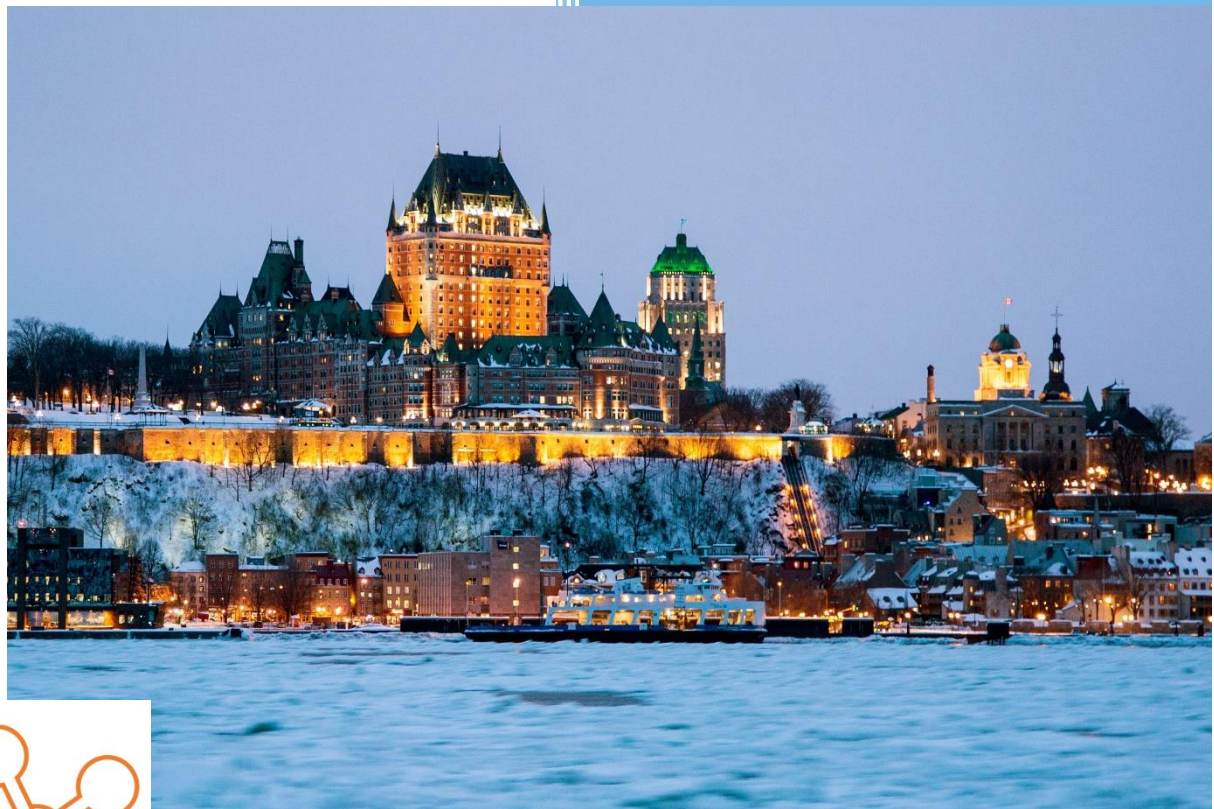


Part 1

BEFORE: everything you need to know or do before arriving in Quebec City and at Université Laval!



RÉAGIR

This short guide consists of two parts:
one for BEFORE your arrival (1) and
another for AFTER (2)!

Réseau RÉAGIR
Faculté de médecine
Université Laval

Foreword

This document is intended for new graduate students in the [Faculté de médecine](#) at Université Laval. It was designed by graduate students, like you. We have tried to gather all the information that we found useful/essential for your arrival, to the best of our knowledge.

This guide is available in printed format in the various research centers as well as in PDF format on the [RÉAGIR website](#).

If you want to participate in the improvement of this guide, send us your suggestions to the following address: reagir@fmed.ulaval.ca.

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Version 1 – Year 2021-2022

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RÉAGIR



UNIVERSITÉ
LAVAL

Faculté de médecine

CAQ/Study Permit

To come to Quebec City, you need [some immigration documents](#). The first one is the CAQ, or *Certificat d'Acceptation au Québec* (Quebec Acceptance Certificate). You will need your CAQ to complete your application for a study permit. As soon as you receive your official email that confirms your admission offer to a program from the *Bureau du registraire* (Registrar's Office), we advise you to start the process, as it can take 4 to 6 months to complete everything.

