



# **INTERNATIONAL STUDENT GUIDEBOOK**

Graduate Residency Information for living at  
Kingswood campus in Sussex

January 2025

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## Welcome!

Welcome to Sussex! Our Kingswood University 55-acre campus is located between 26 Western Street and 98 Summit Avenue, Sussex, New Brunswick. See the map of campus on pages 32-33 .

Finding and securing a place to live is an important step to adjusting to life in Canada. The following information can help you through this process and help you make the best decision for your housing needs. Please note that Kingswood University does not arrange for accommodation. Students are responsible for applying for their own housing.

## Getting Settled Checklist

The following is a guided checklist to aid in your transition as a Crandall graduate student living at the Kingswood campus.

### Upon Arriving at your residence:

- Photocopy your study permit and passport for safe keeping
- Take note of when your study permit and passport expire
- Prepare a budget
- Shop for household items
- Understand the transportation options and area map of Sussex

### If you are living off-campus:

- Arrange for electric/gas/water hook-up
- Buy tenant insurance for your new residence
- Buy groceries
- Get a landline/internet/television service (optional)

### Upon arriving for orientation:

- Attend new student orientation
- Contact the Registrar's office to have your study permit verified (original document is required)
- Meet with your academic advisor or dean
- Make note of the important dates listed in this guidebook and in your class syllabi
- Familiarize yourself with the campus and take note of your class locations
- Learn how to use the library system
- Visit the Student Success Centre and learn about offerings

### During the first week:

- Apply for your New Brunswick Medicare card (see page 25 )
- Apply for a Social Insurance Number (SIN) - this will allow you to apply for work (see page 14 )
- Open a bank account (see page 19 )
- Get a cell phone or sim card (optional) (see page 18 )

**And:**

- Read this International Student Guidebook
- Make a study plan
- Buy necessary winter clothing (when appropriate)

## On-Campus Housing

Kingswood currently provides four residence buildings for student housing on campus.

- Joan Phillippe House is a 60-bed women's residence, providing for double (bunk beds) or single room occupancy. Each pod of six residents has a shared bathroom and shower, and small lounge area.
- Ingersoll House is a 57 bed men's residence, providing for double (bunk beds) or single room occupancy. Each floor has shared bathroom and shower facilities for residents.
- Tom Phillippe has 20 beds for women on one wing and 20 beds for men on the opposite wing. All rooms are double occupancy, and each room has its own bathroom and shower.
- At our Townhouse Apartments there are eight two-bedroom apartments (shared by four single students in double occupancy rooms) and eight three-bedroom apartments (shared by up to six single students in double occupancy) that include kitchen and laundry appliances. Half of these apartments are furnished. Availability is very limited.

All campus housing costs include utilities of heat, lights, water, and WIFI internet service. Resident needs, management issues, and community life are supported through the Student Life office with the support of campus Resident Directors and Resident Assistants.

Married students, common-law, or those students in romantic relationships who are looking for living space to share together with their spouse, partner or dependents should seek accommodations off campus.

Pets are not permitted in campus housing, so pet owners should seek off-campus housing options.

Meal service is provided in the Greg Mann Dining Commons (see page 7). All students living in campus residences listed above must choose a 14- or 21-meal plan for dining at the Dining Commons. Cooking is not permitted in the residence rooms or lounges.

International student applications for housing at Kingswood are processed only after students have received their study visa and a verification of enrolment from Crandall University. Please note that housing applications are only accepted at certain times of the year.

To learn more about living on Kingswood's campus, as well as costs and application information, see this page: [www.kingswood.edu/master-of-management](http://www.kingswood.edu/master-of-management).

All questions regarding campus housing at Kingswood campus should be directed to the Student Life Administrative Assistant: [kearleyj@kingswood.edu](mailto:kearleyj@kingswood.edu).

## Kingswood Campus Code of Conduct

Kingswood campus lives by a code of conduct designed for the spiritual maturation and growth of all students, staff and faculty in community. It is important for students to be aware of the code of conduct requirements and cheerfully live by them.

Read the details here: <https://www.kingswood.edu/master-of-management>.

## Off-Campus Housing

Please note the following when searching for off campus housing:

**Kingswood University does not recommend or endorse any listing.** The information in this document or other off-campus listings shared with students is for the convenience of students in their search for suitable accommodations that fit their needs.

**It is your responsibility to inspect and investigate any listing.** It is the responsibility of the student to contact the landlord. If possible, Kingswood suggests all students do physical inspections of the property before signing a lease agreement.

**As a tenant, you are assuming risk.** Students should be aware that as tenants they may incur risk which exposes them to personal liability of the property. It is recommended that students review the risks and obtain tenant insurance.

**Kingswood is not responsible for this information.** Kingswood does not endorse any companies or websites provided in this document and provides no guarantee that any listing is suitable for students. Kingswood is not responsible for the reliability, loss or damages that may result from using the following information.

***Please note that your permanent or temporary accommodation must be arranged prior to arrival, which means that you have received confirmation that your housing is secured.***

There are a few places one can rent an apartment in Sussex, if you are looking on your own. It is important to keep in mind, Sussex is a small town. There is no public transportation system (subway or bus line) in Sussex. There are a few taxis, but this can be expensive. First, look for apartment rentals located within walking distance of campus. The Student Life Office at Kingswood University may be able to assist you with a list of landlords who provide rental services in the Sussex area.

**Note:** When living off campus, rent cost does not necessarily include utilities (electricity, heat, water, internet). Make sure to check with your landlord before signing a lease. If utilities are not

included, you are responsible for the initial hookup fees and will be required to pay an amount monthly depending on how much you use.

For information about renting in New Brunswick, visit

<https://www2.gnb.ca/content/gnb/en/corporate/promo/renting-in-new-brunswick.html>

## Setting up Internet for Off-Campus Residence

It is important to stay in touch with all your friends and family members back home. However, it is also important to have proper communications services in place to avoid phone or credit card bills amounting in the thousands of dollars due to improper phone plans.

There are a number of internet providers in Sussex with the most popular being Bell Aliant and Rogers.

Bell Aliant	<a href="https://aliant.bell.ca/Bell_Internet/Products/WiFi">https://aliant.bell.ca/Bell_Internet/Products/WiFi</a>
Rogers	<a href="https://www.rogers.com/internet/packages">https://www.rogers.com/internet/packages</a>

When setting up your home internet, you may need to rent or buy a modem from the internet provider and there may be a hookup fee to set up. Try asking the provider if there is a university student discount before signing with them. Internet fees are often billed monthly.

## Services at Kingswood University

### Food Services

Meals at Kingswood campus are served at the Greg Mann Dining Commons in Stairs Hall at 80 Summit Avenue.

Daily Hours of Operation:

Breakfast	7:30 am – 8:30 am
Lunch	Noon – 1:00 pm
Supper	5:30 pm – 6:15 pm

Off-Campus students are welcome to purchase a meal for the dining room. Each guest pays at the entrance and meals are “all you can eat”, and includes several options per meal (hot entrées, salad station, dessert case, beverage station). Meals can be purchased individually or on a meal ticket pre-purchased through the Kingswood Finance office in the Burbury Administration Building. Meal plans are non-shareable and non-transferrable.

Single Meal Purchase (2024-2025 prices):

Breakfast	\$8.50
Lunch	\$13.00
Supper	\$15.00

## Use of Internet on Campus

Kingswood University provides free campus WIFI access to students. Note that all internet activity is monitored by the University's IT department. Internet and computer network access are also available in the campus library at Nicholson Hall.

