### TABLE OF CONTENT

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome</td>
<td>1</td>
</tr>
<tr>
<td>A brief overview of INRS</td>
<td>1</td>
</tr>
<tr>
<td>The ETE Centre at a glance</td>
<td>1</td>
</tr>
<tr>
<td><strong>STUDYING AT INRS DURING THE COVID-19 PANDEMIC</strong></td>
<td>2</td>
</tr>
<tr>
<td>Courses</td>
<td>2</td>
</tr>
<tr>
<td>Access to research facilities and campus</td>
<td>2</td>
</tr>
<tr>
<td><strong>THINGS TO DO ON ARRIVAL</strong></td>
<td>3</td>
</tr>
<tr>
<td>Submit your legal documents</td>
<td>3</td>
</tr>
<tr>
<td>Registration</td>
<td>3</td>
</tr>
<tr>
<td>Get in touch with your mentor</td>
<td>3</td>
</tr>
<tr>
<td>Orientation day and information session</td>
<td>3</td>
</tr>
<tr>
<td>INRS email address</td>
<td>3</td>
</tr>
<tr>
<td><strong>YOUR STUDIES</strong></td>
<td>4</td>
</tr>
<tr>
<td>Your student record:</td>
<td>4</td>
</tr>
<tr>
<td>IDÉ Academic Portal</td>
<td>4</td>
</tr>
<tr>
<td>Steps to complete each term in IDÉ</td>
<td>4</td>
</tr>
<tr>
<td>Forms</td>
<td>5</td>
</tr>
<tr>
<td>University glossary</td>
<td>5</td>
</tr>
<tr>
<td>Study plan</td>
<td>5</td>
</tr>
<tr>
<td>Work-study-family balance</td>
<td>5</td>
</tr>
<tr>
<td>Digital learning environment (Moodle)</td>
<td>5</td>
</tr>
<tr>
<td>E-Learning</td>
<td>5</td>
</tr>
<tr>
<td><strong>YOUR PLACE OF STUDY</strong></td>
<td>6</td>
</tr>
<tr>
<td>INRS – all the centres</td>
<td>6</td>
</tr>
<tr>
<td>General administration</td>
<td>6</td>
</tr>
<tr>
<td>Centre management</td>
<td>6</td>
</tr>
<tr>
<td><strong>ETE RESEARCH CENTRE</strong></td>
<td>6</td>
</tr>
<tr>
<td>Access to the building</td>
<td>6</td>
</tr>
<tr>
<td>Access card</td>
<td>6</td>
</tr>
<tr>
<td>Parking</td>
<td>7</td>
</tr>
<tr>
<td>Bikes</td>
<td>7</td>
</tr>
<tr>
<td>Dining area</td>
<td>7</td>
</tr>
<tr>
<td>Classrooms and meeting rooms</td>
<td>7</td>
</tr>
<tr>
<td>Student spaces</td>
<td>7</td>
</tr>
<tr>
<td>Recycling and residual materials</td>
<td>7</td>
</tr>
<tr>
<td>Office keys</td>
<td>7</td>
</tr>
<tr>
<td>Equity, diversity and inclusion</td>
<td>8</td>
</tr>
<tr>
<td><strong>PAYING FOR YOUR STUDIES</strong></td>
<td>9</td>
</tr>
<tr>
<td>INRS scholarships</td>
<td>9</td>
</tr>
<tr>
<td>Financial support during parental leave</td>
<td>9</td>
</tr>
<tr>
<td>Supplemental tuition fee exemption scholarships</td>
<td>9</td>
</tr>
<tr>
<td>Support from you supervisor</td>
<td>9</td>
</tr>
<tr>
<td>Payment schedule</td>
<td>9</td>
</tr>
<tr>
<td>Student financial assistance (SFA) from the Government of Quebec</td>
<td>9</td>
</tr>
<tr>
<td><strong>HOUSING AND TRAVEL</strong></td>
<td>10</td>
</tr>
<tr>
<td>Finding housing in Quebec</td>
<td>10</td>
</tr>
<tr>
<td>Housing: basic information</td>
<td>10</td>
</tr>
<tr>
<td>Getting around</td>
<td>10</td>
</tr>
<tr>
<td><strong>INTERNATIONAL STUDENTS</strong></td>
<td>11</td>
</tr>
<tr>
<td>Budget, banking services and credit cards</td>
<td>11</td>
</tr>
<tr>
<td>Other services</td>
<td>11</td>
</tr>
<tr>
<td>Work</td>
