

WELCOME GUIDE

**Armand-Frappier
Santé Biotechnologie Research Centre**

2023-2024



**IN
RS**

**Institut national
de la recherche
scientifique**

INRS.CA

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WELCOME

To all our new students:

We are thrilled that you have chosen to pursue your university studies at Institut national de la recherche scientifique (INRS) and we would like to extend you a warm welcome!

By choosing INRS, you've chosen a top quality research and educational experience. You've also chosen to dive straight into an adventure like no other, with personalized academic support and program offerings focused on society's greatest challenges.

At INRS, we're committed to ensuring you have all the information you need to feel comfortable with the new learning and research environment that will be your home. The Graduate Studies and Student Success Service and the Armand-Frappier Santé Biotechnologie Research Centre have put this guide together to provide valuable information designed to help you settle in. Please read it now and refer back to it regularly.

We're looking forward to guiding you through this new step in your academic journey, which will no doubt be full of exciting discoveries, rewarding conversations, and unforgettable memories.

On behalf of our entire university community, we wish you a most rewarding and inspiring academic journey here!

Philippe-Edwin Bélanger
Director
Graduate Studies and Student Success Service

A BRIEF OVERVIEW OF INRS

- › Founded by the Government of Quebec in 1969.
- › Comprised of four research centres
 - Armand-Frappier Santé Biotechnologie Research Centre
 - Eau Terre Environnement Research Centre
 - Énergie Matériaux Télécommunications Research Centre
 - Urbanisation Culture Société Research Centre
- › A university dedicated exclusively to graduate level research and training
- › About 150 faculty members
- › About 750 graduate students

***Interdisciplinary research at a university
where people matter.***

THE AFSB CENTRE AT A GLANCE

- › Named for Dr. Armand Frappier, the Armand-Frappier Santé Biotechnologie (AFSB) Research Centre contributes to Quebec efforts in research, training, and technological transfer in order to prevent and screen for disease and improve population health.
- › More than 45 research professors and over 160 graduate students
- › The Centre's multidisciplinary faculty focus their research on four main areas:
 - infections and immunity
 - action of xenobiotic factors and genetics on health
 - development of therapeutic and prophylactic agents and diagnostic tools
 - biosystemic analysis for health
- › Faculty at the Centre hold seven research chairs and are active members of leading national and international research groups and networks including the Réseau international des instituts Pasteur (RIIP), of which the Centre is the only member in North America.

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BEFORE ARRIVAL

A SERIES OF MEASURES AND SERVICES ARE IMPLEMENTED TO FACILITATE YOUR PREPARATION, ARRIVAL, AND ADAPTATION.

FROM ADMISSION ONWARDS


PRE-DEPARTURE INFORMATION

You have already received, either with your admission letter or subsequently, an email containing information on:

- Your immigration procedures;
- Health insurance;
- Finding accommodation;
- Budgeting and finances;
- Customs clearance.

PRE-DEPARTURE WEBINAR





This webinar allows you to review the necessary preparations for settling in Canada and ask questions.



Guichet d'accès aux ressources étudiantes

Starting from August 7, 2023, you can refer to **GARE** for all your inquiries..

- [Website filled with resources and services](#)
- [Live chat support](#)
- Email: gare@inrs.ca
Available in both French and English

 Santé et mieux-être	 Bourses et aide financière
 Études et registrariat	 Engagement et vie étudiante
 Immigration et intégration	 Réussite et carrière

A FEW WEEKS BEFORE THE SEMESTER

STUDENT MENTORSHIP

Are you starting soon at INRS in a regular program?

Take advantage of the mentorship program and ask your questions to a student who is already at INRS.

To be matched, your arrival needs to be confirmed, and your study permit (if applicable) needs to be accepted.

Two ways to benefit from the mentorship program

Choose according to your preference by responding to the email that will be sent to you a few weeks before the start of the semester.

1 Request a personalized pairing

- A person will be assigned to you based on your respective profiles.
- They will provide personalized guidance.
- They can help you network.

2 Utilize the on-call mentorship team

- During your first session, anyone can reach out to the team as needed.
- [Write to the team members](#), identified on the webpage, for questions related to your integration, networking, resources, and participation in university life.
- For any questions that have an impact on your studies or involve more complex topics, [contact GARE](#).

2 THINGS TO DO ON ARRIVAL

SUBMIT YOUR LEGAL DOCUMENTS

Get in touch with your contact for student records. Make sure you provide all the required documents (CAQ, study permit, etc.).

YOUR CONTACT FOR STUDENT RECORDS

Tania V-Tremblay
Student records agent
etudes.afsb@inrs.ca

REGISTRATION

Be sure to register as soon as possible. Registration is done through the IDÉ academic portal.

For international students not covered by the RAMQ (see section 9), registration also allows you to activate your membership in the group health and hospitalization insurance plan. Those covered by the RAMQ must send a copy of their card or the letter of eligibility to the contact for student records.

ACCESS TO IDÉ

<https://portail.inrs.ca/ide/portail/index.html>

User name and password emailed to you when its time to register for your first term.
See section 3 for more details about IDÉ.

ORIENTATION DAY AND INFORMATION SESSION

New students at your centre are invited to an orientation day. The invitation has been or will be emailed to you.

It is important to participate at your Orientation day to help you start your university career at INRS on the right foot.

INRS EMAIL ADDRESS

Instructions on how to activate it will be emailed to your personal email address or given to you when you arrive.

As soon as you register, go to IDÉ and click on your name to access your profile page and select the INRS address as the default address. Otherwise, you may not receive important emails in your inbox.

Spam emails are usually blocked. You will receive a report when this happens. Follow the instructions to [release legitimate emails](#) (in French).

SET UP YOUR INBOX

- If you need help setting up your email on your mobile device or computer, visit <https://sri.inrs.ca/soutien> (in French only)
- To access your email from the Internet: <https://outlook.office.com/>



ADAPTATION AND INTEGRATION WORKSHOPS

(Open to all, but mandatory for the specified groups)

You will be informed about six online workshops that will be scheduled throughout the semester:

1. Adaptation to the Quebec higher education system (international students).
2. Navigating graduate studies: Challenges in research training (research students).
3. Strategies and tools for success (all students).
4. Planning a successful academic journey in Quebec (international students).
5. Development of transferable skills and socio-professional integration (all students).
6. Discussion meeting: Challenges encountered in research training (research students).

3 YOUR STUDIES

YOUR STUDENT RECORD: IDÉ ACADEMIC PORTAL

Used to:

- Manage your contact information
- Complete your registration
- Request a leave of absence
- Change your registration
- Request an extension
- Request to change to full-time or part-time
- Select your courses
- View your account statement
- Choose your research topic
- Submit your research objectives for the term
- Assess your research activities for each term
- View your transcript
- Submit your proposal for your thesis committee
- Submit your dissertation or thesis electronically
- Request an embargo

COURSES AND ACTIVITIES

You decide of your courses and activities for the semester when you register. The course schedule will be sent to you by email. For more information, see the tool to find a [study program](#) (in French). Then, select your program and go to the “Cours” tab to find their description.

ABSENCES

- Do you need to take a break from your studies? You can suspend your studies for a maximum of three terms (excluding parental leave). Talk to your research director.

Note: A leave of absence affects the support you receive and your ability to work if you are a temporary resident.

CHANGES AND WITHDRAWALS

As long as you act by the deadlines indicated in the [university calendar](#), you can:

- Change your registration and get a refund
- Withdraw from classes without failure

STEPS TO COMPLETE EACH TERM IN IDÉ

1. You must register for each term until your final thesis submission or graduation

You will receive an email each term containing the necessary information on how to register.

Your registration will be blocked if you have an outstanding balance of \$100 or more. If this happens, please contact the Finance Department (finances@inrs.ca) to pay the amount owing or work out a payment plan.

International students will be unable to register if one of the following documents is due to expire before the end of term: CAQ, study permit, RAMQ card (if the student has one).

2. Choose your courses and activities (see the box)

3. Update your contact information, if required

4. Pay your tuition fees as soon as you receive the invoice (see [description of fees](#) [in French])

Pay by credit card or by direct bank debit (provide a void cheque).

RESEARCH MASTER'S AND PHD

5. Research objectives and evaluation

You must write down your research objectives at the beginning of term on IDÉ academic portal.