- The CAQ

To fill out the application, go to the [Quebec government website](#).

- The eTA: Electronic Travel Authorization

For some time now, it has been necessary to have an electronic travel authorization to come to Canada. This is automatically issued to you with your study permit.

- TRV: Temporary Resident Visa

For some foreign students (often from outside the European Union), you will need to apply for a Temporary Resident Visa rather than an eTA: this depends on the bilateral agreements between Canada and your country of origin. You can check the [Canadian government website](#) for a list of countries for which a visa is required; if that's your case, you will need to apply for one at the visa office in the country where you currently reside.

- Study Permit

If you are living outside of Canada, you will need to apply for a study permit at the visa office in your country. More information is available on this [web page](#). Your first study

permit will be issued to you at the airport customs office upon presentation of the documents listed below. If you need to renew your study permit during your stay in Canada, you can do so through [this site](#). More information on this subject is given in the 2nd part of this guide.

When you travel to Canada, make sure you always have:

- Your **valid passport** or **travel document** :
 - If you need an **eTA**, make sure you travel with the passport that is electronically linked to your eTA.
 - If you need a **visa**, your travel document (or passport) must contain the visa sticker applied by the visa department of your country of residence.
- Your **CAQ**.
- Your **letter of approval for a study permit**. This will allow you to obtain your study permit (paper) upon your arrival at the first Canadian airport.
- Your admission letter from Université Laval.
- Proof of living expenses during your stay in Quebec (i.e.. bank statements, or a letter from your director mentioning the amount of your master's/doctorate's scholarship or financial compensation).

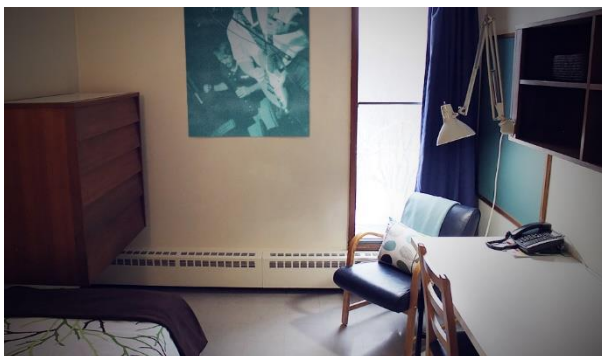
N.B. Please note that the authorities cannot issue you a study permit or a visa whose validity exceeds the one of your passport. Thus, before applying for these documents, it is a good idea **to check the expiry date of your passport**. If it expires

shortly after you plan to start studying in Canada, it is a good idea to renew it first, so that you will have a longer study permit. The CAQ, on the other hand, is generally granted for the duration of your graduate studies.

For a first application for a CAQ, study permit, eTA or TRV, you can refer to Université Laval's [immigration web page](#) for a stay that will last more than 6 months.



Student residences



A room in the Agathe-Lacerte Pavilion

Searching for Accommodation

- Step 1: Choosing your apartment

A little explanation on the description of the apartments: here, we are not talking in terms of floor space but in a number of habitable rooms. For example, a studio will be considered as a 1 ½. An apartment with a separate kitchen, but with the bedroom in the living room will be a 2 ½. If you want to have a separate bedroom, it is called a 3 ½. Following the logic, a 4 ½ is for 2 bedrooms, etc., the ½ corresponding to the bathroom!

Pay attention to the proximity of a bus stop with routes that will allow you to easily reach the University or the research center where you will be doing your research. Also, make sure that there are shops close to where you live: walking with a shopping bag for 15 minutes in summer or early fall is feasible, but when it's -20°C outside or raining heavily it's much less so!

It is possible to search for accommodations by yourself on [kijiji.ca](#) or [lesPAC.com](#) (rental directly offered by the landlord, sublease or lease transfer) or even Marketplace on Facebook. Since subleasing is legal in Quebec, it is possible to sublet a room or an apartment to another tenant. If a tenant wishes to end their lease, the landlord can ask them to find other tenants in order to make a lease transfer; then, the new tenants take over the lease under the same conditions and for the duration indicated on the lease of the former tenant. Leases are explained later in this guide. Each option has its advantages and disadvantages, so it's up to you to see what suits you best. You can visit the following page of the [Tribunal Administratif du Logement](#) (Administrative

Housing Tribunal, formerly the *Régie du Logement*) to help you make your choice.