## IT Support

Kingswood University's Information Technology Services department is located on the first floor of Bridgeo House at 89 Summit Avenue. The IT Department provides various technical services to campus, including:

- resolving faculty, staff, and student tech-related issues
- maintaining classroom technologies
- providing setup and training for virtual classes
- resolving network login issues

Kingswood IT Department contact information:

Phone	506-433-0011
Email	<a href="mailto:itservices@kingswood.edu">itservices@kingswood.edu</a>

## Student Success Centre

The Student Success Centre at the Kingswood library is a place students can come for assistance and provides a quiet area to study or work on assignments, or take advantage of free peer tutoring, writing help, review sessions, and workshops. Students can get more specific information on open hours and resources available by contacting our library staff.

Virnna Sabine	506-432-4417	<a href="mailto:sabinev@kingswood.edu">sabinev@kingswood.edu</a>
Amanda McFadzen	506-432-4427	<a href="mailto:mcfadzena@kingswood.edu">mcfadzena@kingswood.edu</a>

## Orientation

All International graduate students must attend an Orientation before their first class, which includes components of cultural, academic, and language competency. To access Orientation information, please go to your Crandall Moodle account.



## Faculty Advisors

Each student is assigned a Faculty Advisor. These advisors are members of the full-time teaching faculty who are available to assist students with course selection, course changes, academic success plans, as well as discuss academic and personal concerns. Faculty Advisors are assigned by the Office of the Registrar; students may access their advisors via email, phone, or through their advisor's posted office hours. Regular meetings are facilitated and encouraged between advisors and students. In addition to faculty advisors, all professors are required to maintain regular office hours and be available to students by appointment to address questions or challenges.

## Finance Office

If you have any questions regarding your student financial account, such as payment deadlines, account balance, etc., while studying at Crandall, please email: Alisha Doucette, Manager of International Student Accounts, at [alisha.doucette@crandallu.ca](mailto:alisha.doucette@crandallu.ca).

Questions about account charges for housing options at Kingswood campus can be directed to Judy Kearley, Student Life Administrative Assistant, Kingswood University at [studentlife@kingswood.edu](mailto:studentlife@kingswood.edu).

## Registrar's Office

In addition to current academic policies, the Registrar's Office provides students with course descriptions for all of the courses that are offered. The Academic Calendar can be found on the Registrar's Office page of the Crandall website. Please follow this link to access all the services that the Registrar's Office provides: [www.crandallu.ca/registrar/](http://www.crandallu.ca/registrar/).

## Student Employment

There are a variety of on-campus employment opportunities available to students. For more information and to apply for work on the Kingswood campus, email a copy of your résumé and a letter of interest to [studentlife@kingswood.edu](mailto:studentlife@kingswood.edu).

See page 14 for more information about employment.

## Health Insurance

As a Crandall student you are automatically enrolled in two, **mandatory** insurances:

- Guard.Me International Emergency Insurance
- Health & Dental Insurance

See page 25 for more information about health care.

### Guard.Me International Emergency Insurance

**What does this Policy help cover?**

This insurance helps cover you if you need to go see a doctor at a walk-in clinic or if you need to go to the hospital for an emergency. For more information on Guard.Me please follow this link: <https://youtu.be/Pywop-SI3Do>.

**How do I access my insurance?**

At the beginning of your policy period, the insurance company will provide instructions on how to access your insurance to your Crandall email. If you didn't receive this email, please contact the insurance company.

**How do I submit a claim?**

Visit <https://www.guard.me/crandall/> and login to submit a claim.

**When does this policy begin?**

- May Intake – May 1<sup>st</sup>
- September Intake – September 1<sup>st</sup>
- January Intake – January 1<sup>st</sup>

**Can I add my dependents?**

Yes, for an additional fee you can add your dependents. For more information, please email [alisha.doucette@crandallu.ca](mailto:alisha.doucette@crandallu.ca).

**How do I opt out?**

To opt out, provide a copy of your Medicare card or letter to [alisha.doucette@crandallu.ca](mailto:alisha.doucette@crandallu.ca). Instructions on how to apply for Medicare will be sent to your Crandall email the week of orientation. The deadlines to opt out are as follows:

- September 1<sup>st</sup> policy renewal – August 31<sup>st</sup> deadline
- January 1<sup>st</sup> policy renewal – December 31<sup>st</sup> deadline

**How do I access a doctor?**

A local health clinic is available at 201 Main St., Shoppers Drug Mart (506-433-0707). If you want to access a doctor virtually, mobileDOCTOR allows you to connect with a doctor through Maple. Doctors are available anytime, anywhere through your computer or mobile device. Maple's doctors can provide advice, diagnoses, and prescriptions online. Use this link to sign up: <https://www.guard.me/crandall/mobileDOCTOR>.

**Does this insurance cover pre-existing conditions (including pregnancy)?**

No, this policy does not cover pre-existing conditions and/or pregnancy.

**How do I contact the insurance company?**

Phone: 1-888-756-8428; Website: [www.guard.me](http://www.guard.me)

**Health & Dental Insurance**

**What does this policy help cover?**

This insurance helps cover you for dental/eye checkups, or if you need prescription medication. There are many other things that it covers like chiropractor and physiotherapy. Please make sure to check out the details of the plan and what services and the amounts it covers. More information can be found by visiting <https://wespeakstudent.com/>.

**How do I access my insurance?**

At the beginning of your policy period, the finance office will send you your card details, which you will need to create your login. Use this website to create your login to access your benefits: <https://eprofile.claimsecure.com/Pages/Login/Login.aspx>. You can also find this link on <https://wespeakstudent.com/>.

**How do I submit a claim?**

- Visit <https://wespeakstudent.com/> and select Crandall University
- Select 'Your Space' from the top menu
- Scroll down to 'Submit Your Claims'
- Select 'Make a Profile'
- Fill out online claim form

If you need more help submitting a claim, contact the insurance company directly.

**How do I opt out?**

You can only opt out of this policy if you have a plan through your employer or through your spouse's employer. Please follow the instructions below to opt out:

- Visit <https://wespeakstudent.com/> and select Crandall University
- Select 'Opt Out'
- Provide policy details

Please note you can only opt out between September 1<sup>st</sup> and 29<sup>th</sup>

**When does this policy begin?**

- May Intake – September 1st (this policy does not begin May 1st)
- September Intake – September 1st
- January Intake – January 1<sup>st</sup>

**Can I add my dependents?**

Yes, for an additional fee you can add your dependents, but it must be done within 30 days of the policy start date. Please follow the instructions below:

- Visit <https://wespeakstudent.com/> and select Crandall University
- Select 'Family Opt In'
- Provide details & pay

**How do I contact the insurance company?**

- Phone: 1-800-315-1108; Live chat: <https://wespeakstudent.com/>

Please Note: You may need to pay up front for health services and then get reimbursed. Insurance companies will usually ask for the official receipt for reimbursement.

## **On-Campus Counselling**

Kingswood University Counselling Centre is conveniently located and confidentially positioned on the campus of Kingswood University. The Centre's serene atmosphere lends itself to the ideal location for mental health counselling. The facility has a variety of confidential meeting spaces to accommodate individual, couples, family, and group counselling. The Counselling Centre provides treatment that is honouring to the client's own worldview and provides the opportunity to examine the biological, psychological, sociological, and spiritual elements of life in a way that allows them to develop strategies for well-being.

The KUCC is staffed with competently trained and experienced private practice professionals, who offer best-practice treatment in a variety of mental health concerns. To contact the Counselling Centre and to request a free appointment, use the form at: <https://www.kingswood.edu/counselling-centre-form-1>.

## **Library and Research Services**

The George A. Rawlyk Library serves the students, faculty, and staff of Crandall University. The library's physical space is located on the Crandall campus at Murray Hall, where a variety of services and resources are available including study rooms, a photocopier/scanner, a bank of computers, and many books and print journals. The library page on the university website includes much information about library services and also has a link to WorldCat Discovery, which catalogs all of the library's print and electronic resources: <https://crandall.on.worldcat.org/discovery>.