The objectives will then be evaluated at the end of term.

PROOF OF REGISTRATION TRANSCRIPTS

Submit a request at the following link to obtain a proof of study or an official transcript:

<https://www1.inrs.ca/doc/public/inscription>

HEALTH INSURANCE FEES

Tuition fees include health and medical insurance. You can opt out of some insurance. Read the [Health insurance and access to care section](#) for more details.

FORMS

You will find all the [forms you need](#) for your studies on the INRS website. For example:

- Choice and change of supervisor
- Choice of research topic
- Thesis evaluation report forms

UNIVERSITY GLOSSARY

This [online glossary](#) will help you understand the French terms related to your studies.

STUDY PLAN

You have primary responsibility for the success of your research project and your studies. So it's important to make sure you have all the information you need, starting with the [Guide to graduate studies](#) (in French). In addition to walking you through your first steps at university, it also tells you how to approach each stage of your academic journey.

Open communication with your research supervisor is key to success. It's normal for your opinions to differ from time to time or for misunderstandings to occur, but it's important to be able to talk about them.

In the event of a dispute, or if you are having trouble communicating, notify your program director. If you have a complaint about supervision, you can contact the Graduate Studies and Student Success Service.

WORK-STUDY-FAMILY BALANCE

Engaging in a course of study requires balancing several areas of your life. It is helpful to follow [some tips](#) on work-study-family balance or to use a tool to assess your workload. As a student, [a survival guide](#) (in French only) provides you with winning strategies.

INRS also offers students a parental leave financial support program. See section 5.

DIGITAL LEARNING ENVIRONMENT (MOODLE)

Some faculty members provide access to content on the [INRS Moodle](#) digital learning environment. Available to all students, the self-training module entitled [Studying at INRS](#) (in French only) presents some tips on how to use this environment.

ACCESS TO MOODLE

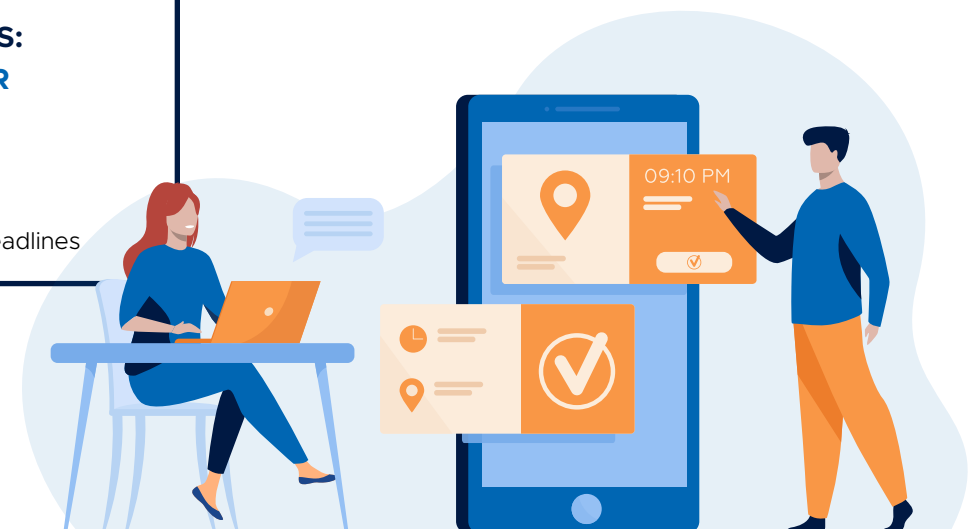
Your login information for Moodle is the same as for IDÉ.

ACADEMIC YEAR

DIVIDED INTO THREE TERMS: FALL | WINTER | SUMMER

See the [university calendar](#) for:

- Term start and end dates
- Holidays
- Course change and withdrawal deadlines





YOUR PLACE OF STUDY

ALL THE CENTRES

Armand-Frappier Santé Biotechnologie Research Centre

531, boulevard des Prairies, Laval (QC) H7V 1B7

Urbanisation Culture Société Research Centre

Montreal

385, rue Sherbrooke Est, Montréal (QC) H2X 1E3

Québec City

490, rue de la Couronne, Québec (QC) G1K 9A9

Eau Terre Environnement Research Centre

490, rue de la Couronne, Québec (QC) G1K 9A9

Énergie Matériaux Télécommunications Research Centre

Varenes

1650, boulevard Lionel-Boulet
Varenes (QC) J3X 1S2

Montréal

Place Bonaventure
800, de La Gauchetière Ouest
Portail Nord-Ouest, bureau 6900
Montréal (Québec) H5A 1K6

GENERAL ADMINISTRATION

- Legal Affairs
- Archives and Document Management
- Communications
- Philanthropic Development and Alumni Relations
- Graduate Studies and Student Success Service
- Finance
- Planning and International Relations
- Research and Development
- Registrar's Office
- Government Relations and Public Affairs
- Human Resources
- Information Resources
- Material Resources

ARMAND-FRAPPIER SANTÉ BIOTECHNOLOGIE RESEARCH CENTRE

531, BOULEVARD DES PRAIRIES

LAVAL (QC) H7V 1B7

CENTRE MANAGEMENT

See the bottom of the AFSB Centre [webpage](#) to find out about the Center's administrative and management team.

ACCESS TO THE BUILDINGS

- The Laval campus is spread out over multiple buildings.
- The multiservice counter, which handles student and visitor intake, is located in building 18. Follow the signs on campus to get there.
- Opening hours are Monday to Friday, 8:30 a.m. to 12 p.m. and 1:30 p.m. to 4:30 p.m. You can reach the staff by email at comptoir.multiservices@inrs.ca or by phone at 450 687-5010, ext. 0.
- Visitors can use the phone located inside the first set of double doors to building 18 to call the multiservice counter.
- Access to the buildings is authorized at all times to persons holding an access card, **but it is strictly forbidden** to admit an unauthorized person without an access card without registering at the multi-service counter.

PARKING

Parking on campus is free.

If you would like to park on campus, you must obtain a parking decal from the multiservice counter. Your authorized parking area is printed on the decal.

There is reserved parking for visitors in lot D.

ACCESS CARD

On your first day, someone from the multiservice counter will meet with you to create your file and give you an orientation.

You will be asked to pay a \$20 deposit, which will be refunded at your departure when you return the items listed in your file.

You will be given an access card, a student card, and a parking decal. You will have to fill out some forms for the health office and to get an email address.

You will also be given the following documents:

- Comment partir du bon pied booklet (health and safety information)
- Campus map
- Emergency response plan (building evacuation instructions)
- Classroom and meeting room map
- Information booklet on how to operate lab equipment in the treatment centre

CLASSROOMS AND MEETING ROOMS

There are multiple rooms available for classes, seminars, conferences, thesis defenses, and meetings. Some rooms are equipped for videoconferencing.

You can also rent other AV equipment (laptops, projectors, laser pointers, adapters, etc.).

To reserve a room or equipment, you must:

- Contact the multiservice counter:
comptoir.multiservices@inrs.ca
450 687-5010, ext. 0
- Follow the link on <http://www.campus-laval.com/>

STUDENT OFFICES

You will be assigned an office in a student room. Each desk has a storage unit that can be locked. You can get a key for the storage unit from the multiservice counter. You can also request a locker from the multiservice counter if you want one.

As a security measure, we recommend you lock up your personal belongings when you leave your office, even for short periods of time, and never leave valuables out in the open.

BIKES

Bike racks are available on campus outside a number of buildings.

DINING AREA

There are a number of dining areas on campus.

- Outdoor space: various areas with picnic tables
- Indoor space: a cafeteria with vending machines (building 18) and several kitchenettes and dining areas in various buildings

You are responsible for keeping the appliances clean and washing any utensils you use.

SUSTAINABLE DEVELOPMENT

ÉcoActifs – The mission of the student sustainable development committee at the AFSB Research Centre is to raise awareness on campus about issues of eco-responsibility and eco-citizenship. The committee provides advice on limiting the environmental impact of events held at the Centre. It also offers services directly to staff members and students including:

- Battery recycling
- Composting
- Delivery of organic vegetables and meat from eco-responsible farms
- Community gardens

Each year, INRS holds a [competition for projects that promote the reduction of the ecological footprint](#). Up to \$10,000/project.