<td>12</td>
</tr>
<tr>
<td>Immigration</td>
<td>12</td>
</tr>
<tr>
<td>Some tips to help you make the most of your stay in Quebec</td>
<td>12</td>
</tr>
<tr>
<td>French, the official language of Quebec</td>
<td>12</td>
</tr>
<tr>
<td>income tax</td>
<td>13</td>
</tr>
<tr>
<td>Health and hospitalization insurance</td>
<td>13</td>
</tr>
<tr>
<td><strong>STUDENT SERVICES</strong></td>
<td>14</td>
</tr>
<tr>
<td>Your contacts</td>
<td>14</td>
</tr>
<tr>
<td>Overview of services</td>
<td>14</td>
</tr>
<tr>
<td><strong>WELL-BEING</strong></td>
<td>16</td>
</tr>
<tr>
<td>Psychological support</td>
<td>16</td>
</tr>
<tr>
<td>Psychosocial support</td>
<td>16</td>
</tr>
<tr>
<td>Learning support</td>
<td>16</td>
</tr>
<tr>
<td><strong>STUDENT ASSOCIATIONS</strong></td>
<td>17</td>
</tr>
<tr>
<td>INRS student federation (FEINRS)</td>
<td>17</td>
</tr>
<tr>
<td>Eau Terre Environnement Centre Student Association (AECETE)</td>
<td>17</td>
</tr>
<tr>
<td><strong>INFORMATION TECHNOLOGY AND PHONE NUMBERS</strong></td>
<td>18</td>
</tr>
<tr>
<td>For any IT questions or support requests</td>
<td>18</td>
</tr>
<tr>
<td>Wireless access</td>
<td>18</td>
</tr>
<tr>
<td>Sending large files</td>
<td>18</td>
</tr>
<tr>
<td>Phone numbers</td>
<td>18</td>
</tr>
<tr>
<td>Remote network access</td>
<td>18</td>
</tr>
<tr>
<td>Office 365</td>
<td>18</td>
</tr>
<tr>
<td><strong>LIBRARY</strong></td>
<td>19</td>
</tr>
<tr>
<td>Specialized documentation and information services (SDIS)</td>
<td>19</td>
</tr>
<tr>
<td>Contacting SDIS</td>
<td>19</td>
</tr>
<tr>
<td>Training sessions</td>
<td>19</td>
</tr>
<tr>
<td>Collections and services</td>
<td>19</td>
</tr>
<tr>
<td>Research data</td>
<td>19</td>
</tr>
<tr>
<td><strong>HEALTH INSURANCE AND ACCESS TO CARE</strong></td>
<td>21</td>
</tr>
<tr>
<td>What insurance applies table</td>
<td>21</td>
</tr>
<tr>
<td>Quebec public plan (RAMQ)</td>
<td>22</td>
</tr>
<tr>
<td>Desjardins insurance</td>
<td>22</td>
</tr>
<tr>
<td>ASEQ supplementary plan</td>
<td>23</td>
</tr>
<tr>
<td>Accessible insurance for family</td>
<td>23</td>
</tr>
<tr>
<td>Types of care covered</td>
<td>24</td>
</tr>
<tr>
<td>Access to physical health care</td>
<td>24</td>
</tr>
<tr>
<td><strong>YOUR RIGHTS AND RESPONSIBILITIES</strong></td>
<td>25</td>
</tr>
<tr>
<td>Rights ans responsibilities of students</td>
<td>25</td>
</tr>
<tr>
<td>Plagiarism</td>
<td>25</td>
</tr>
<tr>
<td>Graduate studies regulation</td>
<td>25</td>
</tr>
<tr>
<td>Psychological harassment and sexual violence</td>
<td>25</td>
</tr>
<tr>
<td>Code of ethics</td>
<td>25</td>
</tr>
<tr>
<td>Language policy</td>
<td>26</td>
</tr>
<tr>
<td>Research integrity</td>
<td>26</td>
</tr>
<tr>
<td>Intellectual property</td>
<td>26</td>
</tr>
<tr>
<td>Ombudsman</td>
<td>26</td>
</tr>
<tr>
<td><strong>LA SYNTHÈSE</strong></td>
<td>27</td>
</tr>
</tbody>
</table>
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 Eau Terre Environnement 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 ETE CENTRE AT A GLANCE

