

2023 | 2024

MEDICINE HAT COLLEGE

INTERNATIONAL STUDENT

HANDBOOK



MEDICINE HAT
COLLEGE

| INTERNATIONAL EDUCATION

TABLE OF CONTENT

MHC SUPPORTS & SERVICES

- 1 |** International Education
- 2 |** Immigration Advising
- 3 |** Orientation
- 4 |** Checklist
- 5 |** MHC Wifi
- 6 |** Accommodation Options
- 7 - 8 |** Health

ACADEMIC SUCCESS

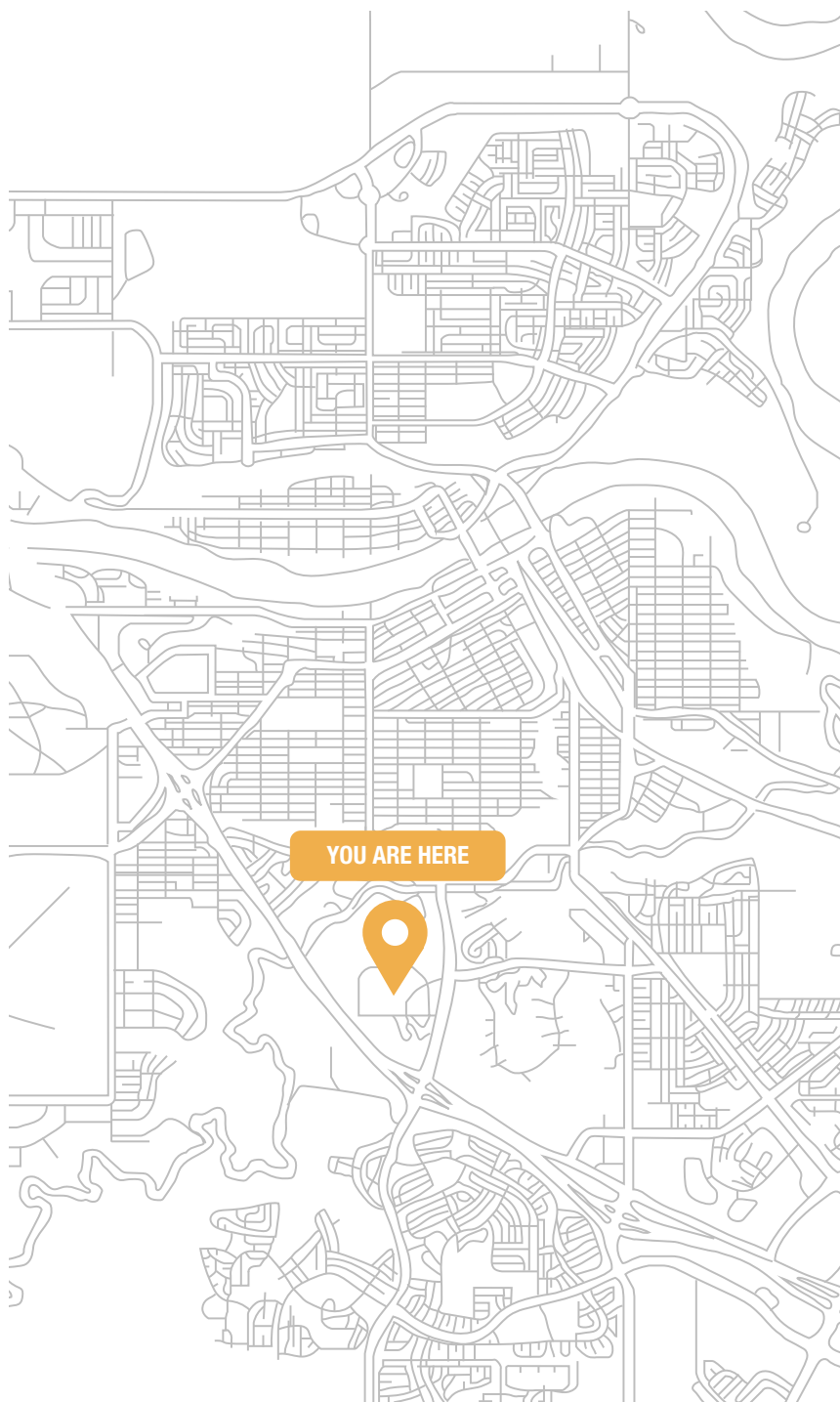
- 9 - 10 |** Planning for Success
- 11 |** Academic Adjustment
- 11 - 13 |** Blended Study (From MHC's Site)
- 14 |** Scholarships & Bursaries
- 15 |** Available Supports on Campus
- 16 |** International Resource Room

GETTING STARTED

- 17 - 18 |** Life in Medicine Hat
- 19 |** Working in Canada
- 20 |** Banking in Canada
- 21 |** Everyday Life Skills
- 22 |** Volunteering & Community Engagement
- 23 |** Shopping in Medicine Hat
- 24 |** Helpful Information

CANADIAN CULTURE

- 25 |** Canadian Culture
- 26 |** Culture Shock



MHC SUPPORTS & SERVICES

As a newcomer to Canada, Medicine Hat and the Medicine Hat College, there are many aspects of life that may be unfamiliar. If you have any questions relating to your health insurance, College programs and regulations, study permit, working in Canada, banking, shopping, where to live, or social customs, International Education will answer your questions and recommend resources or services.

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INTERNATIONAL EDUCATION

International Education organizes programs and services designed specifically to assist with international student life – both on and off campus. From pre-departure to post graduation, the programs and services offered help students to be integrated into the community, involved in campus life, immersed in Canadian culture and enriched by friendships made.

