

# Toronto International Student Programs (TISP)

INFORMATION SESSION  
FOR CUSTODIANS:  
FEBRUARY 2024



# Welcome!

Mirë se na erdhët  
ALBANIAN

አንኳን ደህና መጣችሁ  
AMHARIC

أهلاً وَسَهْلاً  
ARABIC

Բարի գալուստ  
ARMENIAN

স্বাগতম  
BIENGLAHI

歡迎  
CHINESE

wah-chee-ay  
OREE

خوش آمدید  
DARI

Welkom  
DUTCH

Teretulemast  
ESTONIAN

خوش آمدید  
FARSI

Tervetuloa  
FINNISH

Bienvenue  
FRENCH

Willkommen  
GERMAN

Καλωσορίσατε  
GREEK

ಸ್ವಾಗತ  
GODJARI

ברוך הבא  
HEBREW

स्वागतम्  
HINDI

Benvenuti  
ITALIAN

ようこそ  
JAPANESE

환영합니다  
KOREAN

Bene Ventum  
LATIN

добро дојдовте  
MACEDONIAN

boozhoo  
OSIWE

Bagaa Naagan Dhuftée  
OSIWO

بہ راغلاست  
PASHTO

Witamy  
POLISH

Bem-vindo  
PORTUGUESE

ਜੀ ਆਇਆਂ ਠੂੰ  
PUNJABI

Bine Ati Venit  
ROMANIAN

Добро Пожаловать  
RUSSIAN

ДОБРОДОШЛИ  
SERBIAN

മാനദരംയ്ക്കേൻ പിളിതമി  
SINHALESE

Soodhawaada  
SOMALI

Bienvenidos  
SPANISH

Karibu  
SOMALI

Välkommen  
SWEDISH

Mabuhay  
TAGALOG

நல்வரவு  
TAMIL

አንኳን ብዳብን መዳክኹም!  
TIGRIGUA

Hoş geldiniz  
TURKISH

Bitaemo  
UKRAINIAN

خوش آمدید  
URDU

CHÀO MỪNG  
VIETNAMESE

טײַט באַגריסן  
YIDDISH

# Introduction & Welcome

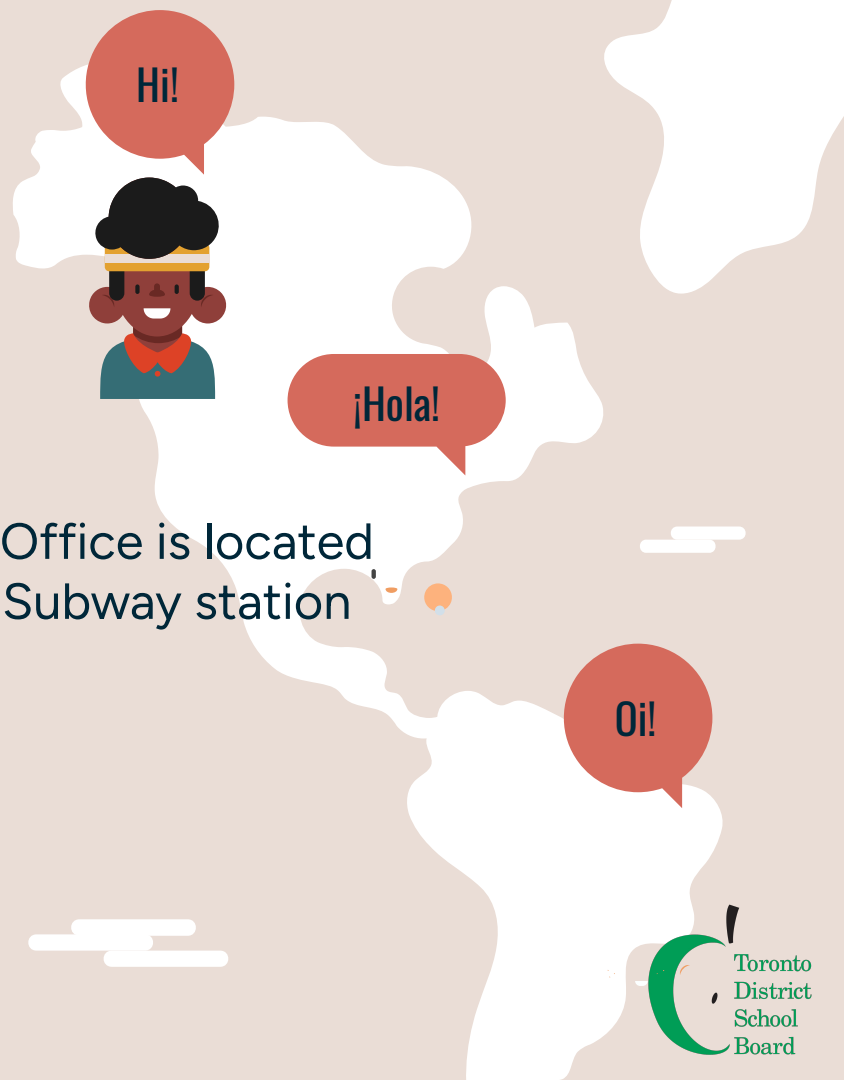
Thank you for joining us!

