metro, Provigo, IGA, Maxi and Loblaw. A Metro grocery store is located on the ground floor of the phase 3 and 4 ÉTS residence buildings (access from Notre-Dame).

If you have dietary restrictions, you will find many specialized grocery stores and markets in Montreal. The city’s public markets are particularly interesting places to pick up locally grown fruits, vegetables and other products. Be sure to visit Jean-Talon Market and Atwater Market; the latter is located only a few kilometers from ÉTS.

Café Citoyen, a 15-minute walk from campus at 1845 St Jacques, is an interesting place to purchase fruits and vegetables at very reasonable prices. The café also proposes each week a vegetarian menu based on seasonal offerings.
RESTAURANTS
Montreal definitely has its fair share of restaurants for all price ranges and all tastes! Visit blogs such as Urban Spoon, Une table pour deux and the Voir restaurant guide if you would like some culinary suggestions.

HEALTHY EATING AND NUTRITION
For many students, the start of their studies at ÉTS means taking on new lifestyle habits. This may be the first time you are responsible for preparing your own meals, and, as you do your grocery shopping, you may not find the same products you are used to eating.

Nutrition workshops are offered each term by the ÉTS athletic center, helping you understand how to read ingredient labels, choose healthy and well-balanced foods based on your level of physical activity, and demystifying nutritional myths. Check the Interface newsletter for workshop dates.
WORKING PART-TIME

International students are expected to study on a full-time basis. If you have a valid study permit and are enrolled on a full-time basis, you are authorized to work on the university campus without having a work permit. Additionally, some students are, however, authorized to work off-campus on a part-time basis during their studies (20 hours per week) without having a work permit. Visit the Immigration, Refugees and Citizenship Canada website to learn more.

It is important to remember your goals and objectives for studying in Canada, and the importance of succeeding academically. You should not count on finding a part-time job during your studies to balance your budget.

WORKPLACE NORMS

The Commission des normes, de l’équité, de la santé et de la sécurité du travail (CNESST) is responsible for informing the public about norms in the workplace. Visit their website to learn about holidays, contracts, workplace conditions, minimum wage and what to do in case of harassment in the workplace.

SOCIAL INSURANCE NUMBER

The confidential Social Insurance Number (SIN) is issued by Service Canada to people authorized in work in Canada, and is used by the government and by employers to identify workers (ex: for taxation purposes).

Visit the Service Canada website to learn about applying for a SIN as a temporary resident.

The closest Service Canada office to ÉTS is at 200 René-Lévesque West (the Guy-Favreau building).
FISCAL RESPONSIBILITY AND TAX DECLARATION

Each year, taxpayers in Quebec prepare their tax declaration for the provincial and federal governments. The deadline for declaration is April 30th for the preceding calendar year. In Quebec, whether or not you are required to file a tax declaration depends on your residency status, not on your student or citizenship status. Even if you have not worked during the year, it may be to your advantage to file a tax declaration as you could be eligible for certain credits.

On the Canada Revenue Agency (CRA) website you will find information specific for international students.

While you can file your own tax declaration, each spring a «tax clinic » takes place on the ÉTS campus where you can have your declaration filed at low cost.

Usually, in order to file a tax declaration you will need to include your Social Insurance Number (SIN). However, not every international student is eligible to obtain a SIN. If such is your case, plan ahead and apply for an Individual Tax Number (ITN).

Visit the websites for CRA and Revenu Quebec for more information.
DAY-TO-DAY PRACTICAL INFORMATION

CLIMATE
Yes, many international students express concern about what the winter in Quebec will bring. We feel, however, that the four distinct seasons in Quebec will offer you the opportunity to try many new activities!

Each summer, numerous festivals take place in Montreal and the cycling paths hum with activity, as everybody wants to take advantage of the opportunity to be outdoors. Fall is the time to take a trip to an apple orchard and see the spectacular foliage. The best way to enjoy winter is to partake in activities such as snowshoeing and skiing, and why not visit the outdoor electronic music festival Igloofest despite the cold? Spring signals one of the most traditional activities in Quebec, a visit to a maple sugar shack, and the opening of outdoor terraces.

Visit the Meteomedia website to learn more about the climate in Quebec.

SHOPPING
The ÉTS campus is located in downtown Montreal, close to many shopping centers: the Eaton Center, Promenades Cathédrale, La Baie, Place Ville-Marie, Place Montreal-Trust.