OFFICE NUMBER C226

Phone : (403)529-3819 | Website : www.mhc.ab.ca/internationalstudents

Office Hours : Monday – Friday | 8:30AM – 4PM

MEET THE TEAM

International Student Services Specialist

General inquiries, referrals and advising for current students.

Email: iss@mhc.ab.ca

Clara Kelana – International Recruitment

General inquiries, referral and immigration advising for future students.

Email : ckelana@mhc.ab.ca

Connie Grove – International Academic Advisor

Academic and immigration advising for future and current international students.

Email: cgrove@mhc.ab.ca

Global Engagement Coordinator

Study Abroad, international and cultural events, activities and training.

Email: goabroad@mhc.ab.ca

Hadija Drummond – International Education Director

Internationalization strategy, policy and programming. Partnerships and relationship building.

Email: hdrummond@mhc.ab.ca



IMMIGRATION ADVISING

International students must maintain valid immigration documents to live and study in Canada. MHC's RISIA – certified staff are here to provide information to help you to understand and navigate immigration requirements and regulations as related to your study at MHC. However, you must be aware that it is solely your responsibility, and not that of MHC or MHC's staff to:

- Ensure that your immigration and legal documents are current and maintained.
- Ensure that any documentation submitted for immigration purposes meet requirement as indicated and is accurate and complete.
- Understand and be compliant with immigration requirements as they pertain to you, recognizing that this information is subject to change and that the most accurate, up-to-date information is found at the Immigration, Refugee and Citizenship Canada (IRCC). www.cic.gc.ca, or call 1(888) 242-2100.

Immigration advisory will be provided by RISIA certified staff only within the RISIA (Regulated International Student Immigration Advisor) scope of practice. To make an appointment for immigration advice, please email info@mhc.ab.ca.

- A RISIA shall provide immigration advice only in the area of Study Permits, Temporary Resident Visas, and how Study Permits relate to other currently available Canadian immigration programs.
- A RISIA shall not provide representation in immigration matters to any student.
- A RISIA shall not fill out any immigration forms for any student.
- A RISIA shall refer any student needing representation or immigration forms to be filled out to a RCIC or other authorized Immigration Representative to do so under Section 91 of IRPA.



ORIENTATION

All new MHC students are required to attend New International Student Orientation (NISO). Attendance is tracked and students who miss orientation will be required to complete a makeup orientation at their own expense.



IMPORTANT DATES

	Fall Semester Sept – Dec 2023	Winter Semester Jan – April 2024
Residence Move In Date	Aug. 31 & Sept 1	Jan. 2
Mandatory Orientation	Sept. 1	Jan. 2
Program Orientation	Sept. 5	Jan. 2
All Classes Begin	Sept. 6	Jan. 3
Career Program Classes End	Dec. 12	April 10
Examination Period	Dec. 13 – 21	April 15 – 24
Residence Move Out Date	Dec. 22	April 25
Christmas Break	Dec. 22 – Dec. 31	–

CHECKLIST

1. Please register classes as soon as you can (if you have not already done so).
2. Visit the International Education office for information on services provided both on and off campus.
3. Attend Orientation – if you arrive after the orientation date, please visit the International Education office C226 to arrange for a make-up orientation.
4. Activate and check your email account.
5. Obtain a Student ID Card from the library or online in Dashboard.
6. Campus tour (contact the International Education office to book tour).
7. Arrange transportation to and from the College. If in doubt, please contact International Education.
8. If needed, buy transportation bus pass at the MHC bookstore with debit card or visa card. For more information about the MHC bookstore, visit: <https://bookstore.mhc.ab.ca/>
9. Open a Canadian bank account. Contact iss@mhc.ab.ca for help.
10. Get a Canadian cell phone or SIM card (see page 24).
11. Get an Alberta photo ID card so that you can leave your passport at home.
12. Apply for AHCIP (see page 8).
13. Buy your textbooks.
14. Visit MHC Students' Association website at <https://samhc.ca/> to learn about weekly events and clubs on campus.
15. Follow us on Facebook! Visit the link: www.facebook.com/Medicine-Hat-College-International-Education-330086113714990/

HELPFUL LINKS



MHC International Student Webpage

www.mhc.ab.ca/en/information-for/international



MHC Virtual Campus Tour

mhc.ab.ca/AboutMHC/VirtualTour



Student Portal

www.mhc.ab.ca/campus-services/technology-support/login



MHC Programs

www.mhc.ab.ca/en/programs-and-admissions

MHC WIFI

The Medicine Hat College has a single username and password for all current students to log on to the IT systems and the ability for students to reset their own password online. The computers at the college are available to you and all of their services such as the computers in the library and labs, Blackboard Learning Management System, MHC-WIFI wireless network service, Student Portal, and mymhc.ca Student Gmail service.