The library makes many electronic resources available through the library Moodle page. These resources include journal articles, ebooks, videos, dissertations, and much more. To access these resources, members of the Crandall community must log into their Crandall Moodle account using their personal login credentials.

Study space and limited academic support services for Crandall MA in Management students will also be available on the Kingswood University campus at the Earle and Marion Trouten library at Nicholson Hall, 248 Main Street, Sussex. Contact [library@kingswood.edu](mailto:library@kingswood.edu).

Please note: In North America the concept of plagiarism is considered an extremely serious offense in academia and it will be on your student record which can affect your student visa and hinder you from being accepted into other universities.

## **Kingswood Student Council**

The Kingswood Student Council is the organization responsible for representing Kingswood's undergraduate student body. The Student Council strives to ensure that all students have the best possible experience and is responsible to voice concerns and issues from students to the university administration. Working through Associations the mission of the Kingswood Student Council is to provide the best possible atmosphere for every student while empowering their development with opportunities to participate in spiritually enriching experiences.

## **Crandall Graduate Student Society**

The Graduate Student Society (GSS) is the organization responsible for representing Crandall's graduate student body. The GSS Committee strives to ensure that Crandall graduate students have the best possible experience. The GSS Committee is responsible to voice concerns and issues from students to the University Administration and host fun social events to bring the students closer together and connect them with the local community.

To stay updated on the latest events and news from the GSS, make sure to follow our Instagram: @crandalluGSS. Our email is [Graduate.StudentSociety@crandallu.ca](mailto:Graduate.StudentSociety@crandallu.ca).

## **Athletics Support**

Students residing on the Kingswood campus have complimentary access to the Nutrien Civic Centre (NCC) as a part of the campus residency program. Located at lower campus at 240 Main Street, students can register with their Crandall ID card and access the NCC during posted hours. The NCC offers use of a 25-metre swimming pool, indoor walking track, fitness room with free weights, treadmills, steppers, stationary bikes and other fitness equipment. A variety of group fitness programs are offered for student community members without additional fees.

The Kingswood Student Life Department and Student Council organize intramural athletic opportunities for students and Crandall Graduate students are invited to participate as a means of personal fitness, fun, and positive social interaction with our campus community.

## **Faith Exploration**

From September to April, the Kingswood community gathers at the Saunders Irving Chapel once a week for worship together. Crandall graduate students are invited to attend with Kingswood staff, faculty and students for this inspirational time of spiritual formation.

If you are interested in joining our chapel team or participating with other students in Christian service ministry opportunities, please contact Jay Muir, Director of Applied Worship, at [muirj@kingswood.edu](mailto:muirj@kingswood.edu).

## Student Life and Transformation Teams

### Kingswood University Campus

- Kirk Sabine Vice President for Student Life
- Judy Kearley Student Life, Administrative Assistant
- Jeff Hughes Master of Management Program Director
- Isai Calderon Resident Director for Student Life
- Rod Guptill Campus Pastor
- Allen Lee Campus Counselling Services

### Crandall University Campus

- Dale Stairs Vice President of Student Life and Transformation
- Alicia Flanagan Manager of Graduate Student Life and Transformation
- Sofiah Rajaiah Assistant to Graduate Student Life and Transformation
- Sarah Fletcher Campus Counsellor
- Bethany Robertson Campus Counsellor

## Employment Information

### Student Employment

There are a variety of on-campus employment opportunities available to students. For more information and to apply for work on the Kingswood campus, email a copy of your résumé and a letter of interest to [studentlife@kingswood.edu](mailto:studentlife@kingswood.edu).

Off-campus employment is also available to international students and there are a variety of retail places within walking distance of Kingswood campus. To work in Canada (both on- and off-campus), international students require a Social Insurance Number (SIN).

### Applying for a Social Insurance Number (SIN)

You must have a Social Insurance Number to work and study in Canada. You can apply for your SIN online here: [www.canada.ca/en/employment-social-development/services/sin/apply.html](http://www.canada.ca/en/employment-social-development/services/sin/apply.html).

Once you receive your SIN, please remember to contact the Finance office at Crandall. The finance office needs your SIN for income tax purposes. Contact [alisha.doucette@crandallu.ca](mailto:alisha.doucette@crandallu.ca).

### Pre-Employment Resources

It is important to be prepared before applying for jobs. The following organizations help newcomers and international students with employment support services such as building a resume for the Canadian workplace and preparing for job interviews:

Head Start to Employment	<a href="https://nbmc-cmnb.ca/program/headstart/">https://nbmc-cmnb.ca/program/headstart/</a>
New Brunswick Multicultural Council	<a href="https://nbmc-cmnb.ca/">https://nbmc-cmnb.ca/</a>
Multicultural Agency of the Greater Moncton Area (MAGMA – AMGM)	<a href="https://magma-amgm.org/">https://magma-amgm.org/</a>
Working NB	<a href="http://www.workingnb.ca">www.workingnb.ca</a>
Venn Innovation	<a href="https://www.venninnovation.com/">https://www.venninnovation.com/</a>

## Where to Look for Jobs

Some well-known search engines and places to find jobs:

Job Bank (New Brunswick)	<a href="https://www.jobbank.gc.ca/browsejobs/province/NB">https://www.jobbank.gc.ca/browsejobs/province/NB</a>
Career Beacon	<a href="https://www.careerbeacon.com/">https://www.careerbeacon.com/</a>
NB Jobs	<a href="https://nbjobs.ca/">https://nbjobs.ca/</a>
Indeed	<a href="https://ca.indeed.com/">https://ca.indeed.com/</a>
Graduate Student Society (Crandall University)	See page

## Professional Groups & Associations

Hub City Young Professionals Network	Facebook
Project Management Institute	<a href="http://www.pminb.ca/">www.pminb.ca/</a>
Canadian Institute of Management	<a href="http://www.cim.ca/">www.cim.ca/</a>
Canadian Professional Sales Association (CPSA)	<a href="http://www.cpsa.com/">www.cpsa.com/</a>
Chartered Professionals in Human Resources Canada (CPHR)	<a href="http://www.cphr.ca/">www.cphr.ca/</a>
Engineers & Geoscientists of New Brunswick (APEGNB)	<a href="http://www.apegnb.com/">www.apegnb.com/</a>
Engineers Canada	<a href="http://www.engineerscanada.ca/home">www.engineerscanada.ca/home</a>
Royal Architectural Institute of Canada	<a href="http://www.raic.org/">www.raic.org/</a>
Architects' Association of New Brunswick	<a href="http://www.aanb.org/">www.aanb.org/</a>
Nurses Association of New Brunswick	<a href="http://www.nanb.nb.ca/">www.nanb.nb.ca/</a>
Canadian Nurses Association	<a href="http://www.cna-aiic.ca/home">www.cna-aiic.ca/home</a>
College of Physicians and Surgeons of New Brunswick	<a href="http://www.cpsnb.org/en/">www.cpsnb.org/en/</a>
Royal College of Physicians and Surgeons of Canada	<a href="http://www.royalcollege.ca/">www.royalcollege.ca/</a>

## Living in Sussex

For relevant and helpful information on living in Sussex, please check out the Town of Sussex website: <https://sussex.ca/>.

## Climate in Sussex

The Sussex climate is characterized by four distinct seasons, with frequent temperature changes throughout the day. For example, if you first arrive in May, some warm spring days you may be comfortable in shorts, t-shirts and sandals as it can be warm during the day. Evenings cool off fairly quickly. Summers get hot in July and August. By late October, you will need a winter jacket, mittens/gloves, hat, warm socks and a good pair of winter boots. Winters in Sussex are cold and snowy (typically beginning in late November extending through March). Wearing layers of clothes is helpful for adjusting to the indoor and outdoor temperatures.