There are also rental property management companies, such as [MSI immobilier](#), property management [GIRESKOM](#), [CAPREIT](#) and many others. The benefit of these companies is that if one of the proposed accommodations does not suit you, they can suggest you other ones!

- **Moving out**

Generally speaking, the rental period runs from July 1st to June 30th, but don't worry, there are apartments or rooms available for rent all year round! However, if you want to move at this time of year, plan ahead to rent a truck (if necessary). Indeed, since everyone is moving out at the same time, towards the end of May it is already almost impossible to book a truck for a date near the 1st of July!

- **Accommodations on campus**

It is also possible to rent rooms on campus at the residence service of Université Laval. For full-time students, rooms on campus are listed at less than \$400/month. The buildings are unisex (except for the Agathe-Lacerte building which is exclusively for women). The rooms in the different buildings are very similar, equipped with a single bed, desk, shelves, cupboards and a sink. Each building has a shared kitchen and one bathroom per floor. It is also possible to add a small refrigerator, microwave oven, television, etc. to the rental. All information is available on this [website](#). The main differences between the buildings are their location on the campus and their size.

- **Sharing an apartment**

Sharing an apartment has the benefit of not living alone, while still having your own apartment. There are many websites to find roommates: on [kijiji.ca](#), [lesPAC.com](#), [roomies.ca](#), etc., and obviously Marketplace on Facebook! It is important to choose your roommate(s) carefully so that the experience is good for everyone and also to avoid various problems! Moreover, in the case of landlords that make you sign joint leases, if one of the housemates stops paying their part of the rent, this responsibility falls on the other tenants. However, sharing an apartment can be a really rewarding experience once the basic rules of living together have been established.

- **Renting furnished rooms**

This option can be a good idea if you want to know the city before you decide where to live! However, you should be careful, as many landlords offer rooms for rent without a lease: this means that you are not obliged to stay in their accommodation for a certain period of time, but more importantly, they can also decide to kick you out at any time. There are also room "residences" for rent near campus that offer leases (a safer option). To find a room to rent, look on [kijiji.ca](#), [lesPAC.com](#), [zumper.com](#), etc. You can also consider [airbnb.ca](#) for the first few weeks after your arrival, while you get used to your new environment until you choose the neighborhood you want to live in.

- **The lease**

In Quebec City, deposits are not mandatory, which means that a landlord does not have the right to demand one from you.

For roommates, the leases are jointed, so make sure you choose reliable people!

As for the rest, everything is indicated in the lease: if pets are allowed, if there are facilities available to tenants (in the case of a semi-furnished or furnished apartment), etc. Make sure to ask the landlord about the different options included in the lease.

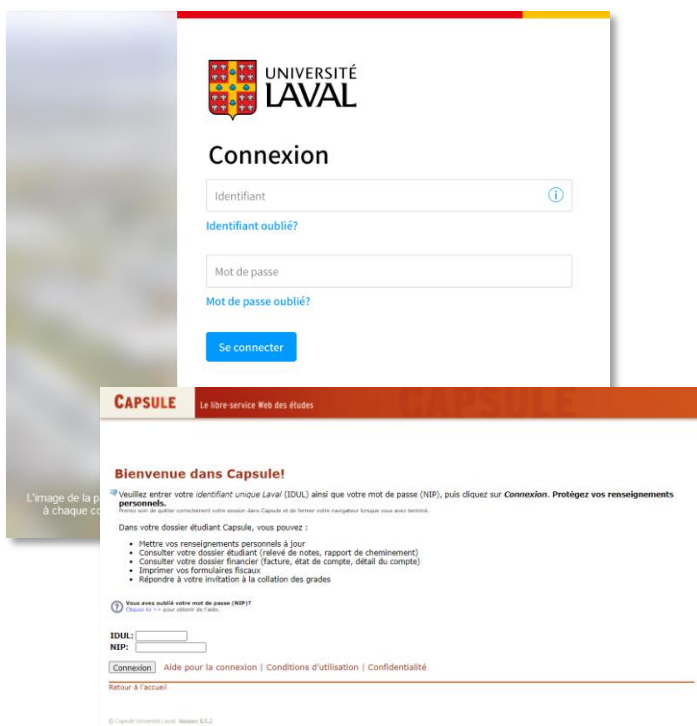
It is important to know that in the event of a dispute, you can always consult an agent of the [Tribunal Administratif du Logement](#) free of charge to assess the situation. In general, this is also a good source for finding answers to your questions about accommodations!