The International Student & Admissions Office is located at 5050 Yonge Street. The nearest TTC Subway station is: North York Centre Subway on **Line 1**.

Our contact information is:

**Phone:** 416-395-8120

**Email:** [studytoronto@tdsb.on.ca](mailto:studytoronto@tdsb.on.ca)



# Agenda: February 15, 2024

**01**

**Who We Are:  
Meet our Team**

**02**

**Expectations  
of a Custodian**

**03**

**Student Attendance &  
How to report  
Absences**

**04**

**Renewal Process:  
When & How**

**05**

**Health  
Insurance for  
Students**

**06**

**Mental  
Health**

# Who we are



**Fred Liu, MANAGER**

## ADMISSIONS ASSISTANTS



Aatika Okadia



Kate Mackenzie



Marytoni Delos Reyes



Kimberly Sorokiwsky



Philip Qian



**Brian Chan,  
ADMINISTRATIVE  
ASSISTANT**



Christine Gillespie



Karen Pak



May Chang



Janice Field



Rory Stretch



[www.studytoronto.ca](http://www.studytoronto.ca)

**Find your GCIS here**



# What do we do?

## GUIDANCE COUNSELLORS

### At SCHOOL

Supports **ALL** students at school

Timetable changes, course selection

Requests for documents:  
Transcripts, Report Cards etc

School registration

### INTERNATIONAL (GCIS)

**International students** at specific schools

Medical insurance, study permits/visa, tuition renewal

Transitioning to new environment

# ISAO Team

## Admissions Assistants

- Process all applications
- Process all renewal payments
- Receive documents at reporting
- Administer CLAs, OLAs, deferrals, refunds
- Communicate and collaborate with GCIS's
- Update status changes



# 02

## Expectations of Custodians







# Expectations of Custodians

- Live in Toronto
- Serve as **OFFICIAL** and **LEGAL** contact for schools: teachers, guidance counselors, vice principal, principal
- Be in regular contact with student to monitor attendance, academic progress and socio-emotional well-being
- Communicate with teachers, school and parents on regular basis
- Provide ongoing communication between school, student & parents
- Inform the International Student & Admissions Office of any custodianship changes



# Expectations of Custodians

- Notify school of changes in homestay or custodianship
- Accompany student to medical appointment
- Health insurance understanding and making claims
- Renewal form signing & tuition payment on time
- Read & sign TDSB documents (course selection, activities like field trips & clubs/teams)
- Inform the International Student & Admissions Office of any custodianship changes
- You are the LEGAL and OFFICIAL guardian of the student

# Warning:

Please be aware that there are many scams targeting international students & their families which can happen :

1. By email
2. By telephone
3. Fake websites

For more information please visit:

<https://www.canada.ca/en/immigration-refugees-citizenship/services/protect-fraud/internet-email-telephone.html>



# School Registration Documents



## 1. REPORTING

Report to 5050 Yonge St., 1st Floor  
with:

- Valid Study Permit
- Valid Passport
- Most recent school documents from home
- Proof of address (ex., utility bill)
- Custodianship documents
- Provide phone number, address and email for custodian & homestay



## 2. REGISTRATION

Register **ONLY AFTER reporting**, by  
going to assigned school:

- ISAO will send all documents to the school
- Students will meet with SCHOOL counsellor for a timetable
- Custodian must escort student to appointment
- Bringing transcript can be helpful for course placement
- Schools may request additional documents as proof of residence for legal custodian

# 03

- **Student Attendance**
- **Reporting an Absence**
- **Safe School Arrival & Departure**





# Student Attendance

Regular attendance at school and arriving on time plays a significant role in a student's academic success.