The campus buildings are kept at 20°C to 22 °C (70 Fahrenheit) year-round.

**Fall** (September to November) is one of the most beautiful times to be in Canada. As the seasons change, the leaves on the trees become vibrant and colourful. Every October, at Kingswood University, faculty, staff and students enjoy time in nature enjoying the beauty of our area.

**Winter** (November/December to March/April) is cold with temperatures usually around -10°C but dropping as low as -30 °C to -40°C with the windchill. We usually see a number of snowstorms through the winter and have lots of snow and ice. It is important that you wear clothing that is appropriate to the weather, especially in winter. We recommend that you purchase your outdoor winter clothing in Canada since these are manufactured to meet Canadian weather standards. You should budget approximately \$200 to \$300 CAD to purchase winter clothing. For winter clothing you will need:

- Hat or toque that covers your ears
- Mittens and gloves
- Scarf
- Winter coat
- Snow pants (if you are outside for a long period e.g.: walking, playing winter sports, etc.)
- Thick socks
- Winter boots (it is best to get boots that go above your ankle so snow doesn't get in your boots while walking)

Here is some helpful information on how to protect yourself against frostbite and extreme cold: [www.canada.ca/en/health-canada/services/healthy-living/your-health/environment/extreme-cold.html](http://www.canada.ca/en/health-canada/services/healthy-living/your-health/environment/extreme-cold.html).

In the event of a snow day closures or cancellations, Kingswood university will notify students and post notices on Kingswood social media pages.



**Spring** (March/April and May) brings moderate temperatures and a lot of rainfall. It usually requires a lighter jacket with a hood. Waterproof shoes or boots are very helpful during this season.

**Summer** (June to September) is a stark contrast to the winters in Sussex. It can be hot, with periods of high humidity and with temperatures ranging from 20°C to 35 °C. Occasionally (usually starting late August) you will need a sweater or light jacket to pull over a t-shirt in the evenings.

## Time Zone

Sussex is on Atlantic Standard Time (AST) and we use a Daylights Savings plan. This means that on the first Sunday of November clocks adjust one hour backwards and on the second Sunday in March clocks are adjusted one hour forward. Here is a phrase to help you remember: *“Spring Forward – Fall Back”*. This term is meant to trigger your memory to change your clocks!

## Postage and Mail

The national post office in Canada is Canada Post but there are also other forms of delivery such as Fedex. You can mail letters and packages with valid shipping information by visiting the nearest Canada Post Office. There are two Canada Post Offices in Sussex - Shoppers Drug Mart, 201 Main Street, and 48 Maple Avenue.

Mail should be addressed in the following order:

Full Name *or* Business Name  
Apartment number, Street Number Street Name  
City *or* Town, Province  
Postal Code

Please note students can only receive incoming mail at Kingswood campus if living on campus in one of the residence buildings.

## Garbage System

Sorting your garbage is a common practice in Canada to help the environment. Organic material, bottles, and other recyclable materials are sorted separately from other waste. In Sussex, we have three different coloured garbage bags to help with sorting waste. For more information about garbage sorting and collection, see <https://www.eco360.ca/residential-program>.

## Shopping

Sussex has a number of store options and a mall where you can shop for a variety of your needs, all within walking distance of campus. Most shops are open from 10 am to 8 or 9 pm with varying hours on Sundays and holidays.

- Atlantic Superstore
- Canadian Tire
- Dollarama

- Gateway Shopping Mall
- Great Canadian Dollar Store
- Home Hardware
- Mark's Work Warehouse
- Lawton's Drug Store
- Shoppers Drug Mart
- Sobeys Grocery Store
- Walmart

## Cell Phone Providers

The following are phone companies that are available in New Brunswick:

Bell Canada	Cellphone, TV, Internet	1 888 214 7896	<a href="https://aliant.bell.ca">https://aliant.bell.ca</a>
Eastlink	Cellphone	1-888-345-1111	<a href="https://www.eastlink.ca">https://www.eastlink.ca</a>
Rogers	Cellphone, TV, Internet	1-855-877-3824	<a href="https://rogers.com">https://rogers.com</a>
Koodo	Cellphone	1-866-995-6636	<a href="https://koodomobile.com">https://koodomobile.com</a>
Public Mobile	Cellphone		<a href="https://publicmobile.ca/en/nb">https://publicmobile.ca/en/nb</a>

## Taxis

It is possible to take a taxi for longer distances. Fares usually begin around \$4.00 on the meter and are charged per km. This can be a very costly way to get around. Here is information about Sussex's most popular taxis services:

Allen's Taxi	25 Queen Street Sussex, NB E4E 2A4	506-434-9018
Dairytown Taxi:	Penobsquis, NB E4G 2B8	506-432-6006
Whitney Taxi and Delivery	71 Marble St Four Corners, NB E4E 3P8	506-432-5500

## Drivers License

You must have a valid driver's license to operate a motor vehicle while in Canada. To get a license in Canada, contact Service New Brunswick (<https://www2.snb.ca/>).

Consider bringing an international driver's permit with you to save time and money.

<https://www.canada.ca/en/immigration-refugees-citizenship/services/new-immigrants/new-life-canada/driving.html#licences>

This link provides the provincial requirements for driver's licenses in NB: [Driver's Licences for New Residents \(snb.ca\)](https://www2.snb.ca/)

“Students who move to New Brunswick do not need to exchange their licence while in school, but as soon as they take up permanent residence or become gainfully employed, they must exchange their licence.”

**Another option is to obtain an international driver’s license using your license from your home country; this would provide you the opportunity to rent a vehicle while in Canada.**

## Banking

Opening a student bank account in Canada is a free and simple process. There are several banks close to the University. Make sure you find out what account is best suited to your needs.

To open an account, you will need to have personal identification (bring your passport and Crandall student ID card). To activate this account, you will need to deposit a small amount of money. After opening the account, you will receive a bank debit card (in the mail) that will allow you to withdraw money at automated bank teller machines and will be accepted at stores to pay for your purchases.

Please note that it can be difficult for an international student to obtain a credit card. We recommend that you obtain a credit card in your home country if you think you will need one during your time in Canada (Visa and Mastercard are most common).

The nearest banks to Kingswood University campus are located in the Sussex downtown business district:

BMO Bank of Montreal	9 Broad Street Sussex, E4E 2J7	<a href="https://www.bmo.com/en-ca/main/personal/">https://www.bmo.com/en-ca/main/personal/</a>
RBC Royal Bank of Canada	664 Main Street Sussex E4E 7H9	<a href="https://www.rbc.com/canada.html">https://www.rbc.com/canada.html</a>
Scotiabank	635 Main Street Sussex E4E 7H5	<a href="https://www.scotiabank.com/ca/en/personal.html">https://www.scotiabank.com/ca/en/personal.html</a>
TD Bank Toronto Dominion	620 Main Street Sussex, E4E 5L4	<a href="https://www.td.com/ca/en/personal-banking">https://www.td.com/ca/en/personal-banking</a>

## Things to do in Sussex and area:

Nutrien Civic Centre	240 Main Street Sussex, E4E 1R3	<a href="http://nutrienciviccentre.com/">http://nutrienciviccentre.com/</a>
Sussex Trail System		<a href="https://sussex.ca/places/sussex-nature-walkway/">https://sussex.ca/places/sussex-nature-walkway/</a>
Town of Sussex Events		<a href="https://sussex.ca/events/">https://sussex.ca/events/</a>
Bluff Hike	17 Rockridge Drive Sussex Corner, E4E 5R2	<a href="https://www.hikingnb.ca/Trails/FundyEast/Sussex/Bluffs.html">https://www.hikingnb.ca/Trails/FundyEast/Sussex/Bluffs.html</a>

