



MEDICINE HAT
COLLEGE

INTERNATIONAL EDUCATION

INTERNATIONAL STUDENT

Handbook

MEDICINE HAT COLLEGE
2024/25

OUR SHARED JOURNEY

Medicine Hat College acknowledges and honours the traditional territories of the First Nation People of the Treaty 7, Treaty 4 and Métis people who share a deep history with this land.

We recognize and honour the land, history, ways of being, and our relationship with First Nation, Métis, and Inuit people as we forge together towards a relationship of reconciliation, respect, understanding, and healing.





SAAMIS TEPEE

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CHECKLIST

- Please register classes as soon as you can (if you have not already done so).
- Visit the International Education office for information on services provided both on and off-campus.
- Attend Orientation – if you arrive after the orientation date, please visit the International Education office (C226) to arrange for a make-up orientation.
- Activate and check your email account.
- Obtain a Student ID Card from the library or online in Dashboard.
- Campus tour (contact the International Education office to book tour).
- Arrange transportation to and from the College. If in doubt, please contact International Education.
- If needed, buy transportation bus pass at the MHC bookstore (see page 23).
- Open a Canadian bank account (see page 19).
- Get a Canadian cell phone or SIM card (see page 24).
- Get an Alberta photo ID card so that you can leave your passport at home (see page 20).
- Apply for AHCIP (see page 8).
- Buy your textbooks.
- Visit MHC Students' Association website at samhc.ca to learn about weekly events and clubs on campus.

HELPFUL LINKS



MHC INTERNATIONAL STUDENT

VISIT WWW.MHC.AB.CA/EN/INFORMATION-FOR/INTERNATIONAL



MHC VIRTUAL TOUR

VISIT WWW.MHC.AB.CA/EN/ABOUT-MHC/CAMPUS-ACCESS/VIRTUAL-TOURS



STUDENT PORTAL

VISIT WWW.MHC.AB.CA/EN/CAMPUS-SERVICES/TECHNOLOGY-SUPPORT/LOGIN



MHC PROGRAMS

VISIT WWW.MHC.AB.CA/EN/PROGRAMS-AND-ADMISSIONS



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.

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.

CONTACT INTERNATIONAL EDUCATION

Hours of Operation:

Monday - Friday: 8:30AM - 4:00PM

Office number C226

Phone: (403)529-3819

Email: info@mhc.ab.ca

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

Nicole Nemo - 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

INTERNATIONAL EDUCATION
WWW.MHC.AB.CA



SCAN ME



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.

- 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.



BOOK AN APPOINTMENT WITH INTERNATIONAL ADVISOR
VISIT WWW.MHC.AB.CA/BOOKING



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 | WINTER SEMESTER |
|--|-------------------|-----------------|
| Residence Move In Date | Aug. 29 & Aug. 30 | Jan. 2 |
| Mandatory International Orientation | Aug. 30 | Jan. 2 |
| Program Orientation | Sept. 3 | Jan. 2 |
| All Classes Begin | Sept. 4 | Jan. 6 |
| Student Study Break (No Classes) | Nov. 12 & 13 | Feb. 18 - 21 |
| Career Program Classes End | Dec. 12 | April 10 |
| Examination Period | Dec. 13 - 21 | April 15 - 24 |
| Residence Move Out Date | Dec. 20 | April 25 |
| Christmas Break | Dec. 23 – Jan. 1 | – |



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. Wireless Internet access is available throughout the Medicine Hat College and Brooks locations.

The SSID (name) for the wireless is MHC-WiFi.

The wireless network permits access to the Internet and technical resources for students, staff and visitors. The computers 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.

You are assigned an email account when you are admitted to the college. You will receive more information from MHC.

CONTACT TECHNOLOGY SUPPORT

Hours of Operation:

Monday - Friday: 8:00AM - 4:00PM

To report technology problems or for assistance, contact:

In-Person: Vera Bracken Library

Phone: (403)529-3899

Text: (403)502-2867

Email: callcentre@mhc.ab.ca

Brooks Campus:

For in-person support, please visit the Brooks Campus Library.