EQUITY, DIVERSITY AND INCLUSION

In each center, you will notice banners stating “À l’INRS, toutes les variables sont incluses”, which means: At INRS, all variables are included. They are a reminder of the importance that INRS places on offering an inclusive place for study and research to all members of its community.

Each year, INRS informs and raises awareness of its members on a new topic:

› 2021-2022 - Sexual and gender diversity

On this page you will find the podcast series *Les voix multiples* (in French), as well as other resources and courses of action for the inclusion of LGBTQ2+ people

› 2022-2023 - Ethnocultural diversity

The INRS community is made up of people from a variety of cultures and backgrounds, which makes it rich. More than 60 % of the student population comes from around forty different countries.

› 2023-2024 - Theme to be determined Follow this new campaign all year round.

MORE INFORMATION ABOUT EDI

- Need to discuss an inclusion issue? There are three options:
 - Locate a member of the [network of allies](#) in your centre
 - Write to edi@inrs.ca
 - Locate the stickers (see on the right) which reflect the desire for inclusion of the members of your centre
 - Consult the [toolkit \(in French\)](#) for inclusive and equitable research practices
 - Use the [INRS inclusive writing guide](#) (in French)
 - Find free menstrual products in bathrooms
- Consult the website for more information on INRS actions regarding EDI.



EMERGENCY PROCEDURES

If your life or the life of another person is in danger:

1. Dial **911** first for police, fire, or ambulance assistance.
2. Notify the emergency response team by calling **4477** or **1 855 888-4477** (INRS landlines) so that it can initiate the safety procedures in effect.

A single number for all centres (4477).

The single number for emergency measures facilitates your request for assistance and the management of an evacuation or other intervention aimed at ensuring the safety of all.

Know the **guidelines and procedures** in case of an emergency. Knowing what to do can save lives!

HEALTH AND SAFETY

Benoît Latreille

Occupational Health and Safety Coordinator **4128**

Daniel Pagé

Prevention Advisor, Radiation Protection **4292**

Daniel Pagé

Prevention Advisor,
Hazardous Materials Management **4330**

Mireille Cartier

Prevention Advisor, Biosecurity **4226**





PAYING FOR YOUR STUDIES

INRS OFFERS DIFFERENT TYPES OF SUPPORT WITH THE GOAL OF ENABLING ALL STUDENTS TO DEVOTE THEMSELVES TO THEIR STUDIES.

INRS SCHOLARSHIPS

UNIVERSAL PROGRAM

For people receiving an external scholarship, see the [accumulation of scholarships](#) (Cumul de bourses) section (in French only).

AFSB CENTRE

Research PhD and Master's

[Scholarship for all full-time students](#)

Master's with thesis: 4 terms (\$6,320/term)

PhD: 8 terms (\$7,355/term)

Please note: Amounts are reassessed each year based on the cost of living.

[Graduate scholarship awards of the Armand-Frappier Foundation](#)

FINANCIAL SUPPORT DURING PARENTAL LEAVE

In 2021, INRS became the first university in Quebec to offer a support program to its students during a parental leave. To benefit from this program, students must have been studying at INRS for one year and receive a scholarship from INRS. Students employed by INRS are also eligible. For all the details, consult the [webpage](#).

The Fonds de recherche du Québec and the federal granting councils also have parental leave measures. Consult them.

SUPPLEMENTAL TUITION FEE EXEMPTION SCHOLARSHIPS

Tuition fees are higher for students from outside Quebec. Visit the [INRS website](#) (in French) for more details. Supplemental tuition fees do not apply to students from France and French-speaking Belgium.

INRS offers [exemption scholarships](#) for these supplemental fees. Get in touch with your contact for student records.

SUPPORT FROM YOUR SUPERVISOR

If you do not have financial support or if your financial support has ended, talk to your supervisor. Funds may be available to support you.

Being part of a research team increases your opportunities for support.

EXTERNAL SCHOLARSHIPS AND AWARDS

For a list of scholarships offered by external organizations (public and private): [INRS website](#). A scholarship makes a great addition to your resume!

PAYMENT SCHEDULE

Whether you receive a scholarship or support from INRS, or an external scholarship managed by INRS, the payments are usually made on the following dates:

Fall 2023 term	Winter 2024 term
September 21	January 18
October 19	February 15
November 16	March 21
December 21	April 18

STUDENT FINANCIAL ASSISTANCE (SFA) FROM THE GOVERNMENT OF QUEBEC

If you are a Canadian citizen or permanent resident, you are eligible for SFA. You can apply [online](#).

QUESTIONS ABOUT SUPPORT OR PAYMENT OF YOUR SCHOLARSHIP?

Isabelle Fiola
Administrative technician
AFSB Centre
Isabelle.fiola@inrs.ca



ACCOMMODATION AND TRANSPORTATION

ACCOMMODATION IN MONTREAL OR LAVAL

Located in the heart of downtown Montreal, near Place Bonaventure metro station, the EMT - Bonaventure Center is easily accessible.

To find accommodation, we suggest that you gather some information about the [different neighborhoods in Montreal](#) and the [City of Laval](#) to target where you would like to settle.

You can consult the housing page of the organization [I choose Montréal](#) for information and references on the subject.

You can also take a look at the interactive document from INRS titled [Finding a place to live](#).

GENERAL INFORMATION

[Immigrant Québec website](#)

- How to search for accommodation
- Characteristics of accommodations
- The lease or rental contract
- Your rights as a tenant

[Lappart.info](#)

Student Reference on Housing (Avoiding problems, tips, tenant's rights)

[Home insurance](#)

It is important to have home insurance. In case of theft, fire, or damage, it protects:

- Your belongings
- Your liability for damage caused to the property or belongings of others

PAYING RENT

You must pay your rent on the 1st day of each month.

Details: [Website of the Tribunal administratif du logement](#) (Administrative Housing Tribunal)

OPTIONS TO FIND ACCOMODATION

TEMPORARY ACCOMODATION FOR THE FIRST FEW DAYS

- [Hotels](#)
- [Youth hostels](#)
- [Couchsurfing](#)
- [Airbnb](#)
- [Temporary rental of condos](#)
- [Homestays](#)

STUDENT RESIDENCES (LIST OF COLLEGES AND UNIVERSITIES OFFERING RESIDENCES)

INRS does not have student residences, but you can make a request to these residences. However, the number of spots is limited, so it is likely that you will need to search for accommodation.

Montréal

- [Campus 1 Mtl](#)
- [Evo Montréal](#)
- [Edison Residence](#)
- [UTILE \(Non-profit student accomodation\)](#)
- [St Cathys Residences](#)
- [Résidence Campus Rosemont](#)
- [LaCité](#)
- [214 Saint-Philippe](#)
- [Saint-Laurent student residences](#)
- [Université du Québec residences \(only available for temporary summer rental\)](#)

Laval

- [Résidences étudiantes Montmorency \(Located in Laval, near the AFSB center\)](#)

OTHER WEBSITES

- | | | | |
|------------------------------------|--|---|---|
| • Kijiji | • Logisquebec | • Logements étudiants Montréal (via Facebook) | • et colocations (via Facebook) |
| • Trouve un appart | • Appartogo | • Logement à Montréal - 1000 \$ et moins (via Facebook) | |
| • LesPac | • Craigslist | | |
| • Kangalou | • Facebook Marketplace | | |
| • Louer.ca | | | |

MUNICIPAL HOUSING OFFICES

Municipal housing offices (offices municipaux d'habitation (OMH)) can support you in the search for housing and provide a list of private housing managers as well as a list of search websites categorized by location.

- [OMH Montréal](#)
- [OMH Laval](#)

LOCAL SOCIAL SERVICES (211)

Local socio-community resources that can help you find solutions to overcome precarious situations. Among other services, you can find assistance with housing search.

- [Website](#)
- Phone : dial **211**

GETTING AROUND

Located in Laval, near the Rivière des Prairies and Highway 15, the AFSB Center is easily accessible by public transportation. For more information, please visit the INRS website under the [Transportation](#) section.

The best way to determine the travel time between a housing location you're interested in and INRS is to use the route function on Google Maps. It will provide you with the bus or transit route numbers to reach INRS and the estimated travel time.

For Montreal, you can visit the website of the [Société de transport de Montréal \(STM\)](#) for public transportation information.