- Education Act states all children age 6 to 18 must attend school.
- TDSB Code of Conduct states all students must be on time for school, be prepared to learn, complete homework, classwork, and assignments on time, follow all school rules, and take responsibility for their actions.
- IRCC sets conditions for study permit holders, stating they must actively be pursuing academic studies, on a full-time basis to meet all graduation requirements (on time).

# Toronto District School Board

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Operational Procedure PR707B

Title: **STUDENT ATTENDANCE, SAFE ARRIVAL AND SAFE DEPARTURE (SECONDARY)**

Adopted: June 17, 2014

Effectuated: June 17, 2014

Revised: January 24, 2023

Reviewed: January 24, 2023

Authorization: Executive Council

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# Safe School Arrival

- Students have an obligation to arrive to school on time and report absences through the custodian. If a student is late or absent with no reason, then the absence will result in an automated call home (to the custodian's phone line)
- If a student is absent consecutively for 15 days, it could result in removal from school (being demitted).

<https://www.tdsb.on.ca/High-School/Caring-Safe-Schools/Safe-Arrival-Program>





# Reporting a Student Absence

- Call the school's main phone line BEFORE 9:00am  
Press #1 - to Report a Student Absence

Follow the prompts:

ie. enter phone # connected to custodian

Provide reason for the absence

- Can call main school line and speak with OA to report if a student must leave school for an appointment.



# Safe School Departure

- A student must have **permission** to leave school during school hours, or an off-site school-related location by their custodian.
- At school - this means going to the MAIN OFFICE to “sign out”, meaning a call to the custodian to get permission to be released during school hours
- Off-site school-related location - custodian must write a permission note giving permission for the student to leave early, or travel on their own via TTC, etc.

# School Closures

- Severe Weather
  - School or bus cancellation
  - Check [www.tdsb.on.ca](http://www.tdsb.on.ca)
  - Check local TV, Radio, Internet
    - [www.cp24.com](http://www.cp24.com)
    - [www.680news.com](http://www.680news.com)
  - Students remain in school until custodian is contacted and gives permission to leave the school premise.

04

# Renewal Process



# Tuition renewal

- Responsibility of Toronto-based custodian/parent and student to renew with ISAO and facilitate tuition payments on time
- Renewal process starts approx. 5-6 months BEFORE the expiration (end) date of the tuition contract (*refer to your Official Letter of Acceptance*)
- The “end date” of your paid tuition correlates with the end date of a semester. For current/new students: will be June 30, 2024 or January 31, 2025.

# Tuition Renewal Dates

**FIND THE END DATE ON YOUR OFFICIAL LETTER OF ACCEPTANCE**

Toronto District School Board

OFFICIAL LETTER OF ACCEPTANCE  
NEW STUDENT

82 February 2024

STUDENT NAME:	JOHN DOE
DATE OF BIRTH:	12/15/2010
COURSE:	Grade 7
SCHOOL:	St. Michael's Catholic School
LEVEL OF STUDY:	Elementary
GRADE:	7
TUITION FEE PAID:	0.00
STUDENT INSURANCE:	0.00
SCHOOL YEAR ATERMS:	2024-2025

**END DATE JUNE 30**

Toronto District School Board

OFFICIAL LETTER OF ACCEPTANCE  
NEW STUDENT

82 February 2024

STUDENT NAME:	JANE SMITH
DATE OF BIRTH:	03/22/2011
COURSE:	Grade 8
SCHOOL:	St. Michael's Catholic School
LEVEL OF STUDY:	Elementary
GRADE:	8
TUITION FEE PAID:	0.00
STUDENT INSURANCE:	0.00
SCHOOL YEAR ATERMS:	2024-2025

**END DATE JANUARY 31**

**IF THE END DATE IS JUNE 30 2024**

Must Renew Tuition by **March 31 2024**

**IF THE END DATE IS JANUARY 31 2025**

Must Renew Tuition by **October 31 2024**

**SCAN TO RENEW**



# Renewal Process



## 1. Complete Renewal Form

Renewal info found on  
**studytoronto.ca website**

<https://www.tdsb.on.ca/About-Us/International-Programs/International-Students>

**Renewal Form (Gr. 9 to 12)**

[https://www.tdsb.on.ca/Portals/0/docs/2024-09%20Secondary\\_Renewal\\_Form\(1\).pdf](https://www.tdsb.on.ca/Portals/0/docs/2024-09%20Secondary_Renewal_Form(1).pdf)



## 2. Pay Tuition on Time

RENEW by:  
**March 31/24**  
if

EXPIRES on:  
**June 30/24**

RENEW by:  
**Oct 31/24**  
if

EXPIRES on:  
**January 31/25**

**Avoid - Late fee of \$500 !**



## 3. Letter of Acceptance

-Use OLA to renew the student's study permit and/or VISA with IRCC  
- may require additional school documents, such as a timetable, Student Status Sheet, etc.