TECHNOLOGY SUPPORT
WWW.MHC.AB.CA



SCAN ME



ACCOMMODATION OPTIONS

Living in residence will help you make the most of your MHC experience! Our fully furnished units at the Medicine Hat and Brooks campuses are among the lowest-priced in Alberta.

CONTACT RESIDENCE

Hours of Operation:

Monday - Friday: 8:00AM - 4:30PM
Closed between: 12:00PM - 1:00PM

Phone: (403)529-3820

Email: residence@mhc.ab.ca

Student Residence after-hours Contacts:

Residence has RAs who will assist
and support students

Golfview Residence: (403)952-1499

Couleeview Residence: (403)952-1498

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 MHC. For more information, visit:
www.mhc.ab.ca/en/student-life/residence

OFF-CAMPUS PRIVATE HOUSING

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



SAFETY & SECURITY

Medicine Hat College is committed to providing a safe and healthy working and learning environment for the entire college community. Campus Security is on duty 24 hours a day, 365 days a year. Security is available to support students, employees, and visitors, and is located in the main entrance across from the bookstore at the Medicine Hat campus.

SECURITY SERVICES INCLUDE:

- After hours building access
- Campus directions and general inquires
- First response in emergency situations
- Hazard and incident reporting
- Parking enforcement
- Safe-walk
- Working alone protocol

CONTACT CAMPUS SECURITY (Medicine Hat & Brooks)

Phone: (403)529-3911

Email: CampusSafety@mhc.ab.ca

In an emergency, please call 9-1-1



Stay in the know with important MHC safety updates! Download the **MHC Safety** app today from the Apple App Store or Google play.

SCAN ME



SAFETY & SECURITY
WWW.MHC.AB.CA/EN/CAMPUS-SERVICES/SAFETY-AND-SECURITY



HEALTH & INSURANCE

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 does not include dental insurance or for pre-existing conditions. For more information, visit International Education (room C226), or visit www.studyinsured.com/mhcinternational.

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 nearby License bureau options:

| MEDICINE HAT REGISTRIES | LOCATION | PHONE |
|-----------------------------|---------------------|---------------|
| Licence Bureau on Kingsway | 672 Kingsway Ave SE | (403)527-2922 |
| Licence Place Ltd. | 177 12 St NE | (403)529-6666 |
| Medicine Hat licence Centre | 2805 13 Ave SE | (403)528-8800 |

INSURANCE CLAIM



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 your 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).

MEDICINE HAT REGIONAL HOSPITAL

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 or within 48 hours – 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.**

CONTACT DETAILS

Phone: (403)529-3911

Address: 666 5 st SW

Website: www.ahs.ca/mhrh

In an emergency, please call 9-1-1



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:

| MEDICINE HAT CLINICS | LOCATION | PHONE |
|--|----------------------|---------------|
| Crescent Heights Family Medical Clinic | 49 8 St NW | (403)526-7422 |
| Carry Drive Clinic | 116 Carry Dr SE #137 | (403)502-8926 |
| VistaPark Medical Clinic | 450 Vista Dr SE | (403)548-2228 |
| The Hill Center | 35 7 St SE | (403)526-2258 |

HEALTH SERVICE CENTRE ON MHC CAMPUS (ROOM f107)

International students are asked to bring:

- Medicine Hat College Student ID Card
- An up to date StudyInsured card
- Alberta Health Care Card (if you have one)

Hours of operation are subject to change without notification. For more information or to book an appointment, please scan the QR code.

COLLEGE CLINIC
WWW.MHCCOLLEGECLINIC.COM



SCAN ME

CAMPUS SUPPORT

INTERNATIONAL EDUCATION

Provides resources and services to support international students here at MHC (see page 3).

HEALTH & WELLNESS - FITNESS CENTRE

Find information about our fitness centre, fitness classes, open gym access, facility hours, community memberships and more. For more information, please visit: www.mhc.ab.ca/campus-services/health-and-wellness

ACADEMIC SUPPORT

Advising, coaching, accessibility, tutoring services and more (see page 15-16).

STUDENTS' ASSOCIATION OF MHC

SAMHC is here to serve MHC students. Whether it be achieving academic excellence or enjoying student life, SAMHC provides everything you need to make your experience at MHC unforgettable. For more information, please visit: samhc.ca

COUNSELLING

Medicine Hat College offers free counselling services to all students. 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. For more information, please visit:

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

Empowering student's success

VISIT SAMHC AT SAMHC.CA



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.