## Summer

Tennis		<a href="https://sussextennis.ca/">https://sussextennis.ca/</a>
Princess Louise Park	Perry Street Sussex, E4E 2N8	<a href="https://plpshowcentre.com/">https://plpshowcentre.com/</a>
Sussex Flea Market		<a href="https://nbaac.org/flea-market/">https://nbaac.org/flea-market/</a>
Horseback riding	Snider Mountain	<a href="https://www.snidermountainranch.ca/riding">https://www.snidermountainranch.ca/riding</a>
Mountain biking		<a href="https://www.poleymountain.com/mtb-trail-report">https://www.poleymountain.com/mtb-trail-report</a>
Strawberry picking	837 Rt 880 Lower Millstream, E5P 3H7	<a href="https://www.facebook.com/WalkersStrawberryFarm/">https://www.facebook.com/WalkersStrawberryFarm/</a>
Parlee Beach		<a href="https://www.parcsnbparks.info/en/parks/5/parlee-beach-provincial-park">https://www.parcsnbparks.info/en/parks/5/parlee-beach-provincial-park</a>
Fundy Trail Parkway		<a href="https://fundytrailparkway.com/">https://fundytrailparkway.com/</a>

## Fall

Balloon Fiesta	2 <sup>nd</sup> weekend in September	<a href="https://sussex.ca/galleries/atlantic-balloon-fiesta/">https://sussex.ca/galleries/atlantic-balloon-fiesta/</a>
Fundy National Park		<a href="https://parks.canada.ca/pn-np/nb/fundy">https://parks.canada.ca/pn-np/nb/fundy</a>

## Winter

Skiing/ Snowboarding	Poley Mountain Ski Resort	<a href="https://www.poleymountain.com">https://www.poleymountain.com</a>
Ice Skating	8 <sup>th</sup> Hussars Arena	<a href="https://sussex.ca/">https://sussex.ca/</a>
Pond Skating	Kingswood campus Benson Athletic Complex	
Winter sports events		<a href="https://sussex.ca/">https://sussex.ca/</a>

## Spring

Bluff Hike	17 Rockridge Dr Sussex Corner, E4E 5R2	<a href="https://www.hikingnb.ca/Trails/FundyEast/Sussex/Bluffs.html">https://www.hikingnb.ca/Trails/FundyEast/Sussex/Bluffs.html</a>
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## Places to worship in Sussex and Area

Abundant Life United Pentecostal	489 Main Street Sussex, E4E 2S3	<a href="https://www.alsussex.ca/">https://www.alsussex.ca/</a>
Atlantic Community Church	New subdivision 78 Route 880 Apohaqui, E5P 3G2, NB	<a href="https://www.accweb.ca/">https://www.accweb.ca/</a>

Calvary Church	384 St George Street Lower Cove, E4E 1T4	<a href="https://www.calvarysussex.ca/">https://www.calvarysussex.ca/</a>
Encounter Church	280 St George Street Sussex, E4E 1G6	<a href="https://www.ecnb.ca/">https://www.ecnb.ca/</a>
Faith Bible Baptist	33 Pine Street Sussex, E4E 5R7	<a href="https://www.faithbible.ca/">https://www.faithbible.ca/</a>
Penobsquis Baptist Church	27 Church Loop Road Penobsquis, E4G 2A1	<a href="https://www.penobsquis.com/">https://www.penobsquis.com/</a>
Salvation Army Church	79 Main Street Sussex, E4E 1S8	<a href="https://www.facebook.com/salvationarmysussex/">https://www.facebook.com/salvationarmysussex/</a>
St. Francis Xavier Catholic Parish Church	114 Church Avenue Sussex, E4E 1Z1	<a href="https://stfxsussex.ca/">https://stfxsussex.ca/</a>
Sussex Baptist Church	28 Church Avenue Sussex, E4E 1Y7	<a href="https://www.sussexbaptist.com">https://www.sussexbaptist.com</a>
Sussex Trinity Anglican	853 Main Street Sussex, E4E 2M9	<a href="https://nb.anglican.ca/kingston-and-the-kennebecasis/trinity-church-sussex--48">https://nb.anglican.ca/kingston-and-the-kennebecasis/trinity-church-sussex--48</a>

## Living in New Brunswick

### Things to Do

Check out these websites to get ideas and experience what the province of NB has to offer:  
<https://tourismnewbrunswick.ca/>

### Summer

Magnetic Zoo	Moncton	<a href="http://www.moncton.ca/magnetichillzoo">www.moncton.ca/magnetichillzoo</a>
Magic Mountain	Moncton	<a href="http://www.magicmountain.ca">www.magicmountain.ca</a>
Wharf Village		<a href="http://www.magnetichillwharfvillage.ca/">www.magnetichillwharfvillage.ca/</a>
Parlee Beach	Pointe-du-Ch�en	<a href="http://www.parcsnbparks.info/en/parks/5/parlee-beach-provincial-park">www.parcsnbparks.info/en/parks/5/parlee-beach-provincial-park</a>
Plage Aboiteau Beach	Cap-Pel�	<a href="http://www.plageaboiteau.ca/en/">www.plageaboiteau.ca/en/</a>
Centennial Park	Moncton	<a href="http://www.moncton.ca/things-do-parks/centennial-park">www.moncton.ca/things-do-parks/centennial-park</a>
Irish Town	Moncton	<a href="http://www.moncton.ca/irishtown-nature-park">www.moncton.ca/irishtown-nature-park</a>
Farmers markets	Moncton Dieppe	<a href="http://www.marchemonctonmarket.ca/Home.html">www.marchemonctonmarket.ca/Home.html</a> <a href="http://www.marchedieppemarket.com/home">www.marchedieppemarket.com/home</a>
Tree Go	Moncton	<a href="http://www.treegomoncton.com">www.treegomoncton.com</a>

## Fall

Green Pig Market	Salisbury	<a href="http://www.greenpigmarket.com">www.greenpigmarket.com</a>
Apple Picking	Memramcook Various locations	<a href="http://www.vergerbelliveauorchard.ca">www.vergerbelliveauorchard.ca</a> <a href="https://applesnb.ca/en/">https://applesnb.ca/en/</a>

## Winter

Wild Lights	Moncton	<a href="http://www.moncton.ca/wild-lights">www.moncton.ca/wild-lights</a>
Winter Wonderland	Riverview	<a href="http://www.townofriverview.ca/parks-and-recreation/parks-and-trails/winter-wonderland-park">www.townofriverview.ca/parks-and-recreation/parks-and-trails/winter-wonderland-park</a>
Centennial Park	Moncton	<a href="http://www.moncton.ca/things-do-parks/centennial-park">www.moncton.ca/things-do-parks/centennial-park</a>
Irish Town	Moncton	<a href="http://www.moncton.ca/irishtown-nature-park">www.moncton.ca/irishtown-nature-park</a>

## Spring

Maple Sugar Woods	Stilesville	<a href="https://tritesmaples.ca/">https://tritesmaples.ca/</a>
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## Ethno-Cultural Associations

All these associations have a presence on Facebook. You can find out about them there.