# Study Permit Renewal / VISA

## Immigration, Refugees and Citizenship Canada (IRCC) - important links

<https://www.canada.ca/en/immigration-refugees-citizenship.html>

### IRCC study permit renewal

<https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/extend-study-permit/when-to-apply.html>

### IRCC VISA & eTA renewal

<https://www.canada.ca/en/immigration-refugees-citizenship/services/visit-canada/apply-new-temporary-resident-visa-within-canada.html>

### IRCC account registration

<https://www.canada.ca/en/immigration-refugees-citizenship/services/application/account.html>

Remember to allow at least **90 days** for processing.  
You may also seek professional assistance from a certified immigration consultant.





**05**

- **Health Insurance for Students**

study**insured**<sup>™</sup>



# Health Insurance for Students

- Insurance provider's is StudyInsured
- Health insurance to cover **unexpected** illnesses or Injuries
- Does **NOT** cover dental check-ups, cleanings, or eye glasses/contact lenses
- Can be used **worldwide** except for your home country
- **StudyInsured Phone #: 1-866-883-9787**
  - Available 24/7
  - Speaks your language and help with finding a doctor close by

# Health Insurance for Students

## Virtual Health / Clinic

Runny/stuffy nose  
Rash  
Sore throat  
Headache  
Sports injury

## ER/Hospital

Broken bone  
Car accident  
Severe bleeding  
Head injuries  
Trouble breathing

Expensive  
Long waits  
**EMERGENCIES  
ONLY**



# Steps to Access Medical Insurance

## 1. Call StudyInsured (1-866-883-9787)

### a. IMPORTANT:

- i. Call before medical service or within 48 hours after medical service to ensure eligible expenses are covered. Otherwise, they may only cover 80% of eligible expenses.
- ii. May be able to arrange direct billing instead of paying out-of-pocket first.

### b. Have policy # ready

### c. StudyInsured will provide Case ID # for any applicable claims.

## 2. Seek medical treatment

### a. Walk-In clinic

### b. Request to Video Call a Doctor through StudyInsured

### c. If paying out-of-pocket, keep receipts to submit claim

# Health insurance package

## INTERNATIONAL STUDENT HEALTH INSURANCE AND THIRD PARTY LIABILITY - COMPREHENSIVE+ PLAN

### Emergency Assistance

Intrepid 24/7 Insurers are there when you get the care you need. When you call Intrepid 24/7™, a carer will be opened for you, and a medical staff will ensure you get to the care you need. Intrepid 24/7™ will also ensure that you are covered for your situation. Intrepid 24/7™ will ensure direct payment to hospitals and other service providers, so you don't have to worry about the bills.

Toll-Free 1-888-883-9787 or Collect 416-642-7585

IMPORTANT NOTICE - PLEASE READ CAREFULLY

In the event of a medical emergency, you should contact your local medical services or your local police. You can also call one of the following telephone numbers listed below:

USA and Canada: 911  
 Emergency 911-642-7585 Collect

International: In the event of a medical emergency, you should contact your local medical services or your local police. You can also call one of the following telephone numbers listed below:

USA and Canada: 911  
 Emergency 911-642-7585 Collect

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This policy is administered by Medical Mutual of Ohio (MCO) International Limited, MCO International (Canada) Inc., operating as StudyInsured™, a fully licensed and authorized Canadian insurer. Emergency Assistance is provided by Intrepid 24/7.

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studyinsured™

150 King Street West, Suite 602 - PO Box 75  
 Toronto, ON, Canada, M5H 1J9  
 P: 416.644.4870 - 1.888.386.8888 - F: 416.703.1878  
[www.studyinsured.com](http://www.studyinsured.com)

Policy Number:	MEC	Group:	999	ID:	055021
Effective Date:	2019-09-16	Student ID:	12345678		
Expiry Date:	2020-09-15	School Name:	demo		
Plan Type:	Explore Canada Plan	Date of Birth:	1990-01-10	Sex:	male
Insured Person:	Sample Student				

If the insured person is under age 18, the center is the insured person's legal guardian.