› A multidisciplinary approach that fosters a big-picture perspective essential to the understanding and integrated management of water and georesources
› Six research areas: Geomatics and Remote Sensing; Ecology, Ecotoxicology, and Environmental Genomics; Hydroclimatologie; Environmental Technologies; Geology and Geological Resources; and Environmental Geosciences.
› About 35 faculty members
› Leading two important projects: a training program in Environmental Decontamination Technologies and Integrated Water and Wastewater Management (TEDGIEER) and a strategic cluster in ecotoxicology (EcotoQ).
› Participating in several research groups, for example Institut nordique du Québec, CentrEau, RIISQ network et CIRSA.
STUDYING AT INRS DURING THE COVID-19 PANDEMIC

AT THE TIME OF PUBLISHING THIS GUIDE, SANITARY CONDITIONS ALLOW INRS TO CONDUCT ALL ITS ACTIVITIES NORMALLY.

COURSES
Unless the situation changes, teaching activities will be in person and students will be required to come to their campus.

ACCESS TO CAMPUS AND RESEARCH FACILITIES
All campuses and research facilities should be accessible following health regulations. At the time of publishing this guide, the sanitary rules are minimal.
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
ETE.Enseignement@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 eligibility letter to the contact for student records.

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

INRS EMAIL ADDRESS
An INRS email is created for you when you arrive. 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://email.ete.inrs.ca

WHAT MENTORS DO
Your mentor can guide you and advise you on various aspects to help you adapt to your new training and living environment. Ask your mentor any questions you may have.

Your mentor can guide you and advise you on various aspects to help you adapt to your new training and living environment. Ask your mentor any questions you may have.

Don’t want a mentor?
Want to change mentors?
Contact the head of the mentorship program: sve@inrs.ca

GET IN TOUCH WITH YOUR MENTOR
- A few weeks before the semester begins, you will be introduced to a fellow student who is familiar with INRS: this person will be your mentor!
- The mentor matching operation is updated a few times during the two months preceding the beginning of the semester. International students must have their study permit POE letter before being matched.

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.
YOUR STUDIES

YOUR STUDENT RECORD: IDÉ ACADEMIC PORTAL

Used to:
- Manage your contact information
- Register
- 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. Visit the INRS website for the course schedule (in French). 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 present your research objectives at the beginning of term.
   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:
http://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.
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

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 in Moodle, the self-training module entitled Studying online at INRS (in French only) presents some tips on how to use this environment. In the case where teaching activities must be followed online, please note that a headset with a built-in microphone, a computer with a camera and the software required by your course, as well as a high-speed wired Internet connection are required.

E-LEARNING

Although the majority of learning activities are expected to be in-person in 2022-2023, here are a few words about online learning.

There are many persistent myths about online learning activities, and knowing about them can help you prepare for success. As a student, you are expected to practice a Netiquette to promote healthy and effective online interactions. You will need self-discipline in your studies and some tips can make it easier. Also, some recommendations can help you create a place that is favorable to learning.

ACCESS TO MOODLE

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

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. 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.

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

ACCESS TO MOODLE

Your login information for Moodle is the same as for IDE.
YOUR PLACE OF STUDY

INRS — 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
Varennes
1650, boulevard Lionel-Boulet
Varennes (QC) J3X 1S2

Montreal
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 and Postdoctoral Studies
- Finance
- Planning and International Relations
- Research and Development
- Registrar’s Office
- Government Relations and Public Affairs
- Human Resources
- Information Resources
- Material Resources

EAU TERRE ENVIRONNEMENT RESEARCH CENTRE

490, RUE DE LA COURONNE, QUÉBEC (QUÉBEC) G1K 9A9 CANADA

CENTRE MANAGEMENT

See the bottom of the ETE Centre webpage to find out about the Center’s administrative and management team.

ACCESS TO THE BUILDINGS

- If you are planning to work after 6 p.m., you need to register at the building entrance and state where you are working.

  No one is allowed to be in the building from 11 p.m. to 6 a.m. Monday to Friday and from 6 p.m. to 6 a.m. on Saturdays, Sundays, and holidays unless they have written authorization from the building manager.