In order to enjoy the winter, it is important to stay warm and have appropriate clothing. You will find coats, boots and accessories for all budgets as you shop in Montreal. Warehouse sales take place at the end of the winter season. If you have questions about what kind of clothing you should buy depending on your lifestyle, don’t hesitate to ask for advice from your new Quebecois friends!
TAX AND TIPPING
When should you leave a tip, and how much? Many new international students ask this very question.
Generally speaking, in restaurants, you should leave a minimum of 15% tip for the service. If the service is particularly good, feel free to leave more.
You should also count on tipping workers in the service industry such as taxi drivers, barmen, hotel housekeepers and concierges.
In Quebec, most of the time the prices you will see advertised do not include the sales tax. The provincial sales tax (TVQ) and the federal goods and services tax (TPS) will add an approximate 15% more to your bill.

POSTAL SERVICE
The closest Canada Post office to ÉTS is located in the Uniprix pharmacy at the Gare Centrale (895 de la Gauchetière Ouest), approximately a 15-minute walk.

STAY INFORMED
We highly encourage you to follow the Quebecois and Canadian news in order to learn more about your host culture. A few suggestions include:
› www.cbc.ca (public broadcaster)
› www.theglobeandmail.com (Toronto newspaper)
› www.montrealgazette.com (Montreal newspaper)
› www.radio-canada.ca (public broadcaster, in French)
› www.lapresse.ca (Montreal newspaper, in French)
› www.ledevoir.com (Montreal newspaper, in French)
› www.voir.ca (Montreal newspaper, in French)
**DAYLIGHT SAVINGS TIME**
In Canada, in order to have additional daylight in the summer months, we advance our clocks by one hour on the second Sunday in March. In the fall, on the first Sunday in November, we return to the regular hour by turning back our clocks by one hour. An easy way to remember this change is to think *spring forward, fall back*. The population is also encouraged to check their smoke detectors when these time changes occur.

**RÉSEAU DES INGÉNIEURS DU QUEBEC**
Becoming a member of the network of Quebec engineers is free for engineering students. As a member, you will benefit from different offers thanks to their commercial partnerships (ex: renters’ insurance coverage). Visit their [website](#) to learn more.
TOURISM IN MONTREAL
Playing tourist in Montreal is incredibly easy thanks to the numerous festivals, theatres and cultural activities that take place year-round, not to mention the museums. A tourist information center is located a 10-minute walk from ÉTS at 1001 Dorchester Square (corner of Peel and Sainte-Catherine streets). Visit the websites of Tourism Montreal, Bonjour Quebec and the city of Montreal for more information.

According to the ÉTS buddies, some of the “must-sees” in the city include Mont-Royal, the Biodome, the botanical gardens, old Montreal, Maisonneuve Park and taking a walk along the Lachine Canal behind campus.

DISCOVER QUEBEC
Whether you enjoy city life or country life, are interested in history, culture or sports, you will find lots to discover in Quebec all year round. The trip between Montreal and Quebec City takes less than 4 hours by bus, car or train. Students who enjoy nature will love to visit the Laurentian and Eastern Townships regions, easily accessible from Montreal.

TRANSPORTATION
Traveling within the province is made easy thanks to bus services offered by various companies such as Orléans Express and La Québécoise. If you are interested in traveling by train, check schedules on the Via Rail website. You will also find schedules for destinations outside of the province, such as Toronto.

VISITING THE UNITED STATES
Many international students like to take advantage of the geographic proximity of Montreal to the United States for trips south of the border. Before you start packing, make sure you have the necessary documentation to enter the United States, as well as valid documentation to return to Canada based on your country of origin (ex: electronic travel authorization, entry visa, study permit). Before you leave, make sure you have adequate travel insurance in case of an accident or hospitalisation in the United States.
APPENDIX 1
PRE-DEPARTURE CHECKLIST
PRE-DEPARTURE CHECKLIST

