



Emergency Support Information

International Student Emergency Support One-Page Guide

Last Revised: May 2026

Institution	International Centre for English Academic Preparation Inc. (“ICEAP”)
Policy Owner	ICEAP Student Services and Operations Department
Applies To	Prospective, current, and former international students enrolled in or applying to ICEAP programs
Availability	Website, Student Handbook, student contracts and enrollment packages, and ICEAP Administrative Office

Emergency Services (Police / Fire / Ambulance)

Call 911 immediately in any emergency involving danger, injury, fire, medical emergencies, or threats to personal safety.

Health Advice & Non-Emergency Medical Support

Call 811 – Health Connect Ontario for free confidential health advice from a registered nurse, available 24/7.

Nearest Hospitals & Clinics – Toronto

- Toronto General Hospital – <https://www.uhn.ca/TGH>
- St. Michael’s Hospital – <https://unityhealth.to/locations/st-michaels-hospital/>
- Walk-In Clinic Finder – <https://www.ontario.ca/page/find-family-doctor-or-nurse-practitioner>

Nearest Hospitals & Clinics – London, Ontario

- London Health Sciences Centre – <https://www.lhsc.on.ca/>
- St. Joseph’s Health Care London – <https://www.sjhc.london.on.ca/>
- Walk-In Clinic Finder – <https://www.ontario.ca/page/find-family-doctor-or-nurse-practitioner>

ICEAP Emergency Contact

ICEAP Main Emergency Contact: _____ **Nicole Guo** _____

Phone Number: _____ **647-963-6667** _____

Email: _____ **nicole.guo@iceap.ca** _____

After-Hours Residence / Homestay Contact

Residence or Homestay Emergency Contact: _____ **Ding Lin** _____

Phone Number: _____ **382-577-6777** _____

Email: _____ **ding.lin@iceapkingsway.ca** _____

Important Reminder

International students should seek immediate assistance in any health, safety, housing, or emergency. ICEAP is committed to supporting the safety, well-being, and successful adjustment of international students in Canada. Students should contact ICEAP Student Services immediately in emergencies involving health, safety, hospitalization, housing, police involvement, or immigration concerns.

Prepared in accordance with Ontario ISP Requirements – International Student Support Services.