### Thank you for your confidence in StudyInsured™.

Please find enclosed a copy of your international student insurance policy document. Please read your policy carefully as it contains important limitations and exclusions that may affect your coverage.

Your policy comes with an emergency assistance wallet card. This card gives you access to 24/7 emergency assistance, health care, and claims information. Please carry your wallet card with you at all times, as it contains the contact information you will need in the event of a medical emergency.

A claim form has been enclosed for your convenience. You also have the option of downloading the form and submitting your claim online.



Visit our website at [www.studyinsured.com/demo](http://www.studyinsured.com/demo) to access all the information and tools available to you:

- ✔ Download a summary of benefits in your language
- ✔ Submit your claim online
- ✔ Download your policy wording
- ✔ Find a direct-pay medical facility and receive medical care at no cost to you
- ✔ Learn what to do in case of emergency

If you require medical treatment or hospitalization, you MUST contact the 24-hour claims and emergency assistance hotline at the phone number listed on your wallet card.

If you have any questions, please contact us at 1.888.386.8888 (toll free in North America) or at 416.644.4870 (collect call worldwide). We wish you a pleasant stay in Canada and the best of luck with your studies.

Best regards,  
 The StudyInsured™ Team

### IN CASE OF AN EMERGENCY YOU MUST CONTACT:

From Canada & USA: **1.866.883.9787** From anywhere else: **1.416.640.7865**

Emergency Assistance is provided 24 hours a day, 7 days a week.

For general inquiries, please contact  
 1.888.386.8888 or 416.644.4870  
[help@studyinsured.com](mailto:help@studyinsured.com)  
[www.studyinsured.com](http://www.studyinsured.com)

Emergency Assistance is provided by Intrepid 24/7  
[www.intrepid247.com](http://www.intrepid247.com) Intrepid 24/7 StudyInsured™

### INTERNATIONAL STUDENT HEALTH INSURANCE studyinsured™

### Sample Student

MEC 999 055021  
 Policy Number Group ID  
 EFFECTIVE DATE: 2019-09-16 EXPIRY DATE: 2020-09-15  
 Start Date End Date

\*Valid photo ID must be presented at all times with this card  
 Policy is for original benefits not covered by provincial health insurance  
 Coverage expires as stated or 90 days after the last day of classes,  
 whichever is earlier.

150 King Street West, Suite 602, PO Box 75, Toronto, ON, Canada, M5H 1J9  
 P: 416.644.4870 - 1.888.386.8888 - F: 416.703.1878 - [www.studyinsured.com](http://www.studyinsured.com)

# Health Insurance: e-Wallet Card

**IN CASE OF AN EMERGENCY, YOU MUST CONTACT:**

From Canada & USA: **1.866.883.9787** From anywhere else: **1.416.640.7865**

Assistance is available 24 hours a day, 7 days a week.

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Assistance is provided by StudyInsured™ Assistance.

For general inquiries contact: [studentassist@studyinsured.com](mailto:studentassist@studyinsured.com)

For claims inquiries contact: [claims@studyinsured.com](mailto:claims@studyinsured.com)  
<https://www.studyinsured.com/tdsb>  
150 King St. W, Suite 602 - PO Box 75, Toronto, ON M5H 1J9 Canada

**INTERNATIONAL STUDENT HEALTH INSURANCE** studyinsured™

MCP [redacted]  
Policy Number

**EFFECTIVE DATE:** 2024-02-16 **EXPIRY DATE:** 2025-02-15

\*Valid photo ID must be presented at all times with this card  
Policy is for eligible benefits not covered by provincial health insurance  
Refer to your policy wording for details on the coverage Effective Date and Expiry Date.