For Laval, you can visit the website of the [Société de transport de Laval \(STL\)](#) for public transportation information.

CARPOOLING

Carpooling solutions for the INRS community!

INRS offers two new eco-friendly transportation solutions.

For intercity travel between the Research Centers (Montreal, Quebec, Laval, and Varennes), use the [INRS application](#).

For commuting between your home and INRS (Montreal region, including Laval and Varennes sites), use the [ARTM application](#).

A responsible, cost-effective, and environmentally-friendly way to travel!

GETTING AROUND LAVAL

TAKING THE BUS IN LAVAL

To get reduced fares, first ask for the Student OPUS card:

- Consult the OPUS card website.
- Complete section 1 of the form and send it to: Tania V-Tremblay, etudes.afsb@inrs.ca

BY BIKE

Ville de Laval website: [bike network](#) (in French)

PARKING AND BIKE RACKS

Consult section 4.

GETTING AROUND MONTREAL

TAKING THE BUS IN MONTREAL

To get reduced fares, ask for the Student OPUS card. To obtain the stamp and signature on the form, you must contact:

Tania V-Tremblay, etudes.afsb@inrs.ca

BY BIKE

Ville de Montréal website: [bike network](#)

7 INTERNATIONAL STUDENTS

This section contains useful information for students who are new to Quebec. [S'installer au Québec](#) (in French) on the INRS website contains more information on the following topics:

- A future in Quebec
- Food
- Budget
- Housing
- Transportation
- Climate and clothing
- Money and banking
- Language
- Phone

We also invite you to download the [Étudier au Québec](#) guide (Studying in Quebec) from Immigrant Quebec website. It is the most complete guide, but only available in French. It's worth translating it for your own use only, especially pages 73 to 77 for immigration procedures, and 78 to 101 to prepare your arrival. Use your favourite translation tool or ask your mentor to give you a hand.

ACCOMPAGNEMENT QUÉBEC

Register for this [service offered](#) by the MIFI. It gives you access to several services and meetings with an Integration Assistance Agent (IAA). Appointments with IAAs can be made at the MIFI office at Montréal-Trudeau airport or by phone at 514 864-9191.

BUDGET, BANKING SERVICES, AND CREDIT CARDS

Before arriving or when you will arrive in Canada, you will need to open a Canadian bank account so that INRS can deposit your scholarship money.

The Immigrant Quebec website has some useful information in French:

- [Banking accounts and credit cards](#) (in French)

THE OFFICE DE LA PROTECTION DU CONSOMMATEUR (OPC)

The OPC is a public organization that will help you be well-informed before buying or signing a contract. Whether it is for a cell phone, a credit card, furniture or daycare, refer to the [page for immigrants](#).

OTHER SERVICES

As a renter, you may also have utilities to pay for. Utility [costs vary](#) (in French).

HOME INSURANCE

It's important to get home insurance.

If there's a theft, fire, or other loss, the insurance will cover:

- Your personal belongings
- Your liability for damage to the property or others' belongings

Assurance Québec (in French)

<http://www.assurance-qc.com/maison.html>

DRINKING WATER

Drinking water is free in Quebec. You don't need to buy water, contact a provider, or pay to use the service.

HEATING AND ELECTRICITY

Find out if there are any additional costs for heating and electricity before renting an apartment.

In Quebec, heating is generally electric. If a rental is listed as:

- Chauffé, the landlord pays for the heating
- Éclairé, the landlord pays for the electricity, not including heating
- If the rental property does not include utilities, you will need to open a utility account.

There is only one electricity provider:

Hydro-Québec: 1 888 385-7252

<https://www.hydroquebec.com/residential/>

BANK ACCOUNT COMPARISON

Government of Canada:

[Account Comparison Tool](#)

CREDIT CARD COMPARISON

Government of Canada:

[Credit Card Comparison Tool](#)

WORK

You can usually work in Canada with a study permit, but it depends on the conditions of your study permit and your registration status. The [Études au Canada website](#) (in French only) breaks down the conditions and situations under which you can work.

WORKING OFF CAMPUS

Most of the time, you can work off campus with your study permit, for a maximum of 20 hours per week. Make sure you respect the [conditions for work](#).

The terms and conditions in effect may include more permissive rules for holidays and breaks scheduled on the school calendar. Please note, however, that these do not apply to the holidays you decide to take. This only applies in two situations at INRS:

- The short break between the end of a term and the start of the next one
- Professional program: during a term where no activities are offered

WORKING ON CAMPUS

The number of hours you can work on campus is unlimited. But you'll need to ensure your work isn't interfering with your studies. If necessary, talk to your supervisor to avoid any misunderstandings.

SOCIAL INSURANCE NUMBER (SIN)

You need a social insurance number to get a job. To get one, visit the [Service Canada](#) website.

Note: your SIN is highly confidential. Only give it to:

- Your employer
- Your financial institution
- The Government of Canada
- Your educational institution

IMMIGRATION

It is important that you:

- Always make sure your immigrant documents are valid
- Strictly adhere to the immigration rules and any special conditions that apply to you
- Renew your documents before the start of the term if they are due to expire before the term ends

FRENCH, THE OFFICIAL LANGUAGE OF QUEBEC

French is the official language of Quebec, even if you can usually get by speaking English, especially in Montreal. However, your environment will be predominantly French-speaking.

FRENCH COURSES

You can – and we recommend you do – take French lessons. Each semester, French courses are available free of charge, regardless of your level. Before the beginning of the semester, you will receive an email about the courses and resources to practice your conversation.

SOME TIPS TO HELP YOU MAKE THE MOST OF YOUR STAY IN QUEBEC

- Talk to your mentor and build ties with your colleagues.
- Get involved in university life.
- Take an interest in Quebec culture and ask questions.
- Keep on playing sports and doing activities you enjoy.
- Do not isolate yourself.
- Actively maintain links with your family and friends back home.

WORRIED ABOUT SOMETHING TO DO WITH YOUR IMMIGRATION STATUS?

For general questions related to immigration, please contact [GARE](#) (Guichet d'accès aux ressources étudiantes).

For specific questions or for a particular case, write to immigration.etudes@inrs.ca.

INCOME TAX

DO I HAVE TO FILE MY FEDERAL AND PROVINCIAL INCOME TAX RETURNS?

If you worked between January 1 and December 31 of the previous year, tax was probably deducted from your salary. As a student, you can probably recover part of these deductions since you are entitled to apply for tax credits.

If you have children, whether you have worked or not, you can also receive federal and provincial child allowances, provided you have been in Canada for 18 months as a temporary resident or have the status of protected person.

You must complete your tax returns to obtain tax credits and child allowances. To claim for your deductions, you must complete a tax report at the federal level (see the [Government of Canada site](#)) and one at the provincial level (see the [Revenu Québec site](#)).

You must also file your income tax returns if you must pay tax. Income tax returns should normally be filed by April 30.

IS MY SCHOLARSHIP TAXABLE AND WHAT CREDITS AM I ENTITLED TO?

At the provincial level, your INRS scholarship or any other scholarship is not taxable, but it must be entered in your income tax return. Consult this [Revenu Québec page](#) for more information on the credits you are entitled to as a student.

At the federal level, the INRS scholarship, and other scholarships must also be declared. You will be able to benefit from the [scholarship exemption](#) if you are enrolled in a master's or doctoral program.

HOW DO I FILE MY TAX RETURNS OR FIND OUT IF I HAVE TO PAY TAXES?

There are different ways, and the best solution will depend on the complexity of your tax situation and the time you are willing to invest. A single student without children, benefiting only from a scholarship and an income as an employee will have a very simple declaration to make. It will be more complex for a divorced person, with investments, self-employed, with two children and assets abroad. In the latter case, it may be a good idea to contact an accounting office. You can consult the [Protégez-vous article](#) (in French) on the subject. There are also many announcements and advertisements all over the place during tax season, from February to April.

If your situation is simpler, there are inexpensive solutions:

- There are excellent [government-certified tax software programs](#) that allow you to file your tax returns at little or no cost. Make sure that the software also [allows you to file the Québec tax report](#).
- If, in addition to your scholarship, [your income is limited and your tax situation is simple](#), you are eligible to use the services of a volunteer. The governments of Canada and Quebec support this service through various community organizations. Consult this page to [find an organization](#) near you that helps students.
- To make it easier, you can also hire a specialized firm to do the work for you. For a student with a relatively simple tax situation, it will often cost between \$50 and \$80. Again, see the [Protégez-vous article](#) (in French) on the subject.