- A security guard is on site until 11:50 p.m.

ACCESS CARD

Students need an access card to the building. They must pay a $20 deposit, which will be returned to them at the end of their studies.

For more information:

CONTACT PERSON FOR THE BUILDING

Céline Bélanger
office 1304, extension 3807
celine.belanger@inrs.ca
PARKING
Underground parking is managed by Indigo. Anyone can pay the day rate to park there (entrance and exit via rue Victor-Revillon, a one-way street). Payment is automated.

BIKES
Bike racks are located in the underground parking garage. There is also an outdoor bike rack in front of the building. The first time you use them, please register at reception (ext. 4677, accueil.ete@inrs.ca) and you will be given a parking sticker.

DINING AREA
The dining area is located on the third floor. There are a number of fridges, microwaves, toaster ovens, and toasters for use by all the building’s staff. There are also two sinks as well as several coffee machines and vending machines with carbonated beverages, juice, cookies, snacks. A patio is also available for students and staff to use. Washable dishes and cutlery for meetings is available at the library and at the ETE Centre Student Association.

CLASSROOMS AND MEETING ROOMS
A number of rooms are available for seminars, conferences, and meetings. There are also two rooms available for video conferences. For more information, get in touch with the contact person for the building.

STUDENT SPACES
Student space is allocated when you first register. It is managed by the contact person for student records.

RECYCLING AND RESIDUAL MATERIALS
- Each fall, INRS holds a competition for projects that promote the reduction of the ecological footprint. Up to $10,000/project.
- Blue recycling bins are available in most offices and premises.
- Food waste can be deposited in the sorting bins, especially in the lunch area on the 3rd floor. Please note: no dairy products, meat, fish, rubber bands, or fruit labels may be deposited there.
- Black bins are used for NON-recyclable and NON-compostable materials only.
- Used batteries and pens can be deposited on the 3rd floor for recycling.
- An electro-bin can be found in the lobby to collect small electronics.
- Any questions? Write to the 490 Green Committee, which is made up of all the people from the various entities at 490 (ETE, UCS, GSC, administration). Its mission is to support the integration of the best possible environmental practices in our daily lives. Join the committee:
  - comite-vert.ete@inrs.ca
  - https://www.facebook.com/CV490

OFFICE KEYS
If you are assigned a workspace, your contact for student records will tell you who to contact to get your office ($10 deposit). For your safety, we recommend you lock your office when you are not there, even for short periods of time, and never leave valuables out in the open. You will get your deposit back when you return your key.
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
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.
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

ETE CENTRE
Research PhD and master’s
Scholarship for all full-time students
Master’s with thesis: four terms ($6,155/term)
PhD: eight terms ($7,165/term)

Professional master’s degree
Scholarship for all full-time students
Water Sc.: First two terms ($6,155/term) and last term ($3,100)
Earth Sc.: three terms ($3,100/term)

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

EXTERNAL SCHOLARSHIPS AND AWARDS

For a list of programs 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:

<table>
<thead>
<tr>
<th>Fall 2022 term</th>
<th>Winter 2023 term</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 15</td>
<td>January 19</td>
</tr>
<tr>
<td>October 20</td>
<td>February 16</td>
</tr>
<tr>
<td>November 17</td>
<td>March 16</td>
</tr>
<tr>
<td>December 15</td>
<td>April 20</td>
</tr>
</tbody>
</table>

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.

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.
6

HOUSING AND TRAVEL

FINDING HOUSING
INRS does not offer student housing. However, Université du Québec student housing is available in Quebec City, a stone’s throw from INRS.

HOUSING IN QUÉBEC CITY

UNIVERSITÉ DU QUÉBEC STUDENT HOUSING

Les résidences Sainte-Hélène
575, rue Sainte-Hélène
Québec (Québec) G1K 9M4

Édifice Fleurie
480, rue de La Chapelle
Québec (Québec) G1K 0B6
Phone: 418 657-4201
Information: residencesuq@uquebec.ca

FIND AN APARTMENT
Trouve un appart (in French)
Kijiji
LesPAC
Kangalou
Louver.ca
Marketplace (via Facebook)

The best way to determine the travel time between a specific apartment and the INRS is to use the Google Maps directions feature. You will see the line numbers to get to INRS and the time required.