University Registration and Other Formalities

The monPortail and Capsule interfaces

You received a conditional admission offer email from the Registrar's Office? Congratulations! You have just validated the first step to access your master or doctoral program. After accepting the offer on the Capsule website, you will receive an email from your program director with a conditional admission form. This form will indicate the mandatory and optional courses that are recommended to you as well as the sessions in which they must be completed. This plan can be revised if you feel that you have course equivalencies based on your previous studies, or if you wish to take a slightly different course path. In these cases, do not hesitate to contact the academic management department or your program director, who will be copied in the above-mentioned email. The email will also specify how to register for the courses you wish to take during your first semester. The whole process of registering for courses is done on the **monPortail** website. You will receive an email in your **ULaval mailbox** telling you when the registration period is open for the semester in question.

[MonPortail](#) and [Capsule](#) are essential interfaces to use throughout your graduate studies. Your IDUL (UL login ID) is required to be able to connect to these platforms. It is through **monPortail** that you can order your transcript of records in paper version, registration certificates and other official documents. It is also on this interface that you can download lesson plans and powerpoints uploaded by teachers. There is also a calendar on the homepage that reminds you of the deadlines for withdrawing from courses with and without



refunds, as well as the deadline for paying your tuition fees (after this date, if you still haven't paid, the bill can get pretty expensive...). Finally, your application for an identity card (University student card) and for a bus pass for the fall and winter sessions (*Laissez-Passer Universitaire* or LPU) are also done through the monPortail website.

Capsule is another essential interface. For the time being, this is where you will find official documents such as your tax forms (even if your income is not taxable under \$25,000/year here, you still need to declare it [see the 2nd part of the guide on this subject]), your tuition fee invoices and your applications for progression grants (see the 2nd part of the guide) among others. There are also links to these documents directly on monPortail. In addition, you can view your electronic transcripts, registration history, language test results and update your personal information directly from this interface.

In addition, you should know that many university programs have their own website on *monPortail*. As soon as you register for the first time, you will have access to all the information related to your program, the courses and the different important steps in your path. The [Faculté de médecine's website](#) and the page for your program on the [Université Laval's website](#) also provide detailed information on your syllabus.

As far as tuition fees are concerned, we invite you to consult [this link](#) to get the right information according to your situation. Briefly, the fees vary depending on your student status (if you're an international student, if your country of origin has an agreement with Quebec, etc.), the number of courses you take and their number of credits, as well as other fees such as insurance or association registration.

In summary: monPortail or Capsule?

monPortail to:

- Prepare your course registration and enroll in classes
- Download course materials
- Obtain a certificate of registration
- Order official transcript of records (paper version)
- Fill in the online form "Communication of personal information".

Capsule to:

- Know your @ulaval.ca email
- Update your personal information
- View your electronic transcript of records
- View your progress report
- View your tuition details, invoices and account statement
- Get your tax forms
- View the list of programs taken
- View your language test results

Health Insurance

We have included a detailed description on this subject in the 2nd part of the guide, but you can already inform yourself by checking this [link](#). Some foreign students (from Belgium, Denmark, Finland, France, Greece, Luxembourg, Norway, Portugal, Romania and Sweden) benefit from an agreement with the Quebec government allowing them to be covered by the RAMQ (*Régime d'Assurance Maladie du Québec* [Quebec Health Insurance Plan]). The persons accompanying you (i.e., your spouse) could also be registered in the RAMQ plan. However, their names must appear on your proof of affiliation to the health plan of your country of origin. You can still do all this procedure when you're in Quebec, but it may take longer. Several exemptions exist, notably for students with a scholarship or those who have a parent working for an international institution. Whatever your country of origin or your situation is, we invite you to visit [this web page of the RAMQ](#) to check whether or not there is a reciprocal agreement between your country and the Quebec government in terms of health coverage.