If you would like to meet one-on-one, Chaplain George is available for in-person and remote appointments. For more information, please visit: www.mhc.ab.ca/student-life/counselling-and-care/chaplaincy-services

INTERFAITH CENTRE (ROOM F155)

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



FINANCIAL AID - SCHOLARSHIP & BURSARIES

MHC offers continuing 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.

EMERGENCY FUNDING

Medicine Hat College has limited Emergency Funding available for eligible students. Emergency funding is defined as an unexpected expense or challenge that cannot be addressed by usual or existing funding sources. This funding may be available only once all other resources have been exhausted

CONTACT FINANCIAL AID

The Financial Aid Office is located on MHC's main floor of the Centre Core building, beside the Advising desk.

Hours of Operation:

Monday – Friday: 8:30AM - 4:30PM

Email: finaidinfo@mhc.ab.ca

Phone: (403)504-3594

For more information, please contact the Financial Aid office at finaidinfo@mhc.ab.ca or visit: www.mhc.ab.ca/en/student-life/financial-aid

and is not open to first year international students. For more information, please visit:

www.mhc.ab.ca/en/student-life/financial-aid



Academic

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.

BLENDED STUDY

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 you 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 that to remain eligible for the PGWP, they must enroll in more than 50% of coursework in on-campus (in-person/face-to-face) sessions of courses.

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 free:
www.mhc.ab.ca/campus-services/technology-support/office-365
- Can you open and read PDFs? Download Adobe Acrobat Reader
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?



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.
- Learn 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.

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.

OTHER AVAILABLE SUPPORTS IN MEDICINE HAT



AVOID DISTRACTIONS

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



SCHEDULING

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.



MULTI-TASKING

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

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



BURN-OUT

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.

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.

ACADEMIC SUPPORT

Access available supports such as the Writing Specialist, Academic Strategist and library supports. For more information on MHC's academic support, please visit: www.mhc.ca/student-life/academic-support.



WRITING SPECIALIST: NATALIE HAMILTON

Writing support is a free service offered to all current MHC students. Writing skills you can develop, include:

- Understanding assignments
- The writing process
- Essay structure
- Thesis development
- Outlining
- Research
- Grammar
- Punctuation
- Citation
- Self-editing

NOTE: All appointments **MUST** be booked through the online booking system.

ACADEMIC STRATEGIST: JUSTINE MCKENNIE

Academic coaching is a free service offered to all current MHC students.

Focused on your goals and the Foundation for Learning, you can work with the academic strategist to discover your strengths, areas for growth, and gain clarity on your goals, habits of working and any difficulties or barriers to success.

MHC LIBRARY SERVICES

MHC's Vera Bracken Library is dedicated to assisting learners to succeed in their courses and programs. The library collection includes scholarly resources such as print books, eBooks, journal database, and more. You can access all material on the MHC's library services guides to citing, avoiding plagiarism and APA. Visit: www.mhc.ab.ca/campus-services/library-services



INTERNATIONAL ADVISOR

Academic Advising is an interactive process where advisors provide students with information on course selection, college policies and procedures and make referrals to student support services. MHC provides academic advising specific to the needs and concerns of international students. Book an appointment with an academic advisor here:

BOOK AN APPOINTMENT WITH
INTERNATIONAL ADVISOR
WWW.MHC.AB.CA/BOOKING



SCAN ME



TUTORING FOR: INTERNATIONAL STUDENTS

Get help understanding instructions and assignments.

Learn how to structure your paper and organize your thoughts.

Understand APA and MLA formatting.

Academic assistance provides support for international students. It is available in both face-to-face and online formats. Book an email review, Blackboard Collaborate, or face-to-face appointment to:

- Discuss an assignment
- Plan an assignment
- Structure an assignment
- Review an assignment
- Improve your Canadian academic writing skills

CONTACT INTERNATIONAL TEACHING ASSISTANT

Hours of Operation:

Monday – Friday: 8:30AM to 4:00PM

Location:

Room C234

Contact:

Shauntelle Broeckert

Email: sbroeckert@mhc.ab.ca

Phone: (403)525-2670

For more information, please visit:

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



MEET ONE-ON-ONE WITH THE
INTERNATIONAL TEACHING ASSISTANT
WWW.MHC.AB.CA



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.