Visit the Réseau de transport de la Capitale (RTC) website. The Métrobus (whose number is in the 800s) is fast and frequent.

PAYING RENT
Rent is due on the first of every month.
For more details: Tribunal administratif du logement website

HOUSING: BASIC INFORMATION
If you read French, visit the Housing section on the Immigrant Quebec website for information on:
• Where to look
• Rental housing characteristics
• Leases (rental agreements)
• Your rights as a renter
Student reference on housing (traps to avoid, tips, renters’ rights): see Likehome.info

GETTING AROUND
Here is some important basic information. More information is available on the INRS website in the Transports section (in French).

AFFORDABLE CARSHARING
See: Communauto

GETTING AROUND QUÉBEC CITY

TAKING THE BUS IN QUÉBEC CITY
To get reduced fares, first ask for the Student+ OPUS card:
• On the Student+ web page, consult the How to obtain Student+ OPUS card section.
• Get the Proof of full-time student status form from your contact for student records (see chapter 2).

BY BIKE
Québec City website: bike network (in French)
The RTC offers self-service bicycle rental when paying for a subscription.

PARKING AND BIKE RACKS
See the Parking and Bikes headings in section 4.
INTERNATIONAL STUDENTS

This section contains useful information for students who are new to Quebec. The Studying and living in Quebec page (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.

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/

BUDGET, BANKING SERVICES AND CREDIT CARDS

When you 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.
**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?**
Your contact for student records can help. If there is a problem, a staff member at student services can help you or direct you to the appropriate resources.
See Section 8 for a list of student services staff members and their contact information.
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 Quebec 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.
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 resource people they can turn to for guidance and services.

1. YOUR CONTACT FOR STUDENT RECORDS
Write to:
ETE.Enseignement@inrs.ca

2. YOUR MENTOR
Your mentor will be able to answer most of your questions. If it’s something more complicated, they can direct you to the appropriate resource.

3. STUDENT SERVICES
Send your questions to the student services team at the following address: sve@inrs.ca
Yannick Machabée
Student services officer
Phone: 418 654-1801
yannick.machabee@inrs.ca
Mélanie Laverdière
Technician
Phone: 418 654-3160
melanie.laverdiere@inrs.ca

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
Email sve@inrs.ca 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
A notification 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
Writing is a real challenge? Join the Thèsez-vous organization, which offers various types of writing assistance tools and activities (in French). You need to pay for your subscription to Thèsez-vous, then INRS reimburses registration for activities under two conditions:
• you are enrolled in a study program at INRS at the time of the activity
• you have the reimbursement previously approved if you register for more than one activity of $100 or more.
To get a refund or pre-approval, complete this form. Should you encounter any difficulty, write to sve@inrs.ca.
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 program (in French) before submitting your request to sve@inrs.ca. Do not hesitate to contact us to discuss your idea in advance.
We encourage all projects that benefit the INRS community. Talk to us about your plans!

SPORTS FACILITIES – ETE CENTRE
There is a workout gym in room 1320 that includes stationary bike, treadmill and a few dumbbells. Reservation required.

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: sve@inrs.ca.

EMPLOYABILITY
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.

COMMISSIONER OF OATHS
To have official documents authenticated, ETE Centre students may contact:
Secrétariat général, secretariatgeneral@inrs.ca
WELL-BEING (PSYCHOLOGICAL, PSYCHOSOCIAL, AND LEARNING SUPPORT)

VARIOUS PSYCHOLOGICAL 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)
24/7: 1-877-257-5557 (English) / 1-800-361-2433 (French)

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. They will reimburse all or part of psychological consultations.

Desjardins Insurance
A few meetings with a psychologist are reimbursed up to a maximum of $500 per year.

ASEQ
Meetings with a psychologist or psychotherapist are reimbursed to a maximum of $500 per year, but you must pay the first $50 for each consultation.

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@inrs.ca

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

EAU TERRE ENVIRONNEMENT RESEARCH CENTRE STUDENT ASSOCIATION (AECETE)

AECETE represents all students in water and earth sciences programs at INRS. AECETE’s mission is to protect and promote the educational, social, economic, and research interests of its members. You are invited to get involved in your student association: every fall, the various committees are renewed. The AECETE regularly organizes a variety of social activities (happy hour, wine and cheese, Halloween party, etc.), environmental events (zero waste day, recycling collection, “bring your own cup” event, etc.), sports activities (hockey, soccer, sports challenges, etc.) and scientific activities (student conferences, guest speakers, etc.). Your suggestions for activities are always welcome. The AECETE also listens to the problems that the students of the center may encounter during their studies. It can redirect you to resources, including psychological help if needed.