USERNAME

Your username will be your first.lastname.
If your name has more than 8 letters, your name will be shortened.

ex: Josephine Rochester
josephin.rochester

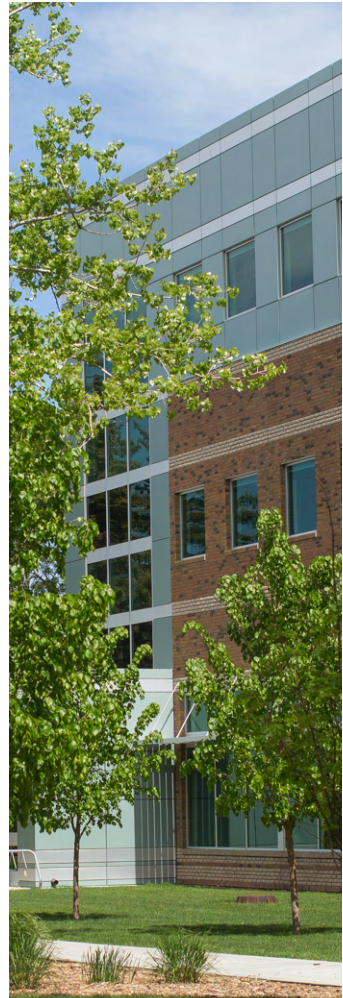
PASSWORD

Your default password will be the first three letters of your month of birth, first letter capitalized followed by the four digits of your year of birth. Then the last three digits of your MHC Student ID number.

ex: Birthday: June 1990
Student ID: 300000123
Password: Jun1990123

RESETTING YOUR OWN PASSWORD

If you forget or want to change your password, simply visit our student landing page and follow the instructions at:
www.mhc.ab.ca/campus-services/technology-support/login



Have a question?

Contact our support centre at (403)529-3899, email at callcentre@mhc.ab.ca, or in person in the Medicine Hat College library.



ACCOMMODATION OPTIONS

STUDENT RESIDENCE

Fun, friendly and affordable; living in residence will help you make the most of your MHC experience. Our on-campus housing is affordable and consists of 75 well-maintained townhouse units, each accommodating four students. Residence is a few minutes walking distance from the College. For more information, visit: www.mhc.ab.ca/en/student-life/residence

OFF-CAMPUS

If you want to rent a house or apartment, you will have to do some research and shop around. International Education does not find off-campus housing for students, but here are some ideas that will help you get started:

- Notice boards around campus
- To view a list of rental options submitted by community members, visit: www.mhc.ab.ca/student-life/residence/off-campus-housing
- www.kijiji.ca
- www.avenueliving.ca



HEALTH

Medicine Hat College provides StudyInsured health insurance for all their international students. You are automatically enrolled with StudyInsured for 365 days from August 15 to August 14 each year. StudyInsured is only for emergencies, unexpected illness and injuries. When purchasing a prescription or visiting the doctor, be sure to carry your card with you at all times. It is not dental insurance or for pre-existing conditions. For more information, visit International Education, or www.studyinsured.com/mhcinternational.

The hospital is for emergencies only, e.g. broken arm, accident, severe pain, etc. If you are having emergency surgery or treatment at the Hospital, call StudyInsured to let them know as soon as you can – the phone number is on the digital health insurance card. You will not be asked to pay, but you will get a bill sent in the mail. Keep your bills and receipts; these are needed to receive your money back.

Medicine Hat Regional Hospital

Address: 666 5 St SW,
Medicine Hat, AB T1A 4H6
Phone: (403)529-8000

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WALK-IN CLINIC

No appointment necessary – call the clinic to find out their “Walk-in hours” and go. There should be one close to your home. Here are some options:

Crescent Heights Family Medical Clinic

Address: 49 8 St NW,
Medicine Hat, AB T1A 6N9
Phone: (403) 526-7422

Carry Drive Clinic

Address: 116 Carry Dr SE #137,
Medicine Hat, AB T1B 3Z8
Phone: (403) 502-8926

VistaPark Medical Clinic

Address: 450 Vista Drive SE
Medicine Hat T1B 0S3
Phone: (403) 548-2228

The Hill Center

Address: 35 7 St SE,
Medicine Hat, AB T1A 1J2
Phone: (403) 526-2258



HEALTH SERVICE CENTRE ON MHC CAMPUS (ROOM F107)

Hours of operation are subject to change without notification.
For more information, call (403) 502-8437 or check the link
www.mhc.ab.ca/en/campus-services/health-and-wellness



ALBERTA HEALTH CARE INSURANCE PLAN

In Alberta, most international students qualify for the Alberta Health Care Insurance Plan (AHCIP). It provides coverage for medically necessary physician services and it is free. Download the AHCIP application form at: www.alberta.ca/ahcip-how-to-apply.aspx or you can apply for it in person at one of the following Medicine Hat registry offices. Before going there, please call the office to check what documents are needed to apply for the AHCIP. It is highly recommended to apply for the AHCIP if you are qualified. Here are some options:

Licence Place Ltd.

Address: 177 12 St NE
Medicine Hat, AB T1A 5T6
Phone: (403) 529-6666

Licence Bureau on Kingsway

Address: 672 Kingsway Ave SE,
Medicine Hat, AB T1A 2X1
Phone: (403) 527-2922



MAKING AN INSURANCE CLAIM – STUDYINSURED

When purchasing a prescription at the pharmacy, you will have to pay, but you must keep all your receipts to make an insurance claim to get you money back from StudyInsured.



HOW TO CLAIM/HAVE YOUR MONEY REFUNDED:

Submit your claim online at www.studyinsured.com/mhcinternational (you will have to submit receipts electronically, i.e. scan and upload them).



For more information:

contact International Student Services Specialist at International Education by email iss@mhc.ab.ca or call (403)502-8449.

ACADEMIC SUCCESS

PLAN FOR SUCCESS & DEVELOP A PLAN

A student's life is busy, especially managing study, personal life and work. Here are a few tips to help:

- **How much time do I need to spend studying?**

It is recommended that for every hour of lecture, two to three hours are spent studying. This includes reading, reviewing or preparing for an exam, working on an assignment, etc.

- **How many breaks do I need to take when studying?**

Study in short-time blocks. For example, 1-2 hours at a time. Take a 5-minute break every half hour or ten minutes after every hour.



Avoid Distractions and Learn to say “no” to activities that take up your time and energy such as Facebook, Twitter, checking your mobile phone etc.