WEATHER

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.

For Medicine Hat weather
VISIT WWW.THEWEATHERNETWORK.COM

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, please 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 Student Employment & Career Centre also has a list/ reference for volunteer opportunities in the community.

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

OTHER AVAILABLE SUPPORTS IN MEDICINE HAT

- Medicine Hat Public Library: mhpl.shortgrass.ca
- The Connection: An Intercultural 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: www.saamisimmigration.ca
- Filipino-Canadian Association of Medicine Hat: www.facebook.com/FilCanMedHat/
- Medicine Hat Pride Association supporting the LGBTQ2S+ community: www.facebook.com/projrainbowmh/
- Medicine Hat Hindu Association: www.medicinehathinduassociation.ca
- Islamic Association Medicine Hat: sites.google.com/view/islammh/home



TOURISM MEDICINE HAT
VISIT WWW.TOURISMMEDICINEHAT.COM



GETTING STARTED

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 10:00AM to 4:00PM from Monday to Friday. Many are open on Saturdays – only a few are open on Sundays. 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; these are automated. Bank machines allow you to make deposits and withdrawals at various locations around the city and are open 24 hours a day. 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.

- 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.
- You will be charged when you use these bank machines.

| BANKS | LOCATION | WEBSITE | PHONE |
|----------------------------|----------------------|--|----------------|
| RBC Royal Bank | 2901 13 Ave SE | www.rbcroyalbank.com | (403)528-6440 |
| TD Canada Trust | 1311 Southview Dr SE | www.td.com | (403)528-6340 |
| Servus Credit Union | 3150 13 Ave SE | www.servus.ca | 1(888)237-1934 |
| Scotiabank | 443 3rd st SE | www.scotiabank.com | (403)528-6260 |

APPLYING FOR A SOCIAL INSURANCE NUMBER

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.

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 located in the Medicine Hat Mall. Here are some that you can check out:

| CELLPHONE COMPANIES | LOCATION | WEBSITE |
|------------------------|--------------------------------|----------------------|
| Telus | 3292 Dunmore Rd SE | www.telus.ca |
| Bell | 3292 Dunmore Rd SE Level 1-212 | www.bell.ca |
| Rogers wireless | 3292 Dunmore Rd SE Unit 307 | www.rogers.com |
| the Mobile Shop | 1792 Trans Canada Way SE | www.themobileshop.ca |

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

| MEDICINE HAT REGISTRIES | LOCATION | PHONE |
|------------------------------------|---------------------|---------------|
| Licence Bureau on Kingsway | 672 Kingsway Ave SE | (403)527-2922 |
| Licence Place Ltd. | 177 12 St NE | (403)529-6666 |
| Medicine Hat licence Centre | 2805 13 Ave SE | (403)528-8800 |

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



CAREER CENTRE
WWW.MHC.AB.CA



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 Medicine Hat College, as well as their home on request.

| FOR EMERGENCIES | PHONE | WEBSITE |
|------------------------------|---------------|---------------|
| Emergency Ambulance/Police | 911 | mhps.ca |
| MHC Campus Security | (403)529-3911 | www.mhc.ab.ca |
| MHC Student Residence Office | (403)529-3820 | |

| RESIDENCE AFTER-HOURS | PHONE |
|-----------------------|---------------|
| Golfview Residence | (403)952-1499 |
| Couleview Residence | (403)952-1498 |

GETTING AROUND MEDICINE HAT & SURROUNDING AREAS

| TAXI | PHONE | WEBSITE |
|---------------------|---------------|----------------------|
| Care Cabs Ltd | (403)529-2211 | www.carecabs.ca |
| Deluxe Central Taxi | (403)526-3333 | deluxecentraltaxi.ca |

| SHUTTLE | PHONE | WEBSITE |
|-----------------------|---------------|----------------------|
| J & L Shuttle Service | (403)528-8851 | www.jandlshuttle.com |

| CAR RENTAL | PHONE | WEBSITE |
|-----------------------|---------------|-------------------|
| Enterprise Rent-A-Car | (403)526-8064 | www.enterprise.ca |

| AIRPORT | PHONE | WEBSITE |
|----------------------|---------------|--------------------|
| Medicine Hat Airport | (403)526-4664 | www.medicinehat.ca |



MEDICINE HAT TRANSIT

Bus tickets and passes can be purchased at the college bookstore. To download the MHC go! transit app, please scan the QR code below.