You can reach AECETE at aecete@inrs.ca

You can also follow them on Facebook.

To contact FEINRS, write to: fe.inrs@inrs.ca
11 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
Three 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.

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)
Québec Building Directory
(more exhaustive, including free students and other occupants, as well as each person’s room)

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. See the instructions for installing the VPN (in French).

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: 418 654-2577  
Text: 514 613-7347 (514 613-SDIS)  
Chat window at [http://sdis.inrs.ca](http://sdis.inrs.ca)

SDIS DIRECTORY

See also the SDIS [staff directory](http://sdis.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](http://sdis.inrs.ca).

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](mailto:gdr@inrs.ca) for advice on searching, using, organizing, describing, storing, preserving and sharing research data.

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

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](http://sdis.inrs.ca)
- [training courses](http://sdis.inrs.ca)
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?

<table>
<thead>
<tr>
<th>Health and hospitalization insurance (mandatory)</th>
<th>ASEQ – Health plan</th>
<th>ASEQ – Dental plan</th>
</tr>
</thead>
</table>

**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 | | possible (3) | possible (3) |
| 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

If you apply soon enough 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). It is not necessary to have a private insurance while the application is being processed. 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 coverage will also be covered from their date of arrival if you contact RAMQ within 15 days of their arrival. To do this, you must call the RAMQ.

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: $300 per semester

Registration

A few weeks after your registration at INRS, you will receive from the Registrar’s Office the insurance contract number and your personal certificate number, which you can use to obtain your Desjardins insurance **pay-card**.

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

As soon as you have your Desjardins payment card, public health establishments (hospitals and CLSCs) will bill Desjardins directly. For private clinics, it is best to check how they work as it may differ.

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 for 2022-2023 are as follows:

<table>
<thead>
<tr>
<th></th>
<th>Fall</th>
<th>Winter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Healthcare</td>
<td>$68.50</td>
<td>$137.00</td>
</tr>
<tr>
<td>Dental</td>
<td>$64.45</td>
<td>$128.82</td>
</tr>
</tbody>
</table>

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 in activating your coverage, email sve@inrs.ca. 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.

 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 2021-2022:

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 Insurance
- 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.

<table>
<thead>
<tr>
<th>Types of care covered</th>
<th>Health and hospitalization insurance (mandatory)</th>
<th>ASEQ</th>
<th>ASEQ Dental plan</th>
<th>ASEQ Health plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical consultation</td>
<td>✗ ☑</td>
<td>☑</td>
<td>✗</td>
<td>☑</td>
</tr>
<tr>
<td>Specialists covered by RAMQ</td>
<td>☑</td>
<td>❌</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>Specialists NOT covered by RAMQ (physiotherapist, psychologist, etc.)</td>
<td>❌</td>
<td>☑</td>
<td>✔</td>
<td>☑</td>
</tr>
<tr>
<td>Hospitalization</td>
<td>✗ ☑</td>
<td>☑</td>
<td>✗</td>
<td>☑</td>
</tr>
<tr>
<td>Prescription drugs</td>
<td>✗ ☑</td>
<td>☑</td>
<td>✗</td>
<td>☑</td>
</tr>
<tr>
<td>Eye exams</td>
<td>☑</td>
<td>☑</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Glasses and lenses</td>
<td>✗ ☑</td>
<td>☑</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maternity</td>
<td>✗ ☑</td>
<td>☑</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ambulance</td>
<td>✗ ☑</td>
<td>☑</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Travel insurance outside Quebec</td>
<td>✗</td>
<td>☑</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Basic dental care</td>
<td>☑</td>
<td>☑</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Well-being program (programme mieux-être)</td>
<td>☑</td>
<td>☑</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Telemedecine</td>
<td>☑</td>
<td>☑</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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/
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

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

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.
LANGUAGE POLICY
The INRS Directive Concerning the Application of the Language Policy states that the INRS is a French-language institution and specifies when French should be used and when a language other than French may be used.

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).

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.
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](#)
[Follow us on Twitter](#)
[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.