- Bangladeshi-Canadian Association of New Brunswick
- Brazilian Association of New Brunswick (Associação de Brasileiros de New Brunswick)
- Filipino-Canadian Community of New Brunswick
- Greater Moncton Vietnamese Association
- Hola New Brunswick (and Hola Atlantic)
- Indo Canada Association of Greater Moncton
- Iranian Canadian Association of New Brunswick
- Japanese Cultural Association of Moncton (モンクトン日本語センタ)
- Kerala Association of Moncton
- Latin Association of Greater Moncton
- Moncton Korean Association
- Moncton Egyptian Association
- Pakistani Canadian Association of Moncton (PCAM)
- The Greater Moncton Chinese Cultural Association (加拿大新不伦瑞克省大蒙克顿地区中华文化协会) (<https://gmcca.ca/v2en/>)
- Nigerian-Canadian Association of New Brunswick (NCANB) (<https://ncanb.org/>), is a non-profit and non-political association established in July 2019, with its center of activities and headquarters based in Fredericton, New Brunswick. NCANB promotes the image and cultural values of Nigeria and Canada by encouraging socio-economic, and cultural integration.

## Churches & Faith Gatherings in Moncton & Surrounding Area

Atlantic Khalsa Darbar	17 MacArthur Lane Route 133 Boudreau-Ouest, E4P 6P2	<a href="https://atlantickhalsa.com/">https://atlantickhalsa.com/</a>
Cherryfield Baptist Church	1199 McLaughlin Road Moncton	Facebook
First Baptist Moncton	157 Queen Street Moncton, E1C 1K9	<a href="http://www.firstmoncton.com/">www.firstmoncton.com/</a>
Gampo Abby	1533 Pleasant Bay Loop Pleasant Bay, NS B0E 2P0	<a href="https://gampoabbey.org/">https://gampoabbey.org/</a>
Glad Tidings Church	2460 Mountain Road Moncton	<a href="https://gtmoncton.com/">https://gtmoncton.com/</a>
Highfield Baptist church	290 St. George Str, Moncton	<a href="https://highfieldbaptist.org/">https://highfieldbaptist.org/</a>
Hillside Church	2290 Mountain Road Moncton	<a href="http://www.hillsidemoncton.org/">www.hillsidemoncton.org/</a>
Hindu Temple Moncton	15 Milner Road Moncton, E1E 2R7	<a href="https://hindusocietynewbrunswick.com/">https://hindusocietynewbrunswick.com/</a>
Maritime Geeta Bhawan	259 Doak Road Fredericton, E3C 2E7	<a href="https://maritimegeetabhawan.ca/">https://maritimegeetabhawan.ca/</a>
Moncton Chinese Alliance Church 蒙克頓華人宣道會	172 West Lane Moncton, E1C 6V2	<a href="https://monctoncac.ca/">https://monctoncac.ca/</a>
Moncton Muslim Association	99 High Street Moncton, E1C 6B6	<a href="http://www.monctonmuslimassociation.com/">www.monctonmuslimassociation.com/</a>
Moncton Wesleyan Church	945 St. George Blvd. Moncton	<a href="https://mw.church/">https://mw.church/</a>
New Hope Community Church	47529 Homestead Road Moncton	<a href="https://newhopenb.com/">https://newhopenb.com/</a>
St. Andrew's Presbyterian Church	77 Hildegard Drive Moncton	<a href="https://standrewsmoncton.com/">https://standrewsmoncton.com/</a>
Saint Bernard's Catholic Church	43 Botsford Street Moncton, E1C 4W9	<a href="http://www.stbernardschurch.ca/">www.stbernardschurch.ca/</a>
Saint George's Anglican Church	51 Church Street Moncton, E1C 4Z3	<a href="http://www.stgeorgesmoncton.ca/">www.stgeorgesmoncton.ca/</a>
Winners Chapel International Moncton	616 Rue Champlain Street Dieppe, E1A 1P4 506-862-7726	<a href="https://winnerschapelmoncton.com/">https://winnerschapelmoncton.com/</a>

## Laws

### Liquor and Smoking Laws:

The legal drinking and smoking age in New Brunswick is 19 years. It is unlawful to consume alcoholic beverages or smoke in public places or on the Kingswood University Campus.

*Kingswood campus and Crandall University Students and their guests are **NOT ALLOWED** to possess, consume, or distribute alcoholic beverages, tobacco, marijuana, or illicit drugs on Kingswood or Crandall property.*

## **Driving Laws**

General driving rules, laws, and regulations in Canada:

- Vehicles drive on the right-hand side of the road.
- Pass others on the left-hand side of the road.
- Always give way to pedestrians on pedestrian crossings.
- All occupants must wear a seatbelt.
- Mobile phones are not permitted while driving, with the exception of a hands-free system.
- Always use indicator lights when turning
- Radar detectors are prohibited

Drivers are to carry at all times while driving:

- A valid driver's license
- Registration documents
- Insurance documents

Driving rules are enforced by the police and should be strictly followed, if laws are broken, you would receive a fine or jail-time depending on the infraction.

## **Sexual Harassment**

Sexual harassment means any conduct, comment, gesture, or contact of a sexual nature, whether on a one-time basis or in a continuous series of incidents that:

- Might reasonably be expected to cause offense or humiliation to any person or
- Might reasonably be perceived by an individual as placing a condition of a sexual nature on employment, grades, favor, or on an opportunity for promotion.

Examples of sexual harassment include, but are not limited to:

- unwelcome sexual advances or propositions
- direct or implied requests or expectations of sexual activity under threat, or in exchange for favors or promises of preferential treatment
- verbal abuse of a sexual nature
- staring, leering, patting, pinching, touching, sexually suggestive references to physical appearance, unnecessary familiarity or physical contact
- displays of erotic or sexually explicit posters, pictures, graffiti or other materials on computer screen savers
- sexual jokes, comments or innuendoes
- sexually suggestive behavior, offensive telephone calls or obscene gestures
- intrusive inquiries into an employee's or student's private life or sexuality
- public displays of nudity (flashing)
- pervasive animosity or extreme rudeness directed at a single sex



**If you experience any of these issues on-campus, please let a university Faculty or Staff member know immediately!**

- **Kingswood University's sexual harassment policy is posted on its intranet:**  
<https://sites.google.com/kingswood.edu/ku-intranet/students/student-sexual-harassment-policy>
- **For more information on Crandall's personal protection policies, please review the Student Handbook on Moodle.**
- **For more legal information in New Brunswick go to this site:**  
<https://www.legal-info-legale.nb.ca/en/>

## **Human Rights**

- For a summary of Human Rights in Canada, please visit <https://www.canada.ca/en/canadian-heritage/services/about-human-rights.html>.
- A summary of child rights can be found here: <https://www.canada.ca/en/canadian-heritage/services/rights-children.html>
- For information concerning types of violence and abuse, visit the following link: <https://www.canada.ca/en/public-health/topics/types-violence-abuse.html>.

## **Health and Wellbeing**

### **Applying for Medicare**

Medicare is used for if you have an emergency and need to go to the hospital, or if you need to go to a walk-in clinic to see a doctor. You have insurance called Guard.Me International Emergency Insurance through Crandall that is similar to Medicare, but there is a fee (see page ).

We encourage students to apply for Medicare because it is free through Service NB.

- Complete the New Brunswick Medicare online Application form at <https://www2.gnb.ca/content/gnb/en/departments/health/MedicarePrescriptionDrugPlan/content/medicare/ApplyingforaCard.html>.
- You will need
  - Your arrival date in the province, as well as the arrival date of your dependents
  - Your passport and Study Permit,
  - An Enrollment Verification Letter (EVL) – request a copy Under Enrolment Verification Letter at <https://www.crandallu.ca/registrar/forms-and-requests/> (be sure to include a note that this is for a Medicare application).
  - PLEASE NOTE YOU WILL NOT BE ABLE TO REQUEST AN EVL UNTIL YOU HAVE PROVIDED YOUR STUDY PERMIT IN PERSON TO THE KINGSWOOD UNIVERSITY REGISTRAR'S OFFICE DURING ORIENTATION WEEK.
  - Proof of residency (You need one of the examples below, which shows your address and name):
    - Rental or Lease Agreement (must be signed by landlord & tenant)

- Letter from Kingswood University certifying that you live on campus (contact [studentlife@kingswood.edu](mailto:studentlife@kingswood.edu))
- Utility Bill - not older than 2 months (phone, energy, cable/satellite, water/sewer)
- Employment Confirmation - current (pay stub or letter from employer on company letterhead)
- Phone bill
- Void cheque, stamped by the bank

### **Need more Assistance?**

Contact Service New Brunswick

90 Leonard Drive, Sussex, NB E4E 2R3

1-888-762-8600

<https://www2.snb.ca/>

There is a three-month hold from your date of arrival in Canada, before Service NB will process your application, but please apply as soon as you are able.