TRANSIT -
CITY OF MEDICINE HAT
WWW.MEDICINEHAT.CA



SCAN ME



| SHOPPING DIRECTORY | LOCATION | WEBSITE |
|--------------------------------|--------------------------|--------------------------|
| Medicine Hat Mall | 3292 Dunmore Rd SE | medicinehatmall.com |
| Salvation Army | 457 3rd Street SE | salvationarmy.ca |
| Dollar Tree | 3154 Dunmore Road SE | www.dollartreecanada.com |
| Value Village | 1368 Trans Canada Way SE | www.valuevillage.ca |
| Y Treasure Thrift Store | 450 3rd Street SE | medicinehatymca.ca |

| GROCERY STORES | LOCATION | WEBSITE |
|---------------------------------|--------------------------|-------------------------------|
| Walmart | 1820 Strachan Rd SE | www.walmart.ca |
| Safeway | 615 Division Ave S | www.safeway.ca |
| Real Canadian Superstore | 1792 Trans Canada Way SE | www.realcanadiansuperstore.ca |
| Save-on-foods | 1820 20 Strachan SE | www.saveonfoods.com |
| Sobeys | 1960 Strachan Rd SE | www.sobeys.com |
| Medicine Hat Co-op | 3030 13 Ave SE | www.southcountryco-op.crs |
| Freshco | 3292 Dunmore Rd SE | www.freshco.com |

BEST SELECTION OF INTERNATIONAL FOOD AND OFFERS GROCERY DELIVERY OPTION

| GROCERY STORES | LOCATION | PHONE |
|-----------------------------------|-------------------------------------|---------------|
| Grace International market | 1667 Dunmore Rd SE | (403)487-0314 |
| MedHat Asian Market | 520A 4 Ave SE | (403)957-0575 |
| Hama Grocery & juice | 1039 Kingsway Ave SE | (403)957-1230 |
| Alam Super Market | 303 Southridge Dr SE | (403)427-0641 |
| Mexican Market | 1333 10 St NE, Redcliff, AB | (403)487-3307 |
| Redcliff Oriental Market | 210 Broadway Ave E #1, Redcliff, AB | (403)957-0575 |

| CALGARY & LETHBRIDGE | LOCATION | WEBSITE |
|-----------------------------------|----------------|--------------------------|
| Desi Indian Market | Calgary, AB | www.calgarydesistore.com |
| T&T Supermarket Online | Calgary, AB | www.tntsupermarket.com |
| Nakagama R Co ltd | Lethbridge, AB | nakagamas.com |

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.

CANADIAN CULTURE



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.

THE DIFFERENT STAGES OF CULTURE SHOCK



HONEYMOON

You experience exhilaration, anticipation, nervousness, and excitement. You feel positive about being in a new culture. 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 & INTEGRATION

In this stage, you will feel a sense of belonging, 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 that you will survive and will be able to cope in a new environment.
- Be patient and try to stay positive.

HOURS

Medicine Hat Campus

Hours of operation

Weekdays - 7:00AM to 10:00PM

Weekends - 7:00AM to 7:00PM

Holidays - Closed

Brooks Campus

Hours of Operation

Weekdays - 7:00AM - 7:00PM

Weekends - Closed

Holidays - Closed

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



MEDICINE HAT
COLLEGE

| MHC.AB.CA

FOLLOW US

For events, activities, things to do in Medicine Hat, information, follow us on Facebook and Instagram!

 [@mhc_international](https://www.facebook.com/mhc_international)

 [@mhc.international](https://www.instagram.com/mhc.international)

 [@mhcca](https://www.youtube.com/mhcca)



SCAN ME