Sticking to a schedule means that you know when you will be able to finish an assignment or project, also including breaks. Delaying projects builds up work and adds stress; do not procrastinate.



Avoid multi-tasking. It takes more of your energy and it often takes more time to complete each individual task. Complete one task first before moving on to the next.



Stress is part of being a student, taking regular breaks, getting enough sleep, and staying physically active can minimize it.



Be aware of signs of burn-out. Losing interest in your studies, becoming irritable, unable to concentrate, falling asleep in classes, etc. are important signs that you might need to take breaks.

SUPPORT FOR YOUR ACADEMIC SUCCESS

1. Free counselling services at MHC: www.mhc.ab.ca/en/student-life/counselling-and-care/mental-health-and-counselling
2. The Academic strategist can help you with the following: time management, effective reading, writing, problem solving, test taking strategies, health and wellness management, etc.

IMPORTANT TIPS FOR ACADEMIC SUCCESS:

- Read your course outlines/syllabus carefully and refer back to it often.
- Learn how to access and use MYMHC and BLACKBOARD.
- Purchase your textbook and required course materials in the first week of classes at the MHC bookstore. Make sure to read this material before class.
- Know the important dates to add/drop classes, or withdraw.
- Ask questions and meet with your instructor for advice before submitting assignments.
- Get to know your Academic Advisor and meet with them before making changes to your class schedule.
- Access available supports such as the Writing Specialist, Academic Strategist and library supports. For more information, visit these links:

- **International Resource Room (B368)**

sbroeckert@mhc.ab.ca. Discuss an assignment, plan an assignment, structure an assignment, review an assignment, improve your Canadian academic writing skills. To make an appointment for different services, please go to www.mhc.ab.ca/student-life/academic-support/international-academic-assistance

- **Writing Specialist:** Natalie Hamilton

nhamilton@mhc.ab.ca. Natalie can help with: essay structure, grammar & punctuation, understanding your assignment, thesis development & supporting argument, writing process, citation, self-editing, and in-class essay exams. For more information, visit: www.mhc.ab.ca/student-life/academic-support/writing-support

- **MHC Library Services** guides to citing, avoiding plagiarism and APA: mhc.ab.libguides.com/?b=g&d=a

- **Academic Strategist:** Justine McKennie
jmckennie@mhc.ab.ca. Justine can help with: time management, effective reading, writing, problem solving, test taking strategies, health and wellness management, etc. For more information, Visit: www.mhc.ab.ca/student-life/academic-support/coaching



To book an appointment, please visit the website:

www.mhc.ab.ca/en/booking

ACADEMIC ADJUSTMENT

Your classroom at MHC may be very different to what you have experienced in the past. It may take some time and effort to adjust to new teaching and learning styles.

- In Canada a variety of teaching methods are used, including class and group discussion. Students are expected to think critically about the content, express their opinions and participate actively.
- Most instructors will assess students' knowledge throughout the semester with quizzes, group projects, presentations, and exams. Students are expected to attend all classes, be on time, participate actively, and demonstrate understanding in different ways.
- Plagiarism is considered very serious and consequences include failing the assignment or course in Canadian classrooms. When using someone else's ideas in an assignment, students are expected to reference the source using appropriate format.



BLENDDED STUDY (from MHC's SITE)

PREPARING FOR ONLINE CLASSES

Learning online presents new challenges and opportunities. You have more freedom, but more distractions. One of the most important skills you can develop and practice is self-management, the ability to use your time and resources to develop responsibility for your actions, decisions, and consequences. Successful online students take the responsibility of independence seriously. These considerations and questions can help prepare for a successful online learning experience.

Meet with an advisor before selecting online classes to ensure Post-graduation work permit eligibility. To qualify for PGWP after graduation, you must be studying in Canada and 50% or more of your courses must be in person.

Our team of RISIAs advise students, if you wish to remain eligible for the PGWP, to ensure you are registered in on-campus (in-person/face-to-face) sessions of courses for at least 50% of your course load each semester. For additional information, or questions, please email Connie at cgrove@mhc.ab.ca or International Student Services Specialist at iss@mhc.ab.ca.

CREATE A LEARNING SPACE AND STAY ORGANIZED

PHYSICAL ENVIRONMENT

- Who is in your household? What are your demands as part of the household?
- How will you be able to limit or eliminate your interruptions and distractions?
- Do you have an organized space for textbooks, notebooks, and supplies?
- Is there an alternative place you can work without noise and distraction if needed?

TECHNOLOGY REQUIREMENTS

- Do you have reliable high speed internet? Do you have a backup plan if it is interrupted?
- Download Office 365: www.mhc.ab.ca/campus-services/technology-support/office-365
- Can you open and read PDFs? Download Adobe Acrobat Reader:
<https://get.adobe.com/reader/>
- To receive your student Google email on your smartphone, download the gmail app.
- Do you have a headset/microphone?
- If the computer will be shared, is there a folder or desktop profile set up specifically for your use?
- Do you have a secure file or app to maintain important passwords?



For more information:

contact International Student Services Specialist at International Education by email iss@mhc.ab.ca or call (403)502-8449.





ONLINE CLASS IS DIFFERENT, THAT MEANS YOU MAY NEED TO BE DIFFERENT

READING IS KEY: Most of your information will come in the form of words. Words on the screen help the instructor “see” you much more clearly.

PARTICIPATION IS KEY: The teaching style used in online courses may be different from the traditional college model. Taking a class online means you won’t be sitting quietly in the classroom; participation is even more essential.