Students with Medicare may have the option to opt out of Guard.me by providing evidence of Medicare coverage. Deadlines to provide your Medicare are December 31st and August 31st. As long as you are a student enrolled at Crandall you will be automatically enrolled in Guard.me again January 1st and September 1st of each year if you do not provide a Medicare card. See page .

Once you receive your Medicare, please forward a copy to [alisha.doucette@crandallu.ca](mailto:alisha.doucette@crandallu.ca) if you wish to opt out of Guard.Me. See page .

Please Note: You may need to pay up front for health services and then get reimbursed. Insurance companies will usually ask for the official receipt for reimbursement.

## **Emergency Services**

- Call 911 (24/7 Emergency Support)
  - For: Police, Fire, Ambulance, Poison-Control, serious accident, person or property in danger, life-threatening situation, crime in progress, etc.
- Local Hospital:
  - Sussex Health Centre 506-432-3100, 75 Leonard Dr, Sussex, E4E 2P7
  - Saint John Regional Hospital 506-848-4600, 175 Hampton Rd, Quispamsis, E2E 4J9
- Mental Health Mobile Crisis Team 1-888-811-3664
- Crossroads for Women Crisis Line 1-506-853-0811

## **Non-Emergency Health and Wellbeing Services**

Police- Sussex RCMP for non-emergency situations phone 506-433-7700.

### Tele-Care - 811

- Tele-Care is a free, confidential, and private source to use as a guide for any *non-emergency* medical issues.
- <https://www2.gnb.ca/content/gnb/en/departments/health/Tele-Care.html>

### Non-Clinical & Social Services - Call 211

- 211 is a free, confidential, and private source that is useful for non-clinical and social services. Available 24/7
- <https://nb.211.ca/>

### Crossroads For Women

- For programs and services to help families who have experienced violence or abuse contact Crossroads for Women
- <https://www.canada.ca/en/public-health/services/health-promotion/stop-family-violence/services.html>

### Sexual Assault Centre

- For programs and services to help individuals who have experience sexual violence contact South-East Sexual Assault Centre
- <https://www.sesacnb.com/>

### Covid-19 Information and Updates

- New Brunswick's public health measures and regulations
- <https://www2.gnb.ca/content/gnb/en/corporate/promo/covid-19.html>
- Provincial COVID-19 updates are posted regularly on the Government of New Brunswick Facebook page and the Government of NB Twitter page. These are the fastest ways to hear any updates concerning COVID-19.

## Local Counselling Supports

Kingswood University Counselling Centre	26 Western Street Sussex, E4E 1E6	1-506-432-4419	See page
Addictions & Mental Health Services	30 Moffett Avenue Sussex, E4E 1E8	506-432-2090	

## Help Lines

- Wellness Together Canada; Text "WELLNESS" to 741741 or call 1-866-585-0445
- CHIMO Helpline; Call 1-800-667-5005
- Kid's Help Phone
  - o Text "Connect" to 686868 or
  - o Call 1-800-668-6868
  - o Facebook Messenger
  - o Live online chat

## Helpful Mental Health Apps

- Mindshift
- CBT Thought Diary
- Moodfit
- WellCan
- What's Up?
- Feeling Moodie

## Helpful Websites for Mental Health

Anxiety Canada	<a href="https://www.anxietycanada.com/">https://www.anxietycanada.com/</a>
Canadian Mental Health Association	<a href="https://cmha.ca/">https://cmha.ca/</a>
National Institute of Mental Health	<a href="https://www.nimh.nih.gov/">https://www.nimh.nih.gov/</a>
Mind Your Mind	<a href="https://mindyourmind.ca/">https://mindyourmind.ca/</a>
Wellness Together Canada	<a href="https://wellnesstogether.ca/en-CA">https://wellnesstogether.ca/en-CA</a>

*The above information is only a sample of available mental health resources. Students are encouraged to do their own research and engage with resources that provide the assistance they are seeking.*

## Living in Canada

### Canadian Values and Norms

To learn more about Canadian culture and norms follow this link:

<https://thecanadaguide.com/culture/manners-and-etiquette/>

### Greetings

Canadians do not engage in long greetings or long goodbyes. Most commonly, the greeting will consist of “hello”, “hi”, or “how are you?” (not necessarily a question to be answered but a simple form of greeting). A common response is “fine, thanks.” “Bye”, or “see you later” is a typical departing expression.

### Use of Names

In Canadian culture, it is appropriate to refer to someone of your same status and age, or younger, by their first name. Mr., Mrs., Miss, however, should be used to address a man or woman older than you. In University, professors should be addressed by title and last name (Professor or Dr.)

### Time

Time is of great value to Canadians, and it is critical to be 'on time' for scheduled events, appointments and classes. If an appointment or class is scheduled for 10:30 am, you should plan to arrive a few minutes **early**. Canadians will consider it to be very rude if you show up late. For community and medical appointments, it is common for there to be a fee charged for being late or not showing up for your appointment.

### **Reduced Scent and Body Odor**

In Canada, most public and community spaces have a reduced scent or scent free policies because many Canadians have reported allergic reactions to certain scents and fragrances. Mild body deodorants are okay and encouraged, however, it is important to respect the rules and policies put in place by businesses, schools, and medical facilities. Most clinics and hospitals have a scent free policy.

Please note: Kingswood campus and Crandall University have a reduced scent policy to respect those who have allergies to perfumes and fragrances.

### **Conversations/Questions/Directness/Politeness**

Canadians tend to ask a lot of questions. In Canada, asking questions is a way of expressing interest in a person or subject such as your country or culture. In many cultures, silence is widely accepted. In Canadian culture, however, it is often regarded as uncomfortable or awkward, and in such moments, Canadians are quick to fill the gap with a comment or question. Canadians are also known for their sense of directness. Discussing ideas and opinions openly is not uncommon and Canadians can be quick to get to the point. In Canadian culture, it is considered *extremely* rude to talk while someone is talking or is giving a presentation.

### **Tipping**

Tipping or service charges are not usually added to a bill, except for large parties or banquets. An additional 12 to 17% is normal as a gratuity. Tipping applies in all restaurants, bars/lounges, hairdressing salons, delivery people, and taxi drivers.

### **GST, PST, and HST**

- **GST** (Goods & Service Tax) is a 5% added tax from the Federal Government of Canada. All provinces have this tax on most goods and services sold in stores and businesses.
- **PST** (Provincial Sales Tax) is an added tax from the Provincial Government where you are purchasing the product. Not all provinces have PST added to goods and services sold.
- **HST** (Harmonized Sales Tax) is a combination of federal (GST) and provincial (PST) sales taxes on goods and services. New Brunswick is one of the provinces which have HST.
- New Brunswick has 15% HST on goods and services sold from stores and businesses. That means that when you go to the grocery store, restaurant, or other entertainment services (ie. Movie theater, sports games, amusement parks, etc.) the price listed on the item is before taxes. For example, if you buy a shirt at Marks' and the price on the tag is \$25.99, when you go to the cashier to pay, 15% HST will be added to the total price of your purchase and will cost a final total of \$29.89.