Before filing your tax returns, note that you must have obtained your SIN. See the previous page on this subject.

TAX SLIPS SENT BY INRS

In February of each year, if you have received a scholarship or a salary from INRS during the previous year (January 1 to December 31), you will receive from INRS the RL-1 and T4A slips which will be used for your provincial and federal declarations.

You will also receive an RL-8 slip to declare your tuition fees and obtain the credits to which you may be entitled.

INCOME TAX WORKSHOPS

Every year, during the winter semester, INRS offers workshops or information sessions on income tax. Check your INRS email inbox and our communication channels.

HEALTH AND HOSPITALIZATION INSURANCE

You must have health and hospitalization insurance. See the [Health insurance and access to care section](#).



STUDENT SERVICES

THE GRADUATE STUDIES AND STUDENT SUCCESS SERVICE AT INRS SUPPORTS STUDENTS AND HELPS THEM WITH THEIR PLANS BY PROVIDING A WIDE RANGE OF SERVICES DESIGNED TO FOSTER A WELCOMING ACADEMIC ENVIRONMENT AND HELP THEM SUCCEED.

YOUR CONTACTS

Students at INRS have a range of resources they can turn to for guidance and services.

1. ONE STOP STUDENT RESOURCES CENTRE (GARE)

Consult GARE for all your questions! The team will make sure to inform you or guide you to the right resource.

- [Web page](#) with chat
- Email: gare@inrs.ca

2. CONTACT FOR STUDENT RECORDS

To obtain specific information concerning your student file or your research centre.

Tania-V. Tremblay
etudes.afsb@inrs.ca

3. YOUR MENTOR

For simple questions, your [mentor can help you](#) or guide you to the right resource.

CONSULT YOUR INRS MAILBOX REGULARLY

The Student Life Services team, like other INRS departments, will send you information relevant to you by email. Sometimes, posted activities are even taking place within a few days.

OVERVIEW OF SERVICES

Visit [GARE](#) for more information.

WORKSHOPS AND TRAINING SESSIONS

Workshops and [training sessions](#) are offered each term to help you:

- Develop your skills
- Prepare for the job market
- Learn more about topics you care about

An email is sent to students who might be interested whenever new activities are added.

FRENCH COURSES

See the box in section 7.

AVOID PLAGIARISM

One can easily copy/paste a portion of a scientific text and finally fail to remove it. See the box in section 13.

WRITING SUPPORT

The [Thèsez-vous](#) organization supports students in academic writing, from thesis to scientific articles, scholarship applications, term papers, comprehensive exams or internship reports. Several activities offered: workshops, training, collective writing online and in person, writing retreats.

To take advantage of this service, you must first become a member (free for workshops and \$25 for access to all writing activities).

Scholarship codes

After paying for your subscription, INRS gives you a fixed number of scholarship codes per year for registration to activities.

FINANCIAL SUPPORT FOR STUDENT PROJECTS

If you have a project or activity in mind to:

- Promote scientific life at university
- Improve the quality of life at INRS

Consult the [web page Grants for Scientific and Academic Projects](#) and do not hesitate to contact us to discuss it! We encourage any project beneficial to the INRS community!

SPORTS FACILITIES – AFSB CENTRE

Students have free access to a gym located in building 70, room 415.

SUPPORT FOR STUDENTS WITH A DIAGNOSED LIMITATION

INRS supports, informs, and offers [adaptation and accommodation measures](#) to students with a diagnosed limitation. A proof of diagnosis must have been issued by a professional practicing in Quebec. This includes persistent learning difficulties, neurological, organic, or mental health disabilities, as well as physical or sensory impairments and temporary disabilities.

To request support or for any questions, write to the following address: cime.sesre@inrs.ca.

EMPLOYABILITY

COMMISSIONER OF OATHS

To have any documents requiring a sworn statement, AFSB Centre students may contact:

Louise Savard

louise.savard@inrs.ca

(450) 687-5010 ext. 4315 or (514) 809-6390

Each year, the Student Life Services team shares with you opportunities to improve your professional integration, either:

- Training to facilitate your employability
- Links to initiatives and job offers from our partners
- When relevant, networking events

STUDENT ENGAGEMENT

INRS supports [student engagement](#). Getting involved with your university is a rich and rewarding experience that makes a difference.

- The [ambassadors program](#) is a chance for students who love INRS to help promote it.
- The [student mentorship program](#) encourages returning students to lend a hand to colleagues who are just getting started at INRS.
- Finally, students are invited to participate in the [Mental Health Allies Network](#).

There are all kinds of ways to get involved!

STUDENT RECOGNITION

Your work, background, and skills can be showcased in a variety of ways:

Three Minute Thesis

Ma thèse en 180 secondes

- Present your thesis in three minutes
- French and English components
- INRS winners go to the regional finals

Forces AVENIR

Mandate: to recognize, honour, and promote university students who demonstrate excellence and outstanding commitment.

- A Quebec-wide contest
- A jury made up of public figures

Show off your talents!

OSEntreprendre

Competition aimed at promoting the entrepreneurship initiatives of students, both within and outside INRS.



WELL-BEING (PSYCHOLOGICAL, PSYCHOSOCIAL, AND LEARNING SUPPORT)

PSYCHOLOGICAL SUPPORT RESOURCES

NEED A LISTENING EAR?

The [Mental Health Allies Network](#) is made up of members of the staff and student community who act in a voluntary and confidential manner. These individuals are trained and supported to help those in need of psychological support.

PROFESSIONAL ASSISTANCE – ANYTIME (24/7)

In order to initiate necessary changes to feel better, find answers to your questions, solve problems, make choices or understand yourself better:

Employee and Student Assistance Program (PAEE) :
1 855 612-2998

For more details on the program, see the [INRS website](#).

EMERGENCIES AND CRISIS

For emergency assistance, please contact [Centre de prévention du suicide](#) at 1-866-277-3553.

For a crisis situation requiring lodging, temporary daily

support, or onsite intervention, please contact the [crisis centre](#) in your area, 24/7.

Centre de crise de Québec: 418 688-4240

SELF-CARE AND SUPPORT TOOLS

To help you take care of your mental health, assess your psychological distress and well-being, monitor your symptoms and develop a strategy to get better, visit [Suicide.ca](#), My Tools section.

Consult the [INRS website](#) for more suggestions.

OTHER PROFESSIONAL RESOURCES AVAILABLE

Consult your student insurance plans.

Desjardins Insurance

A few meetings with a psychologist are reimbursed up to a maximum of \$1000 per year.

ASEQ

For the basic plan, meetings with a psychologist or psychotherapist are reimbursable up to \$50 per visit, up to a total of \$500 (per year of coverage).

For the enhanced plan, \$80 is reimbursed per visit, up to a total of \$800.

PROFESSIONAL ASSISTANCE – ON WORKDAYS

[Psychological, psychosocial, and learning support by the CIME team at INRS](#)

The CIME team offers free and confidential professional support to the members of the INRS community experiencing personal, integration, adjustment, or academic difficulties. These resources are available on weekdays for a one-time consultation, assessment, professional follow-up, crisis intervention or referral to a complementary resource.

Prevent, support... to succeed!

The CIME team is made up of a psychologist, a social worker and a learning assistance teacher who will help you solve the challenges you face.

To join the CIME team: cime.sesre@inrs.ca

Psychological Support	Psychosocial Support	Learning Support
Anxiety and/or depressive symptoms, relationship or adaptation difficulties, exhaustion, identity or self-esteem issues, loss of meaning, addictions, etc.	Housing-related problems, childcare, transport, budget, different stress factors (e.g., bereavement, separation, isolation/integration, etc.).	Challenges in writing situations, reading scientific articles or journals, organisation, motivation, attention/concentration, etc.