COMMUNICATION IS KEY: Effective communication is critical to success. It is even more important in the online environment because your instructor cannot see your frown, or hear the question in your voice. Be vocal when you do not understand something. Your instructor wants to help - please write your questions and send it along, express your confusion, concerns, and practice concise writing! You will save time for both you and your instructor.

EMBRACE THE IDENTITY OF STUDENT

- Take the opportunity to hold yourself accountable.
- Designate an accountability partner or develop a network of peers who inspire you.
- Build a calendar and check it at the start of every day.
- When you are going to begin school during the day. Block off that time.
- Determine: When are you most energetic and productive?
- Decide: How will you structure your school week? Designate certain hours each week to reading, watching lectures, completing assignments, participating in forums (at least 5-14 hours per week).
- Make note of major assignment and all your prior personal commitments.
- Denote your synchronous classes, either online or in person.
- Set goals.

SCHOLARSHIPS AND BURSARIES

MEDICINE HAT COLLEGE OFFERS CONTINUING MHC INTERNATIONAL STUDENTS ACCESS TO THOUSANDS OF DOLLARS IN SCHOLARSHIPS AND BURSARY AWARDS

- The application starts on March 1 and ends on June 1 each year.
- Scholarships are based on academic standing.
- Bursaries are awarded according to financial need, while some awards are a combination of both academic and financial need.

It is easy to apply for scholarships and bursaries at MHC. One online application form automatically enters students for every award they are eligible for. For more information, please contact the Financial Aid office at finaidinfo@mhc.ab.ca, (403)504-2299, email iss@mhc.ab.ca or visit: www.mhc.ab.ca/en/student-life/financial-aid





AVAILABLE SUPPORTS ON CAMPUS

INTERNATIONAL EDUCATION (ROOM C226)

Provides resources and services to support international students here at MHC. For more information, call (403)502-8449, or email info@mhc.ab.ca.

COUNSELLING

Medicine Hat College offers free counselling services to all students. Please visit the link here for more information:

www.mhc.ab.ca/en/student-life/counselling-and-care/mental-health-and-counselling

If you are having a difficult time managing stress or finding balance between school and life, MHC's counselling services are here to help you.

For help to book an appointment, please call (403)529-3819 or email info@mhc.ab.ca.

INTERFAITH CENTRE (ROOM F155)

Medicine Hat College offers a non-denominational private room for prayer. It can be booked for group worship sessions as well as other religious and spiritual activities.

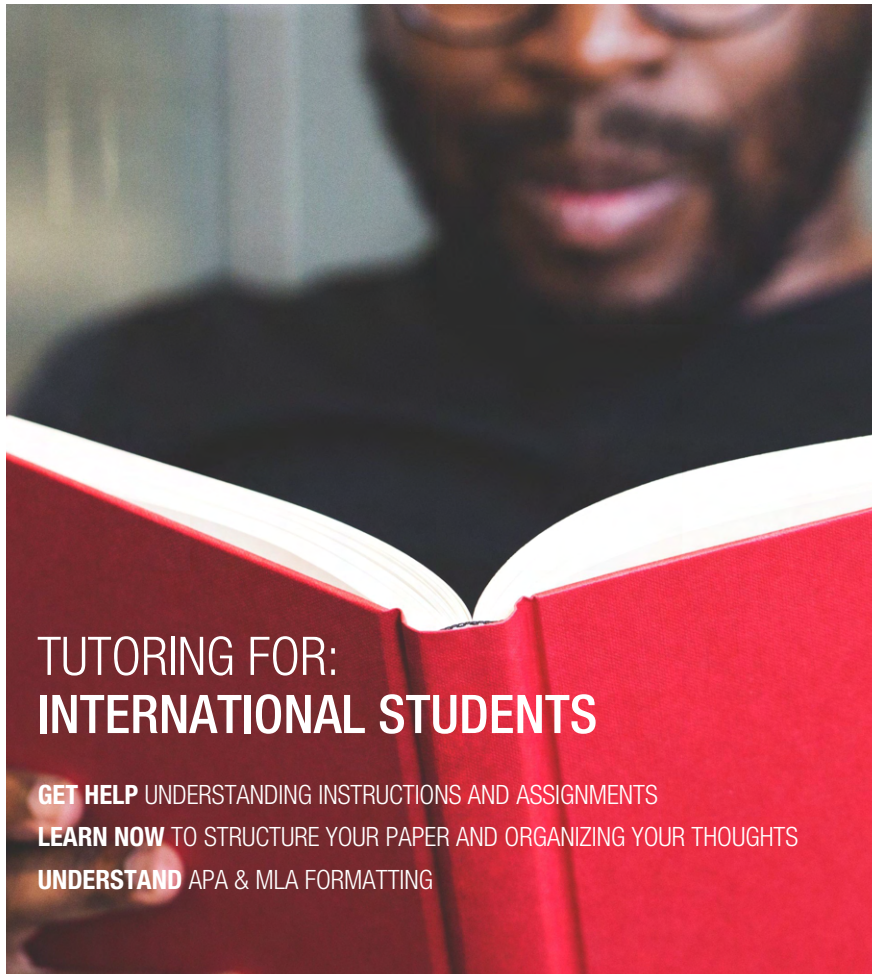
For bookings, contact the facilities booking Coordinator at facilitybookings@mhc.ab.ca, or for more information, visit:

www.mhc.ab.ca/en/student-life/counselling-and-care/chaplaincy-services/interfaith-room

CHAPLAINCY (ROOM F155)

A Chaplain is a campus minister, pastor, or priest who is a spiritual guide and support. This service provided by a chaplain may include support for International students, the food bank, employment contacts, and support in dealing with being homesick or conflict resolution.