## **Income Tax**

Canadians, Permanent Residents, and Temporary Residents file income tax returns with the Canada Revenue Agency (CRA) every year. International students will need to file an income tax return if they are working or studying in Canada. Employers and Schools will send out tax documents at the end of February. The income tax deadline is at the end of April each year. For more information about income tax: <https://www.canada.ca/en/services/taxes/income-tax/personal-income-tax.html>.

For help or assistance in completing income tax, here is a list of free Income Tax Clinics by trained professionals:

<https://www.canada.ca/en/revenue-agency/services/tax/individuals/community-volunteer-income-tax-program.html>

## **Holidays**

In Canada, there are official and unofficial holidays. Official holidays are days where the government acknowledges the day as a holiday and therefore businesses or schools are closed. An unofficial holiday is a day where people celebrate but businesses and schools are open. For more information on Canadian Holidays see: <https://thecanadaguide.com/symbols/holidays/>.

### **Official Holidays:**

New Years Day (January 1)  
Family Day (February)  
Good Friday & Easter Sunday (March or April)  
Victoria Day (May)  
Canada Day (July 1st)  
New Brunswick Day (August)  
Labour Day (September)  
Truth and Reconciliation Day (September)  
Thanksgiving Day (October)  
Remembrance Day (November 11th)  
Christmas (December 25th)  
Boxing Day (December 26th)

### **Unofficial Holidays:**

Groundhog Day (February 2nd)  
Valentines Day (February 14th)  
March Break (March)  
St. Patrick's Day (March 17th)  
Easter Monday (March or April)  
April Fools Day (April 1st)  
Mother's Day (May)  
Father's Day (June)  
Acadian Day (August 15)  
Halloween (October 31st)  
Christmas Eve (December 24th)  
New Years Eve (December 31st)

## **Office Hours & Business Days**

In Canada, business days are the usual working days: Monday, Tuesday, Wednesday, Thursday, and Friday. The weekend is Saturday and Sunday where many businesses are closed.

Canadian businesses, schools and services have set office hours. The typical office hours are Monday-Friday 9 am to 5 pm but sometimes vary depending on the business. For example, Kingswood campus office hours are 8:00 am to 5:00 pm and Crandall's Office Hours are Monday-Friday 8:30 am to 4:30 pm.

It is a good idea to plan ahead and check to see if the business or store you are wanting to go to is open. Usually, a quick Google search is sufficient, however, sometimes it can be helpful to call or email to double check that they will be open before going. This is particularly important during the winter when there are snowstorms as there are times when the weather causes places to close.

In addition, it is normal in Canadian culture to make an appointment if you have a specific person you would like to help you because they may not be available if you walk into the business and ask to see them. This is true at Kingswood and Crandall as well.

## Immigration

International Students will be required to obtain a Study Permit, this will provide you the legal right to study in Canada and provide you the opportunity to work legally in Canada. For more information see <https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada.html>.

### Applying for Extensions of Study Permits

Students are required to check and update their immigration documents to ensure their immigration status is maintained. If you need to apply for renewal or extension of status, it is recommended you apply to change your permit at least 30 days before your current permit expires but not earlier than 90 days.

For information regarding processing times of applications or information for extending your study permit <https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/extend-study-permit>

## Traveling Outside Canada

When planning to travel outside of Canada it is recommended that you review and ensure none of your documentation will expire while outside of the country. It is also recommended that you have a valid TRV (Temporary Residence Visa) as this is the only document that allows for re-entry to Canada.

***Note: Travel outside Canada is not permitted while an immigration document is being processed***

The IRCC and ONB typically do presentations a few times a year and this allows students the chance to ask any questions that they may have. Student Life will share the dates of these presentations as they come available through your Crandall email.

**For more information regarding the immigration process or settling into the Greater Moncton area, please visit the following websites:**

Multicultural Association of Sussex (MAS)	<a href="https://mas-nb.ca/settlement">https://mas-nb.ca/settlement</a>
Immigration Greater Moncton Area	<a href="https://www.immigrationgreatermoncton.ca/">https://www.immigrationgreatermoncton.ca/</a>
The Multicultural Association of the Greater Moncton Area (MAGMA)	<a href="http://magma-amgm.org">http://magma-amgm.org</a>
Immigration, Refugee, & Citizenship Canada (IRCC)	<a href="https://www.canada.ca/en/immigration-refugees-citizenship.html">https://www.canada.ca/en/immigration-refugees-citizenship.html</a>
Opportunities New Brunswick	<a href="https://onbcanada.ca/">https://onbcanada.ca/</a>
Immigration New Brunswick	<a href="https://www.welcomenb.ca/">https://www.welcomenb.ca/</a>
Southeast Labour Market Partnership (SLMP)	<a href="https://ede.nbse.ca/workforce-development/southeast-labour-market-partnership-slmp/">https://ede.nbse.ca/workforce-development/southeast-labour-market-partnership-slmp/</a>

## Immigration consultants

Kingswood campus and Crandall Staff and Faculty are not able to advise on any immigration concerns. The only professionals who can advise on immigration issues are designated Registered Canadian Immigration Consultants (RCIC). If you are looking for an RCIC to help you with any immigration questions or concerns here are some local immigration consultants that have helped Crandall international students in the past:

Katie Enman	<a href="mailto:katie@shorelineimmigration.ca">katie@shorelineimmigration.ca</a>	<a href="https://www.shorelineimmigration.ca/">https://www.shorelineimmigration.ca/</a>
Carolina Feican	<a href="mailto:carolina.feican@immilandcanada.com">carolina.feican@immilandcanada.com</a>	<a href="https://en.immilandcanada.com/migration/consultations">https://en.immilandcanada.com/migration/consultations</a>
Brainy Immigration		<a href="http://www.brainyimmigration.com/index.php">www.brainyimmigration.com/index.php</a>

## Kingswood University Campus Map

1. Burbury Administration Centre  
*26 Western Street*  
- Administrative offices, including Finance Office, Counselling Centre
2. Nicholson Hall  
*Corner of Main & Western Streets*  
- Earle & Marion Trouten Library  
- Student Success Centre
3. Edgett Hall (Faculty offices)  
*55 Summit Avenue*
4. Academic Affairs Office  
*63 Summit Avenue*  
- including Registrar's Office
5. Saunders Irving Chapel  
*20 Wesley Drive*  
Wesley Hall  
*Lower level of Chapel, rear parking*  
- Classroom



- 6. Stairs Hall  
*80 Summit Avenue*  
- Classrooms  
- Greg Mann Dining Commons
- 7. Mitchell Student Centre  
*78 Summit Avenue*  
- Student Life offices  
- Solid Grounds Café
- 8. Bridgeo House  
*89 Summit Avenue*  
- Information Services  
- MM Graduate offices and lounge
- 9. Town House Apartments  
*64, 66, 68 Wesley Drive*
- 10. Tom Phillippe House (Split Male/Female Residence)  
*35 Wesley Drive*
- 11. Ingersoll House (Male Residence)  
*76 Summit Avenue*
- 12. Joan Phillippe House (Female Residence)  
*83 Summit Avenue*
- 13. Nutrien Civic Centre  
*240 Main Street*
- 14. Disk Golf Course
- 15. Volleyball Court
- 16. Basketball Court
- 17. Benson Athletic Complex & Clubhouse  
*74 Blazer Way*  
- Athletic Fields  
- Pond
- 18. President's Residence  
*98 Summit Avenue*
- 19. Staff Residence  
*44 Wesley Drive*
- 20. Vice President for Student Life Residence  
*66 Summit Avenue*
- 21. Staff Residence  
*60 Summit Avenue*
- 22. Staff Residence  
*54 Summit Avenue*