10 STUDENT ASSOCIATIONS

INRS STUDENT FEDERATION (FEINRS)

FEINRS is an umbrella association representing the student associations from all INRS centres. It facilitates student dialogue and coordination on matters of common interest. Its mission:

- Defend and promote the rights and interests of its members on matters of common interest, including:
 - Tuition fees, ancillary fees, and other fees paid to INRS
 - The management, administration, and payment of INRS and external scholarships
 - Academic affairs (program evaluation and modification, amendments and additions to statutes and regulations)
 - Management of group insurance (health and dental)
 - Compliance with INRS regulations by the administration and faculty
 - Health and safety conditions in INRS laboratories
 - Any other needs included in this framework identified by members
- Officially represent its members before any body deemed relevant to promote their rights and interests.
- Promote, protect, and develop the scientific interests of its members and INRS students in general.
- Connect students from local member associations in order to foster a sense of belonging to INRS and create opportunities for social and scientific discussions.

To contact FEINRS, write to: fe.inrs@inrs.ca

ASSOCIATION ÉTUDIANTE EN SANTÉ BIOTECHNOLOGIE DE L'INRS (AESBI)

The Association étudiante en Santé Biotechnologie de l'INRS (AESBI), formerly the Association générale des étudiants de l'Institut Armand-Frappier, was founded in 1984. It represents all the students of the AFSB Centre. Its primary mission is to advocate for the interests of the Research Centre's student community. When academic or institutional issues of interest to its members arise, AESBI coordinates conversations to determine a common position and then acts as intermediary with the university administration. The association also organizes social activities to bring students together. This mission is all the more important since the Research Centre is home to students from very diverse backgrounds, and good communication is paramount. AESBI also has an active green committee that supports environmental initiatives and helps raise awareness among the students and staff at the Research Centre.

To get in touch, send an email to aecete@inrs.ca

You can also join AESBI Facebook group, where we share the latest information on events, activities, meet-ups, announcements, representatives, and more. It's a great place to share our experiences, concerns, laughs, and tips about life at AFSB. The group is managed by students, for students. Whether you're starting classes soon or you just graduated, join us!

<https://www.facebook.com/groups/1079032792480093/>

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INFORMATION TECHNOLOGY AND PHONE NUMBERS

FOR ANY IT QUESTIONS OR SUPPORT REQUESTS (INRS EMAIL, WIRELESS NETWORK, COMPUTER ROOM)

Please refer to the [INRS website](#) (in French).

WIRELESS ACCESS

Four wireless networks are available across INRS.

- INRS: This one can be used by all INRS personnel in any INRS centre. Sign in with your Windows username and password.
- INRS-Visiteurs: This network is for anyone who does not have an INRS account. It offers Internet access only and does not require a password.
- Eduroam: This is a wireless network available in a number of universities that you can log into using your INRS Windows account.
- INRS-EDUC: Secure network, only with a station managed on the domain. Offers access to resources (file server and printing).



SENDING LARGE FILES

You can use the file [sharing program](#) to send large documents. Either the sender or the recipient must have an INRS email address.

PHONE NUMBERS

[INRS Directory](#) (in French)

REMOTE NETWORK ACCESS (VPN)

Whether you are at home or on the road, the secure remote access service (VPN) provides a secure communication link with the servers of the computer network. The VPN allows you to access your files and consult the intranet. [Contact SRI for installation procedure.](#)

OFFICE 365

At INRS, Microsoft Teams has become an important communication tool for students. You will have communications, meetings, and possibly online courses on this application.

Installation

You can access Office 365 applications, including Microsoft Teams, on the web. To do so, please follow the procedures that will be made available to you by the IT team when you will reach INRS. Note that the web version of Office 365 is more limited.

To benefit from all the features of the Office 365 suite, you must install the apps on your computer.

RECEIVE NOTIFICATIONS ON YOUR PHONE

INRS recommends that you install Microsoft Teams on your phone. You can thus decide to receive notifications for information that you consider important.

To manage and customize your notifications, a procedure will be provided to you upon arrival.



SPECIALIZED DOCUMENTATION AND INFORMATION SERVICE (SDIS)

SDIS groups together all the INRS libraries.

Visit the [SDIS webpage](#) for information on how to borrow materials or access the digital resources the library subscribes to.

CONTACTING SDIS

Email: sdis@inrs.ca

Phone: 514 499-4018 or 418 654-2577

Text: 514 613-7347 (514 613-SDIS)

Chat window at <http://sdis.inrs.ca>

SDIS DIRECTORY

See also the SDIS [staff directory](#).

TRAINING

Training sessions are offered (in French and English) on a regular basis to help you use all the tools and, above all, to guide you through the world of information, publication, and documentation.

Consult the list of available:

- [self-training courses](#)
- [training courses](#)

AFSB CENTRE LIBRARY

The AFSB Centre Library is located on the 2nd floor of building 18 (Edouard-Asselin Pavilion).

WHAT'S IN THE LIBRARY

The AFSB Centre Library collections include thousands of books, reports, theses, and dissertations.

HEAD LIBRARIAN

Michel Courcelles

Phone: 450 687-5010

Email: michel.courcelles@inrs.ca

COLLECTIONS AND SERVICES

The SDIS gives you access to thousands of books, reports, theses, dissertations, and journals, both in digital and print format. This is also where you can access all the printed collections held by Quebec university libraries. To borrow books from here and elsewhere, you must place a request for a [library card](#).

Our mission is to help you find the publications you need, organise your information, write your scientific articles, understand copyright, etc. We are here to answer any of your questions! Do not hesitate to contact us.

RESEARCH DATA

In partnership with INRS Service à la recherche, research officer Jonathan Dorey can assist you with any questions you may have regarding the management of your research data.

Contact him at gdr@inrs.ca for advice on searching, using, organizing, describing, storing, preserving and sharing research data.

For more information: <https://inrs.libguides.com/gdr> (in French only)

OTHER SERVICES OFFERED

- Training and technical support (bibliographic and informational tools)
- Training and help with bibliographic research and literature monitoring
- Bibliographic notification service
- Provision of documents (purchase, borrow, copy)
- Research support (communication, liaison officer, centre management, etc.)
- Writing assistance (scientific posters, etc.)
- Plagiarism management
- Assessment of information literacy skills
- Remote access to digital collections
- IAF publications database and institutional repositories (INRS and Pasteur)
- Institute administrator for the Moodle platform
- Update of faculty publication lists on the INRS website
- Technical help for the library classroom
- Workspaces
- Scanner/photocopier available at the library
- Computer workstations



13

HEALTH INSURANCE AND ACCESS TO CARE

All international students must pay for the Desjardins insurance on their tuition bill, as health and hospitalization insurance is mandatory under immigration laws. Some people who are eligible for the Quebec public plan (RAMQ) may be exempted from the Desjardins insurance: as soon as they obtain it, they must send the proof of registration with RAMQ by email to the contact for student records (see section 2).

In addition to this invoice, there is a fee for the ASEQ, an optional complementary insurance plan managed by the INRS Student Federation. The amount depends on the component(s) you are entitled to subscribe for. You can opt out of this plan following the ASEQ deadlines (see the ASEQ section below).

WHAT INSURANCE APPLIES TO YOU AND YOUR FAMILY?

	Health and hospitalization insurance (mandatory)	ASEQ – Health plan	ASEQ – Dental plan
International students			
From the following countries: Belgium, Denmark, Finland, France, Greece, Luxemburg, Norway, Portugal, Romania, Serbia, or Sweden	RAMQ ⁽¹⁾	optional	optional
From other countries			
Usual case - with CAQ	Desjardins Insurance	Ø	optional
WITH PBEEE scholarship	RAMQ	optional	optional
Studies of less than 6 months - without CAQ	Private Insurance	Ø	Ø
OTHER CASES (Scholarship holders from Canadian or international organizations / children of parents working for Canadian diplomacy or an international organization)	Consult the organisation to know whether you are covered by health insurance	as applicable	as applicable
Students who are Canadian citizens / permanent residents			
Quebec residents	RAMQ	optional	optional
Residents of other provinces	RAMQ, after 3 months ⁽²⁾	optional	optional
Students with refugee status			
Asylum seekers and resettled refugees	Interim Federal Health Program	Ø	optional
Protected persons	RAMQ	optional	optional
Children and partners of international students			
Children under 18 years old in Quebec for more than 6 months	RAMQ	possible ⁽³⁾	possible ⁽³⁾
Children under 18 years old in Quebec for less than 6 months	Private insurance ⁽³⁾	possible ⁽³⁾	possible ⁽³⁾
Children 18 years and over	Private insurance ⁽³⁾	possible ⁽³⁾	possible ⁽³⁾
Partners with a study permit	Depends on the institution		
Partners with a work permit:			
- postgraduate OR	RAMQ, after 3 months	possible ⁽³⁾	possible ⁽³⁾
- closed, more than 6 months			
Partners - visitors	Private insurance ⁽³⁾	possible ⁽³⁾	possible ⁽³⁾

(1) Only people from Belgium and metropolitan France are entitled to RAMQ prescription drugs insurance.