Email: chaplain@mhc.ab.ca
Phone/Text: (403)581-8199



TUTORING FOR: INTERNATIONAL STUDENTS

GET HELP UNDERSTANDING INSTRUCTIONS AND ASSIGNMENTS

LEARN NOW TO STRUCTURE YOUR PAPER AND ORGANIZING YOUR THOUGHTS

UNDERSTAND APA & MLA FORMATTING

INTERNATIONAL RESOURCE ROOM

WHEN: Monday – Friday | 8:30AM to 4:00PM

WHERE: International Resource Room B368 (third floor above the library)

FOR MORE INFORMATION

Shauntelle Broeckert
sbroeckert@mhc.ab.ca
(403)525-2670

www.mhc.ab.ca/student-life/academic-support/international-academic-assistance



LIFE IN MEDICINE HAT

Though sunny year round, the weather can be very cold and dry during winter. Our temperatures during winter can dip to as low as -40°C at times. We have warm winds called “Chinooks” which increase the temperature. Our summers are generally hot with temperatures in the 30s. The weather fluctuates in the spring and fall. Exercise caution and follow instructions when extreme weather is forecast.



For more information about
Medicine Hat weather, visit:

**[www.theweathernetwork.com/
ca/weather/alberta/medicine-hat](http://www.theweathernetwork.com/ca/weather/alberta/medicine-hat)**

SUMMER TIPS

- UV rays can be high in sunny weather, so sunscreen is essential.
- Remember to stay hydrated and carry a water bottle with you.
- For dry lips and skin, use lip balm and moisturizer.

WINTER TIPS

- Purchase a good winter jacket, boots, gloves, socks, and a warm hat. The weather can change suddenly. Purchase these early to cover exposed skin.
- UV rays can be high with sun and snow, so sunscreen is often needed.
- Alberta is dry during the winter, using lip balm and moisturizer can prevent dry skin and lips.



Medicine Hat College honours and acknowledges that we are situated on Treaty 7 and Treaty 4 territory, traditional lands of the Siksika (Blackfoot), Kainai (Blood), Piikani (Peigan), Stoney-Nakoda, and Tsuut'ina (Sarcee) as well as the Cree, Sioux, and the Saulteaux bands of the Ojibwa peoples. We also honour and acknowledge that we are on the homelands of the Metis Nation within Region III.



WORKING IN CANADA

If you are eligible to work in Canada or to receive benefits and services from government programs, you will need a Social Insurance Number (SIN). Please be sure you are aware of and compliant with immigration requirements related to working.

CAREER SERVICES AT MHC

MHC is proud to offer a wide range of services for students, alumni, employers and faculty through Employment and Career Centre. The services offered to students include:



- Career Exploration and Advising
- Online Job Board
- Career and Job Fairs
- Job Search Assistance
- Employer Info Sessions

APPLYING FOR A SOCIAL INSURANCE NUMBER IN PERSON OR ONLINE

To apply for a Social Insurance Number (SIN) in person, gather all the required original documents and take them to the nearest Service Canada office. To apply for a SIN online, visit www.canada.ca/en/employment-social-development/services/sin/apply.html

NOTE: If applying in person, all documents must be original and written in English, French, or be accompanied by an official translation.

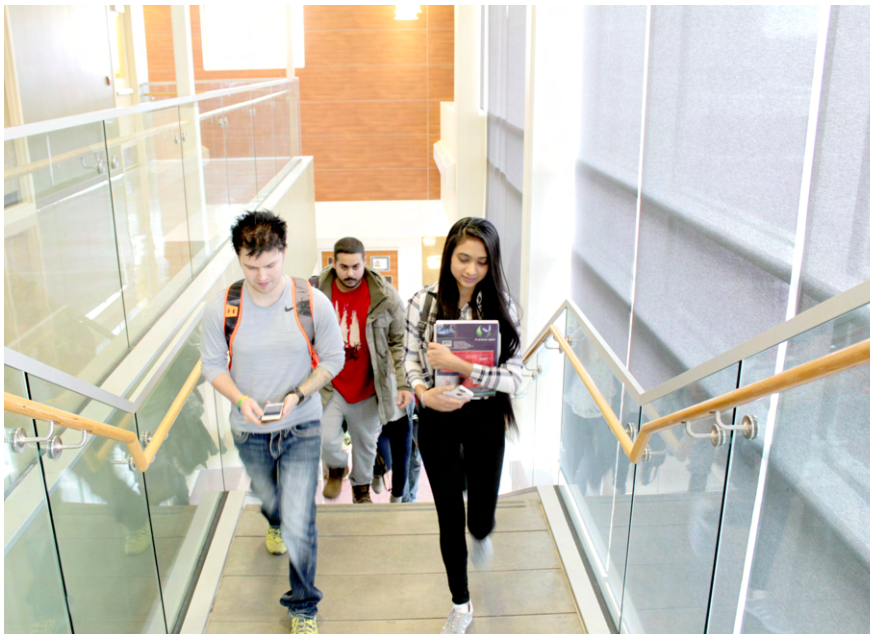
BANKING IN CANADA

OPENING A BANK ACCOUNT

Students are welcome to visit and open a bank account with any bank of their choice. Banks are generally open from 10AM to 4PM from Monday to Friday. Many are open on Saturdays – only a few are open on Sunday. There are several types of accounts and services available. Ask the bank for the best type of account for students. Also, ask for a bank card – this card will allow you to access bank machines throughout the city and on the College campus; these are automated. Bank machines allow you to make deposits and withdraw at various locations around the city and are open 24 hours a day.