☐ PASSPORT
☐ AIRLINE TICKETS AND TRAVEL INFORMATION, (Electronic travel authorization, if needed)
☐ QUEBEC ACCEPTANCE CERTIFICATE (CAQ)*
☐ INTRODUCTION LETTER FROM THE CANADIAN EMBASSY FOR OBTAINING A STUDY PERMIT*
☐ ÉTS ADMISSION LETTER
☐ DOCUMENTATION FOR ENROLLING IN PROVINCIAL HEALTH INSURANCE (RAMQ) (if you are a citizen of a country that has signed an agreement with Quebec)
☐ PROOF OF SUFFICIENT FUNDS
☐ BIRTH CERTIFICATE, IF POSSIBLE
☐ MARRIAGE LICENSE, IF YOU ARE MARRIED
☐ MEDICATIONS IN THEIR ORIGINAL CONTAINERS
☐ EMERGENCY NUMBERS (your embassy or consulate in Canada, your travel insurance information)
☐ INTERNATIONAL DRIVER’S LICENSE, IF YOUR LICENSE IS NOT IN ENGLISH OR FRENCH
☐ ADDRESS FOR YOUR FIRST DESTINATION IN MONTREAL (EX: YOUTH HOSTEL OR HOTEL)
☐ PHOTOCOPIES OF THESE DOCUMENTS, TO BE KEPT IN A SEPARATE PLACE

* If you are studying in a program longer than 6 months in duration.
ARRIVAL, STEP-BY-STEP

STEP 1: ATTEND ÉTS ORIENTATION ACTIVITIES
The Student Services Office organises new student orientation activities each term. We highly encourage you to participate in order to help you get off to a good start. You will be invited to sign up for activities online at: https://reservation.etsmtl.ca

Please note that certain activities are offered specifically for international students, such as orientation sessions, a workshop on finding housing, campus visits and social activities with the ÉTS buddy program.

The EtSPERANTO student club organizes social and touristic activities for new international students (ex: coffee break, weekend trip to Quebec City, curling, rafting).

We also recommend you participate in orientation activities organised by the Student Association as this is one of the best ways to meet new friends, learn about ÉTS and get involved!

Stay informed of orientation activities by going to the ÉTS website.
STEP 2: TAKE YOUR OFFICIAL DOCUMENTS TO THE REGISTRAR’S OFFICE
You will need to go to the Registrar’s Office, located on the first floor of the A Pavilion, to finalize your registration. Depending on your situation, you will need to take the following documents:

› Passport
› Quebec Acceptance Certificate and study permit (if your program of study is longer than 6 months in duration)
› Certificate confirming that you are eligible for provincial health care, if you come from a country that has signed an agreement with Quebec*

Students who are not citizens of a country that has signed a health insurance agreement with Quebec will be automatically enrolled in the Desjardins health insurance plan by the Registrar’s Office.

* Students who are eligible to enroll in provincial health care will receive a confirmation of enrollment from the Registrar’s Office and must then go to the RAMQ offices to enroll in the health care system. It is important to return to the Registrar’s Office with proof of having enrolled in the RAMQ.
**STEP 3: FINALIZE YOUR COURSE REGISTRATION**
If you have already registered for your courses, you will want to verify your course schedule. If you have not yet registered, make sure you do so according to the dates outlined in the university calendar. Graduate students who have questions about the courses in which they should be enrolling should contact the resource person for their program in the Registrar’s Office.

**STEP 4: GET YOUR STUDENT CARD MADE**
After having presented your official documents to the Registrar’s Office, your record will be updated within 24 to 48 hours. You can get your student card made in the Equipment office, room A-1410. Make sure you take your passport and proof of enrollment.

**STEP 5: PURCHASE YOUR OPUS CARD FOR PUBLIC TRANSPORTATION**
Full-time students can obtain a reduced rate on public transportation from the Société de transport de Montreal (STM). You can also get your card made, with photo, by going to the STM photo studio located at the bus station (Berri-UQAM metro station) or online MonÉTS. Purchase your monthly pass at the ÉTS Co-op bookstore in order to benefit from an additional discount.

**STEP 6: DECIDE WHETHER YOU WISH TO KEEP THE OPTIONAL DENTAL INSURANCE COVERAGE**
All ÉTS students are automatically enrolled in and billed for the dental insurance plan offered by the student association (ASÉQ). However, this coverage is optional and it is up to you to decide whether you wish to keep it.

If you do not wish to keep the coverage, it is your responsibility to go to the [www.santeetudiante.com](http://www.santeetudiante.com) website to unenroll before the deadline. The typical deadlines are September 30 (fall term) and January 31 (winter term, new students only).

Visit the [www.santeetudiante.com](http://www.santeetudiante.com) website or call 514 789-8792 to learn more.
The information in this guide is subject to change and does not in any case replace information found on governmental websites (ex: Ministère de l'Immigration, de la Diversité et de l’Inclusion, Immigration, Refugees, and Citizenship Canada, Régie de l’assurance maladie du Quebec) or elsewhere on the ÉTS website.

ONCE MORE, WELCOME TO ÉTS. WE WISH YOU SUCCESSFUL STUDIES!