(2) During the first three months, the insurance of the province of origin applies.

(3) See the box on the coverage available for children and partners of international students.

RAMQ

Non-Canadians who are eligible for RAMQ have free access to it, but they must:

- **Before their departure**, consult the organization responsible in their country to see if they are covered by the agreement with the RAMQ and ask for the official attestation of affiliation to their country's social security or health plan;
- **After their arrival in Québec**, [register with the RAMQ](#) as soon as possible.

Registration

Open soon after your arrival, coverage will be retroactive to the later of the CAQ start date or the date of arrival in Quebec (except for France, where it is one month before the term begins). However, the cost of the Desjardins insurance will be included in your tuition bill until you provide a proof you joined RAMQ.

Minor children who are eligible for the RAMQ will also be covered retroactively. To register, fill out the form on the [RAMQ website](#).

Claim

Before obtaining any health care, make sure it is covered. The table of covered care below gives a general overview, but it is advisable to check, in your case, which ones will really be [covered by the RAMQ](#).

- For the RAMQ to be billed, the card must be presented at the hospital or health clinic. If you did not receive the card yet, you will be charged for the moment.
- It is also possible, for those who receive an invoice, to go to the establishment's billing department when they receive the letter of eligibility, to have the bill cancelled.

DESJARDINS INSURANCE

Regardless of how long it takes you to register, Desjardins insurance takes effect on the date below, or on the date of your arrival in Quebec if it occurs after that date:

- August 15 for the fall semester
- December 15 for the winter semester
- April 15 for the summer semester

The Desjardins insurance premium, as you will see on your tuition invoice, is: \$324 per semester

Registration

A few weeks after your registration at INRS, you will receive from the Registrar's Office the certificate of insurance with the required certificate number, which you can use to obtain your Desjardins insurance [payment card](#). The certificate number is Q178.

To register:

On the web: Go to [Desjardins Group Insurance Member Zone](#) and click on Access Online Services, then Register Now.

On mobile device: Download the Omni app from the App Store or Google Play, and then screen register.

Who to consult for more information?

It is your responsibility to read the booklet for your insurance policy. See how to [access it online](#).

Claim

The Q178 contract with the Desjardins Insurance covers cases that would normally be eligible for the RAMQ for a Quebec citizen. Elective (non-emergency) surgery, for example, is not covered by this group plan. If in doubt, it is advisable to contact Desjardins in advance to verify whether a given medical expense is eligible before taking any further steps. This preventive measure will avoid unpleasant surprises!

Do you have questions about your coverage?

Desjardins - Customer Service Centre: 1 800 463-7843

If you do not have the card or if the clinic you consulted does not bill Desjardins, you will have to pay the bill and claim from Desjardins yourself. However, since the fees can be significant in some cases, it is possible to make a payment agreement with most clinics or establishments.

How do I submit a claim?

Once you have registered (see above), consult the [How to submit a claim](#) section on the Desjardins website.

ASEQ

ASEQ is a supplementary insurance that is automatically added to your fall and winter tuition fees bill depending on which components you are eligible for. See the table *What insurance applies to you and your family?* at the beginning of this section. If you start in the summer, ASEQ insurance will only begin in the fall semester. The ASEQ fees are as follows:

OPTING OUT OF THE PLAN

The premium is billed with your fall and winter tuition fees.

Each year, during the first month of the first semester in which you are enrolled, you can opt out of one or both components.

Fees for 2023-2024:

Fall	Winter
Healthcare: \$58.32	Healthcare: \$116.63
Dental: \$72.68	Dental: \$145.36

You can make an **annual opting out**; in which case you will pay the premium again the following fall and can opt out again in September. You can also make a **permanent opting out**; in which case the insurance will no longer be added to your bill for the duration of your studies at INRS. **In all cases, if you opt out, you must pay your tuition bill in full and you will receive a refund directly from ASEQ within a few weeks.**

For any problems with your ASEQ fees or to activate your coverage, contact [GARE](#).

For questions about coverage and claims, [contact ASEQ directly](#).

FEINRS

FEINRS (see Section [10](#)) handles the group insurance plan with ASEQ. You may contact the member of the executive representing you with ASEQ.

Registration

To obtain the ASEQ code and confirm your coverage, go to [this page](#), and enter your INRS student ID number (matricule) as found in your IDÉ profile by clicking on your name. Do not use the Ministry's permanent code.

If you have any questions about your coverage or claims, see the [information documents](#) (in French) on the website and consult the “*Contactez-nous*” item at the bottom of the right-hand menu.

To register family members, see the box below.

Claim

Before seeking care under the ASEQ insurance plan, make sure you know [what is covered](#) (in French) under the plan you are joining. You will also find all the necessary information regarding the [claim process](#) (in French) on the ASEQ website.

ACCESSIBLE COVERAGE FOR CHILDREN AND PARTNERS OF INTERNATIONAL STUDENTS

Basic health and hospitalization

Insurance Desjardins

- Dependents cannot subscribe to the group plan.
- However, they have access to the [Desjardins visitors' insurance](#).

Other insurance

- Simply search online for “health insurance for visitors in Canada”. You will find many alternatives. When comparing, consider the amount covered, what is covered, the amount of the deductible, and any special conditions.

ASEQ supplementary insurance

Your partner and children may have access to this supplementary insurance.

- Registration must be made directly with ASEQ (on this [ASEQ webpage](#), see right-hand side menu, section “RETRAIT ET CHANGEMENT DE COUVERTURE”, “Inscrivez votre famille”)
- There is an additional premium to be paid directly to ASEQ.

Value of the additional premium:

1 dependent = same premium as the student
2 or more dependants = 2 times the student's premium

TYPES OF CARE COVERED ACCORDING TO THE INSURANCE PLAN

This table is tentative and not an official guide. The care covered may vary over time and the items covered may also vary from case to case. For more specific advice on coverage, consult your insurance policy or contact your insurer.

Types of care covered	Health and hospitalization insurance (mandatory)			ASEQ	
	RAMQ Health	RAMQ Prescription drugs	Desjardins	ASEQ Dental plan	ASEQ Health plan
Medical consultation	×		×		
Specialists covered by RAMQ	×		×		
Specialists NOT covered by RAMQ (physiotherapist, psychologist, etc.)			×		×
Hospitalization	×		×		
Prescription drugs		×	×		
Eye exams			×		×
Glasses and lenses					×
Maternity	×		×		
Ambulance			×		×
Travel insurance outside Quebec			×		×
Basic dental care				×	
Well-being program (programme mieux-être)				×	
Telemedecine			×	×	×

ACCESS TO PHYSICAL HEALTH CARE

NON-URGENT HEALTH PROBLEMS AND MINOR EMERGENCIES

The health care system in Quebec is public, but there are also private clinics. Hospitals and emergency rooms are accessible to everyone, and care will generally be covered by your health and hospitalization insurance. However, some medical clinics are only accessible to people covered by the RAMQ.

For minor problems, you will find below some resources available to everyone. Access to emergency services is also universal.

MINOR HEALTH PROBLEMS

Info-Santé health line

You can get free advice from a nurse. You have a fever, itching, or prolonged symptoms and are wondering what to do and if you should see a doctor?

Call 8-1-1 / available 24/7

Pharmacies or Drugstores

Your pharmacist can advise you on appropriate medication to treat your minor health problems. Pharmacies also offer some vaccination or consultation services. Consult your pharmacy's website for more information.