- Do not tell anyone your PIN number.
- Many student accounts allow you to have set number of free transactions monthly, which means that you can only use the card limited times in a month for free.
- Cash-N-Go ATM machines are located across the College. You will be charged when you use these bank machines.

Another option is to open a bank account online; it is very easy to open a bank account online with or without a bank advisor. International Education can assist you by booking a bank appointment.



EVERYDAY LIFE SKILLS

GETTING A CELLPHONE

There are companies with different plans, you can choose the plan that suits you best. Below are some cellphone companies. Many of them are situated in the Medicine Hat Mall. Here are some that you can check out:

Virgin Mobile

www.virginmobile.ca

Phone: (403)488-4103

Telus

www.telus.ca

Phone: (403)527-0393

Rogers Wireless

www.rogers.com/home

Phone: (403)548-3599

Koodo

www.koodo.ca

Phone: (403)580-2213

The Mobile Shop

(At Real Canadian Superstore)

rcss.medicinehat@themobileshop.ca

Phone: (403)526-0663

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DRIVER'S LICENCE

Students, visitors and temporary foreign workers cannot normally get a driver's licence because they do not live in Alberta permanently. However, you may be able to continue using your driver's licence from your home, province or country. For more information, please visit: www.alberta.ca/get-drivers-licence.aspx

ALBERTA ID CARD

There are times you will need to have a second piece of Canadian ID in addition to your passport. You can apply for the Alberta ID Card or Alberta Driver's Licence at one of the following Medicine Hat Registry Offices:

Medicine Hat Licence Centre

2805 13 Ave SE

(403)528-8800

The Licence Place

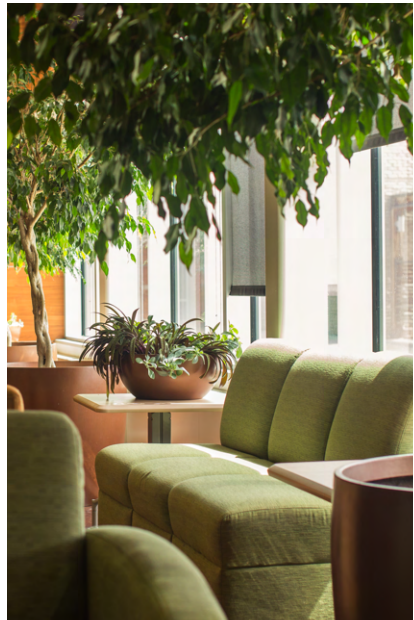
177 12 Street NE

(403)529-6666

The Licence Bureau

672 Kingsway Ave SE

(403)527-2922



VOLUNTEERING & COMMUNITY ENGAGEMENT

ADVANTAGES OF EXTRACURRICULAR ACTIVITIES AND VOLUNTEERING EXPERIENCE IN CANADA:

- Share your culture and understand Canadian culture.
- Extracurricular activities and volunteer experience are highly valued for scholarship applications, as well as job applications.
- Build valuable connections, experience and build soft skills needed for success with Canadian employers.

HOW TO GET INVOLVED?

- Student politics: Student Council, SA Leadership, President's Advisory (Students' Association MHC). For more information, visit : samhc.ca
- Student clubs: e.g. Science and Engineering Undergraduate Society, Social Work Club (Students' Association MHC).
- International Education Ambassador program.
- Volunteer or cheer for the Rattlers (Admission is free for students).
- The Career center also has a list/ reference for volunteer opportunities in the community.

For more information about Students' Association MHC, visit samhc.ca/clubs-2/

OTHER AVAILABLE SUPPORTS IN MEDICINE HAT

- Medicine Hat Public Library: mhpl.shortgrass.ca
- The Connection: An inter-cultural association to help Medicine Hat residents and newcomers build relationships: connectionvillage.org
- Medicine Hat Cultural community: www.esplanade.ca
- Saamis Immigration Services Association resettlement and integration of newly arrived immigrants and refugees: info@saamisimmigration.ca
- Filipino-Canadian Association of Medicine Hat: www.facebook.com/FilCanMedHat/
- Medicine Hat Pride Association supporting the LGBTQ+ community www.facebook.com/MedHatPride
- Medicine Hat Hindu Association www.medicinehathinduassociation.ca/
- Medicine Hat Cricket Association www.facebook.com/people/Medicine-Hat-Cricket-Association-MHCA/100054615841756/
- Islamic Association Medicine Hat iamhalberta@gmail.com, 1(204)-951-0834

SHOPPING IN MEDICINE HAT

Medicine Hat Mall

3292 Dunmore Road SE

Monday - Saturday 10AM - 8PM

Sunday & Holidays 11AM - 5PM

Dollar Tree

3154 Dunmore Road SE

Monday - Saturday 9AM - 9PM

Sunday 10AM - 6PM

Salvation Army

457 3rd Street SE

Monday - Saturday 9AM - 9PM

Sunday 10AM - 6PM

Value Village

1368 Trans Canada Way SE

Monday - Saturday 10AM - 6PM

GROCERY STORE

Walmart

1820 Strachan Road SE

Monday - Sunday 7AM - 11PM

Real Canadian Superstore

1792 Trans Canada Way SE

Monday - Sunday 7AM - 11PM

Sobeys

1960 Strachan Road SE

Monday - Sunday 7AM - 11PM

Safeway

615 Division Ave S

Monday - Sunday 7AM - 10PM

Save-on-foods

1820 20 Strachan SE

Monday - Sunday 7AM - 11PM

Medicine Hat Co-op

3030 13 Ave SE

Monday - Sunday 8AM - 10PM

Best selection of international food and offers grocery delivery option.