If there are no agreements between your country and Quebec, do not worry, all international students are automatically covered by Université Laval's health and hospitalization insurance plan.



Programme de Jumelage (Buddy Program)

You're from another university and you don't know anyone in Quebec City?

Don't worry! You can sign up for the [Université Laval's Buddy Program](#) before you arrive.

What is the Buddy Program?

It is a program that eases the arrival of new foreign students to Quebec City and to Université Laval. By being matched with an international student or Quebec student who is attending or have already attended the university, you will be able to benefit from help and support for your integration into the university community, as well as into Quebec society. Your sponsor will have the experience of someone who has lived through a similar situation to yours and will be able to share their "tips and tricks". As far as possible, matches are made according to the preferences specified on the [registration forms](#). **Be careful to note the deadlines to register in order to not miss your chance!**

*Also, the RÉAGIR network has recently set up a **mentoring program specifically for new graduate students at the Faculté de médecine**. Don't hesitate to inquire on our [website](#) or to write to us directly for more information!



UNIVERSITÉ
LAVAL

Booking your Flight Ticket

It is very likely that you will have a layover in Montreal or Toronto before reaching your new home city. In this situation, don't forget to plan enough time to go through all the immigration procedures so that you don't miss your connection (usually at least 2 hours)! In case the paperwork takes much longer than expected and you miss your connection, do not panic, the airlines are usually understanding and will place you on another flight. However, the next flight to Quebec City may be several hours away...



Arrival at Quebec City/Montreal Airport

N.B. Depending on your departure location and available flights, you may arrive in Quebec City late in the evening or during the night; if that's the case, there will be no exchange offices open. In this case, remember to bring some cash in Canadian dollars before you leave to catch the bus or to access any other service that does not accept credit cards (although there are not many left)!

If you are arriving via **Montreal airport (Pierre-Elliott Trudeau)**, [Orléans Express](#) is an intercity bus company that provides a shuttle service between this airport and Quebec City (more precisely, the Sainte-Foy bus station relatively close to Université Laval, or the *Gare du Palais* located in the Old Quebec area). It is possible to buy tickets in advance on their website and different departures are usually available. Allow some extra time between your flight arrival and your bus departure in case there are delays.

ORLÉANS EXPRESS
KEOLIS



Montreal airport

If you arrive via **Quebec City airport (Jean Lesage)**:

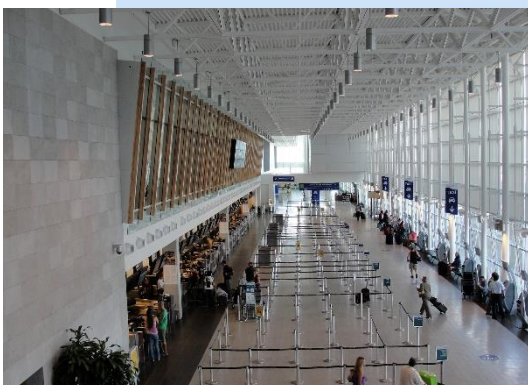
- There are two bus routes that stop at the airport, to either reach the Sainte-Foy district relatively close to the university (Bus [76](#)), or the downtown area of Old Quebec (Bus [80](#)). The departures are every 30 minutes from 5AM to 11PM, and a ticket costs \$3.50 if paid in cash directly in the bus (slightly cheaper if bought in advance). You can consult the [RTC website](#) (*Réseau de Transport de la Capitale*, the bus company of Quebec City) for more details on the routes, or directly on [the airport's website](#).
- [Airport taxis](#) are still a good option to consider for getting around. They have fixed fares depending on the area you want to go to.

Beware: taxis and buses do not give change if you pay in cash!

- There are several "carpooling" companies that can take you to your new home at a price that is often lower than taxis: [Uber](#), [Eva](#), etc.

**Pour prendre l'avion,
voyagez en bus!**

Aller-retour entre Sainte-Foy
et l'aéroport aux 30 minutes



Quebec City airport

Preface on Quebec City and Université Laval

Welcome!