MAJOR EMERGENCIES

If you or someone you know needs urgent care, you can go to the emergency department of your nearest hospital. Emergency departments are open all year round, 24 hours a day. They are usually overcrowded so only use them if you really need to. Before going to the emergency room, if you can easily get there, choose the least busy place by consulting the real time occupancy rate on the following website (in French): <https://www.indexsante.ca/urgences/>

- Doctors, ambulances, firefighters, police: 911 (in most regions of Quebec) / otherwise, dial 0.
- Quebec Poison Control Centre: 1 800 463-5060
- Info-crime Québec: 1 800 711-1800
- Crisis centres (in French): <https://www.centredecrise.ca/>
- Suicide prevention centres (in French): <https://www.aqps.info/besoin-aide-urgente/liste-centres-prevention-suicide.html> 1 866 277-3553

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YOUR RIGHTS AND RESPONSIBILITIES

VARIOUS **NORMATIVE DOCUMENTS** EXIST TO ENSURE THAT MEMBERS OF THE INRS COMMUNITY HAVE ACCESS TO SUITABLE LIVING AND WORKING ENVIRONMENTS. THESE REGULATIONS, STANDARDS, AND POLICIES PROTECT YOU AND IMPOSE CERTAIN CODES OF CONDUCT. SOME OF THESE DOCUMENTS AFFECT YOU MORE DIRECTLY.

RIGHTS AND RESPONSIBILITIES OF STUDENTS

Through the **Statement of Student Rights and Responsibilities**, INRS reaffirms its commitment to its community to provide a healthy and safe study, research, and work environment that promotes success.

The Statement covers the following topics:

- The right to a quality university education
- The right to quality support
- The right to information and confidentiality
- The right to intellectual property
- The right to participate in associations
- The right to a quality learning environment
- The right to a university education in French
- Student responsibilities

PLAGIARISM

Whether you are preparing an academic paper, a scientific article, or your thesis, it is your responsibility to avoid plagiarism. INRS revises your texts and does not tolerate plagiarism (see article 11.12 of the Graduate Studies Regulation [*Règlement sur les études supérieures*]). INRS provides students with a plagiarism detection tool called iThenticate. It is possible to verify the originality of your texts before submitting them. For a training on how to use the tool or for access, contact sdis@inrs.ca.

PSYCHOLOGICAL HARASSMENT AND SEXUAL VIOLENCE

Consult the INRS website for information on **psychological harassment and sexual violence**. Information on the site clarifies these concepts, explains how to act, and suggests resources. See also the normative documents:

- **Harassment, Discrimination, and Incivility Policy**
- **Policy against Sexual Violence**

CODE OF ETHICS

Consult the **Code of ethics** document.

TOPICS COVERED BY THE CODE OF ETHICS

- Respect for people
- Use of INRS property
- Compliance with laws
- Privacy
- Respect for the institution
- Conflicts of interest

LANGUAGE POLICY

The INRS [Language Policy](#) aims to promote the use of French in order to prevent the impoverishment of the expression of scientific thought in French. It also aims to promote and ensure the use of French, in accordance with the requirements of the Charter of the French language.

RESEARCH INTEGRITY

The INRS Research Integrity Policy ([Politique d'intégrité en recherche de l'INRS](#)) aims to promote responsible research. It states that you must be honest and serious in your work, rigorous in your analyses, and committed to sharing research results, and apply professional standards. Consult the [Student Guide on Research Integrity](#) (in French).

STUDENT MENTAL HEALTH POLICY

The INRS Student [Mental Health Policy](#) (coming in Fall 2023) is part of the Plan d'action sur la santé mentale étudiante (PASME) 2021-2026, adopted by the ministère de l'enseignement supérieur. It aims to demonstrate our institution's desire to collectively ensure a living and studying environment that is healthy, safe, inclusive, caring and conducive to a flourishing student mental health.

ACADEMIC FREEDOM POLICY

The [Policy on Academic Freedom](#) in Universities aims to recognize, promote and protect Academic Freedom in order to support the mission of INRS. It recognizes, among other things, that ideas and subjects likely to shock can be discussed during an activity that contributes to the university mission. It rules that such activities do not need to be preceded by a warning when they contain such content.

INTELLECTUAL PROPERTY

The [Intellectual Property Policy](#) establishes the principles and rules that govern the relationship between members of the academic community and INRS in matters of intellectual property. In particular, the policy aims to establish the principles for the valuation of copyright and invention rights. See the [Copyright Guide](#) (in French) for more information.

OMBUDSMAN

As a member of the university community, you may bring any situation where you feel your rights have not been respected to the attention of the Ombudsman. See more information on the [Ombudsman web page](#) (in French).

The Ombudsman acts independently.



15 LA SYNTHÈSE

LA SYNTHÈSE IS A POPULAR SCIENCE JOURNAL WHICH DEMOCRATIZES STUDENT RESEARCH CONDUCTED AT INRS, IN FIELDS GOING FROM BACTERIA TO CANCER, FROM HYDROLOGY TO SUSTAINABLE ENERGY SOURCES, AND THROUGH SOCIETAL ISSUES.

Students present their master's and doctoral projects in laymen's terms. The articles are illustrated with photos and short cartoons. They are published in French and English, and are aimed at both peers and the general public. The publication frequency is of three to four issues of *La Synthèse* per year.

TO MAKE SURE YOU MISS NOTHING OF LA SYNTHÈSE:

Visit the [website](#)

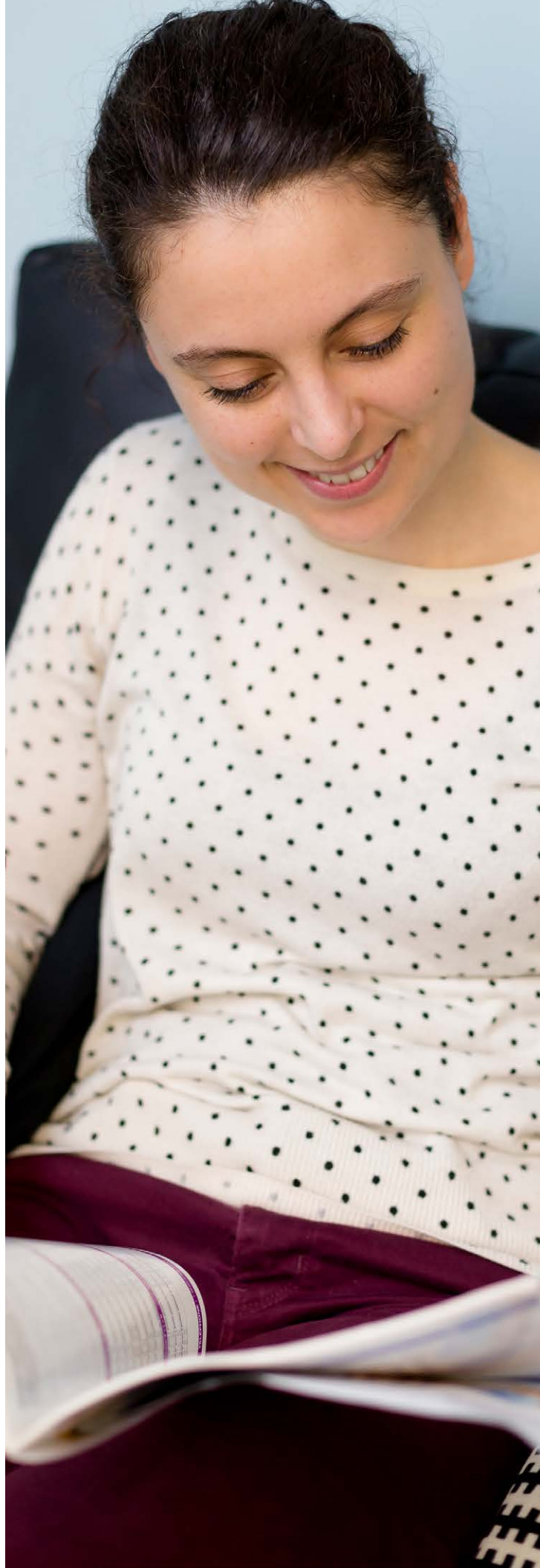
Follow us on [Facebook](#)

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Follow us on [Instagram](#)

PORTRAITS OF STUDENT RESEARCH

Student research is also promoted on the INRS website. Most portraits are in French, but some are in English. In the Pressroom section, click on [News](#), then on Categories, and select the section My Serial Research.



The logo for INRS is displayed in a large, bold, white sans-serif font. The letters 'IN' are stacked above 'RS'. A diagonal line, separating a dark blue upper section from a lighter blue lower section, passes behind the letters.

INRS

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