Grace International Market

1667 Dunmore Rd SE

Monday - Sunday 10AM - 9PM

Mexican Market

1333 10 St NE, Redcliff, AB

Monday - Saturday 9:30AM - 5:30PM

MedHat Asian Market

520A 4 Ave SE

Monday - Sunday 10AM - 7PM

Redcliff Oriental Market

210 Broadway Ave E #1

Monday - Sunday 10AM - 6PM

Manna South Indian Grocery & Meats

www.facebook.com/mannasouthindian/

#6, 6815 Temple drive NE Calgary, AB

(403)561-9400

Nakagama's Japanese Foods & Giftware

322 2 Ave S, Lethbridge, AB

(403)327-5337

Monday - Saturday 10AM - 5PM

T&T SUPERMARKET ONLINE

<https://www.tntsupermarket.com/eng/>

RESTAURANT DELIVERY APPS:

Skip the Dishes | Door Dash | Zomato

HELPFUL INFORMATION

Directions to and from the College, as well as local shopping centers are provided to all students. Students living in Homestay receive instructions to and from the College, as well as their home on request. Bus tickets and passes can be purchased at the Campus bookstore. To download the transit app, go to: www.medicinehat.ca/en/roads-parking-and-transportation/transit.aspx#How-can-I-access-DoubleMap

FOR EMERGENCIES

Emergency Ambulance/Police	911
MHC Campus Security	(403)529-3911
MHC Student Residence Office	(403)529-3820

STUDENT RESIDENCE AFTER-HOURS CONTACTS

Residence has RAs who will assist and support students.

Golfview Residence	(403)952-1499
Couleevew Residence	(403)952-1498

TAXI

Care Cab	(403)529-2211
Deluxe Taxi	(403)526-3333

SHUTTLE SERVICES

These services charge 65\$+ one-way, and will pick you up from your home.

J & L	(403)528-8851
Prairie Sprinter	(403)487-1312

CAR RENTALS

Discount	(403)527-4554
Enterprise	(403)526-8064

AIRPORT

Medicine Hat Regional Airport	(403)526-4664
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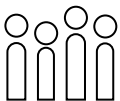


CANADIAN CULTURE

Canada is culturally diverse. People are encouraged to retain their cultural identities, traditions, languages and customs which can vary greatly by region and community. Canadians are generally welcoming, polite and community-oriented people. Although they are often individualistic in terms of their basic cultural traits, they nevertheless place a great deal of emphasis on the individual's responsibility to the community. While generally polite and friendly, Canadians can be quite reserved or private and may take time to develop friendships.

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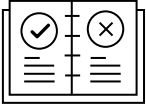
THE FOLLOWING PICTOGRAPHS DEPICT CERTAIN AREAS WHERE INTERNATIONAL STUDENTS HAVE SOMETIMES FACED CHALLENGES UNDERSTANDING GENERAL PRACTICES IN CANADA:



QUEUING : Cutting in line or queue in Canada is considered impolite. Even if you have a friend at the front, you should go to the back of the line and wait your turn.



ON TIME: In Canada, it is important to be on time for appointments and classes. It is considered disrespectful if you are late for classes or appointments. Make sure you notify your instructors if you know you are going to be late for classes.



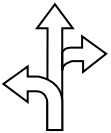
FOLLOW THE RULES: The rules are firm in Canada. For example, if you are late in submitting assignments, normally you will not get an extension. If you are late in returning books to the library, you will get fined. There is no negotiation.



PERSONAL SPACE: In general, many Canadians are protective of their personal space. Just because someone smiles at you or is talking to you, does not mean they are inviting you into their personal space.



PERSONAL HYGIENE & SCENTS: Make sure you take care of your personal hygiene. Usually, in Canada people take showers once a day, as well as after sports, and other physical activities. Keep in mind, perfume is discouraged or prohibited in many places. Canadians are not used to strong scents and some have severe allergies.



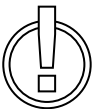
DIRECT VS INDIRECT COMMUNICATION: Canadian communication generally uses the direct style of verbal communication. People communicate to accomplish objectives, and are often direct and focused. Many Canadians use first names and address each other informally and directly on an equal basis.



WHAT IS CULTURE SHOCK

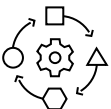
The feeling of disorientation a person experiences when faced with a new and unfamiliar culture. Symptoms include: irritability, loneliness, hostility, homesickness, isolation, withdrawal, depression etc. It is normal to experience culture shock when living in a new culture.

STAGES OF CULTURE SHOCK



HONEYMOON

You experience exhilaration, anticipation, nervousness, and excitement. This can last days, weeks, or months.



ADAPTATION

You will begin to feel at home in your new environment.



HOSTILITY

You may feel frustrated, depressed, and you may feel that some people will not understand you or you are having trouble understanding others. This feeling will fade once you have settled in your new environment.



ACCEPTANCE

Your sense of humor returns and you feel more balanced.



HOW TO OVERCOME CULTURE SHOCK

- Accept that experiencing culture shock is normal.
- Be curious and try to get to know more about Canada.
- Find logical reasons for cultural differences. Be non-judgmental.
- Give yourself permission to make mistakes.
- Do not disparage your host culture and be open-minded.
- Identify a friend whom you trust and discuss your feelings.
- Have faith in yourself in that you will survive and will be able to cope in a new environment.
- Be patient and try to stay positive





MEDICINE HAT
COLLEGE



For further assistance, please contact **International Education**

Office Hours: Monday – Friday 8:30AM – 4:00PM | Phone: (403)529-3819

Address: 299 College Drive SE, Medicine Hat, AB T1A 3Y6 | Inquiries: info@mhc.ab.ca