If you are reading this student survival guide, it is because you have just been accepted into the oldest French-speaking university in North America. Université Laval is a hidden gem in the heart of one of the most beautiful cities in the world, Quebec City, the capital of the province of Quebec in Canada.

Quebec City was founded in 1608 and is one of the oldest European colonies in North America. Its name is an Algonquin word (language of the Algonquin people, First Nations) meaning "narrow path", referring to the narrowing of the [St. Lawrence River](#) at the same level as the city. Because of its relatively small size, it has retained a unique atmosphere and architecture similar to European cities. [Old Quebec](#), or the part of the city that still looks like it did in the old days, is absolutely beautiful to explore on foot. It is also where the [Château Frontenac](#) is located, known as the most photographed hotel in the world, but also one of the symbols of Quebec City. As another symbol of the city, we can also mention the bridge of Quebec, which is the longest cantilever bridge in the world and is still considered as a major engineering achievement. It provides access to the city of [Levis](#), located on the



The Montmorency Fall

south shore of Quebec City. Finally, Quebec City is a fairly spread-out city. Further away from Old Quebec, at about fifteen kilometers, we can reach the [Parc de la Chute-Montmorency](#) (Montmorency Fall Park), as well as the [Île d'Orléans](#), known for its numerous orchards (ideal for apple picking in fall!). In addition, the sugar shacks throughout the island are perfect to taste our famous maple syrup and maple taffy poured directly onto compacted snow. Quebec City has also kept a very "natural" feel with its many parks and greenery spread throughout the city.

Although smaller than Montreal, Quebec City is no match for the multicultural metropolis, with events and festivals occurring throughout the year. Whatever your preference is, Quebec City offers a variety of annual activities and events to keep your social life busy, such as the [Festival d'Été de Québec \(FEQ\)](#), the [Carnaval de Québec](#) (Quebec Carnival, the largest winter carnival in the world!), and [Poutine Week](#) just to name a few.



As you probably already know, the official language across the province is French. Since you are a graduate student, most professors and research teams at the university already have a very good basic knowledge of English, so communication between colleagues should not be difficult. However, a minimal level of French is required for your daily life and some administrative details at the university. In addition, you will have to take university courses and most of them will be given in

French only. If you are not fluent in French, there are several courses at the university that offer you the opportunity to learn French and integrate it into your daily life. Courses are also offered by the [Ministry of Immigration, Francisation and Integration](#). You can even receive a \$250 scholarship from the Faculté de médecine after successfully completing a French or English course!

At the university, there is also the [Bureau de la vie étudiante \(BVE\)](#), which has a lot of information about the integration into Quebec society, administrative paperwork and interesting activities to do in order to discover Quebec City. They also organize the Buddy Program described in [section 3](#) of this guide. If you ever need more information, don't hesitate to visit their very complete website!

At the university, you will also find a lot of student associations that will allow you to meet other students like you! The first one that comes to mind (in addition to RÉAGIR) is [ACCEM](#). This association represents the researchers studying at the Faculté de médecine of Université Laval. It regularly organizes a lot of different activities so don't hesitate to follow their social networks!

Finally, it is impossible to talk about Quebec (and even Canada) without mentioning the cold: we won't lie to you, the winters here are long and quite harsh! The first snow falls around mid-October or early November and stays on the ground until late April or early May. The daily temperature is very often below 0°C during this period and can even reach -35°C in January-February! In addition, snowstorms are relatively frequent, but don't worry, with a good winter coat and boots, you can get through this period without any problems (more details on this subject are given in the 2nd part of this guide). Moreover, all this

cold and snow makes it possible to indulge in winter sports, such as skiing or snowboarding (there are many ski resorts near the city), ice skating, snowshoeing, dog sledding, hockey (our national sport), and even snow sliding with "*trippes*" (inner tubes)! It is also important to address the issue of shorter days: with the time change in winter, night falls very early (around 4PM in December)... In order to counter the negative effects of the lack of sunshine, it is important to go outside during daylight hours when possible, to take extra vitamin D in supplements, and of course to **s-o-c-i-a-l-i-z-e!**

Hopefully you are looking forward to starting your next life chapter at Université Laval and Quebec City, just as we are looking forward to having you here!

Have a good trip and see you soon!



The Frontenac Castle



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