**MSH AMERICAE** studyinsured™ Intrepid24/7

# Health Insurance for Students

**tdsb** Toronto District School Board

Admin Select Language: English | Français **studyinsured™**

COVID-19 INFO - INTERNATIONAL STUDENTS - VISITORS TO CANADA - CANADIAN TEST CENTERS - TESTING FACILITIES IN CANADA

Home Products Services **Resources** Contact

Comprehensive+ Plan  
Plan Details

Your Insurance Documents  
Policy Wording  
Coverage Summary  
Claim Form - Medical  
Claim Form - Third Party Liability  
Summary of Benefits  
Choose your language  
View

## StudyInsured Assistance

Dial 1 866 883 9787 Before Seeking Medical Care

Contact Assistance

### Services

Insurance 101	Claims	Health Services
Understand the information in your insurance package and the importance of every item in it.	Download a claim form and learn how to submit your claim.	Take advantage of our Student Health and Wellness Assistance Program or use our Find a Doctor tool.
<a href="#">Learn more</a>	<a href="#">Learn more</a>	<a href="#">Learn more</a>

**stay healthy at school** POWERED BY STUDYINSURED™

**STUDENT PROTECTION AT-A-GLANCE**  
Keep in a safe, easily accessible place

## MEDICAL AND MENTAL HEALTH ASSISTANCE

STUDYINSURED™ ASSISTANCE

Confidential, multilingual emergency assistance and mental health support line

# 1.866.883.9787

Call any time you need help. Call every time you seek treatment

**IMPORTANT: FOR MAJOR ILLNESSES OR INJURIES, YOU MUST INFORM STUDYINSURED™ ASSISTANCE WITHIN 48 HOURS**

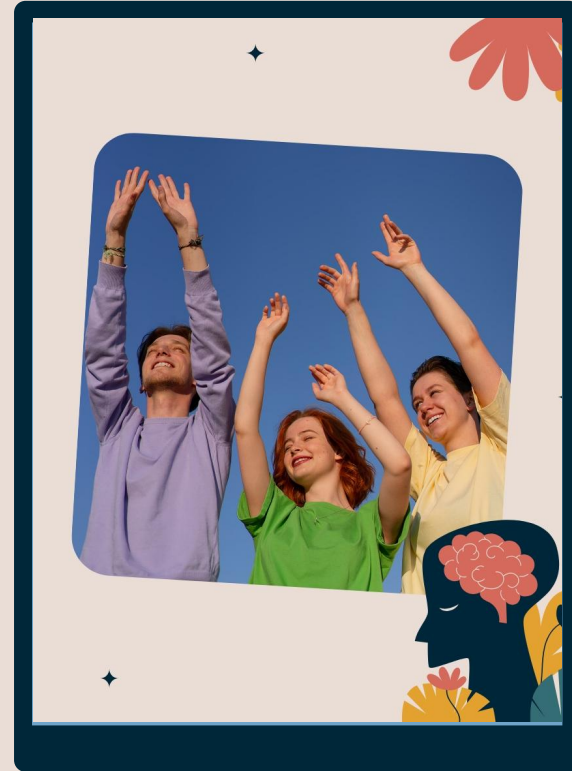
Speak with a doctor over video chat by calling StudyInsured Assistance™ and asking for our **Virtual Health Service**

studyinsured™

Accessible from **Medical Insurance** link from [www.studytoronto.ca](http://www.studytoronto.ca)

06

- **Mental Health**





# Mental Health



## Depression and Anxiety are common

In any given year, 1 in 5 Canadians experiences a mental illness.



## Other information

39% of Ontario high-school students indicate a moderate-to-serious level of psychological distress (symptoms of anxiety and depression).



## International Students are at greater risk

### Additional pressures on mental health caused by:

- Adjusting to a new culture
- Stress over school
- Issues with your friends or family
- Money
- Homesickness

# Mental Health Resources

## **StudyInsured - Health Insurance**

- Up to \$10,000 to help cover for cost of mental health care
- Short-term phone counselling - Stay Healthy at School mental health support line
  - Confidential, available 24/7, connects to mental health professionals
- Call **StudyInsured 1-866-883-9787**
- Kids Help Phone: [www.kidshelpphone.ca](http://www.kidshelpphone.ca)

# Mental Health

## General tips to help support student's mental health and overall well-being:

- Encourage them to talk to you or a friend
- Speak to a teacher or guidance counsellor
- Participate in school or extracurricular activities
- Eat healthy
- Stay physically active - exercise regularly
- Call Stay Healthy at School or other mental wellness phone line
  - If in a crisis or emergency, seek help at the nearest hospital or call 911
  - Notify StudyInsured for medical coverage

# Thanks!

Do you have any questions?

[studytoronto@tdsb.on.ca](mailto:studytoronto@tdsb.on.ca)

416-395-8120

[www.studytoronto.ca](http://www.studytoronto.ca)



**tdsb** [www.studytoronto.ca](http://www.studytoronto.ca)

