



International Student Support Responsibility

Last Revised: May 2026

Institution	International Centre for English Academic Preparation Inc. (“ICEAP”)
Policy Owner	ICEAP Student Service 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

1. Policy Statement

The Student Services Manager is responsible for coordinating and overseeing international student support at ICEAP.

The Student Services Department assists international students by providing or coordinating access to:

- housing resources and accommodation information;
- health insurance information and referral support;
- orientation and welcome services;
- academic advising and counselling referrals;
- health, wellness, and community service referrals;
- cultural and religious community resources;
- transportation and settlement information;
- embassy and consulate contact information;
- emergency support information and student assistance resources.

ICEAP is committed to supporting the well-being, safety, adjustment, and successful integration of international students throughout their studies in Canada.

2. International Student Support Resources

The following resources are provided to help international students locate reliable information and community support. ICEAP staff may assist students in identifying appropriate resources, but students remain responsible for contacting external agencies directly and confirming eligibility, service hours, costs, and availability.

Canada-wide and Ontario resources

- Study costs for international students in Canada - https://www.educanada.ca/programs-programmes/education_cost-cout_education.aspx?lang=eng
- Budget planner - <https://itools-ioutils.fcac-acfc.gc.ca/BP-PB/budget-planner>
- Renting an apartment or house - <https://www.canada.ca/en/financial-consumer-agency/services/renting-first-apartment.html>
- Adapting to cultural differences in Canada as an international student - <https://arrivein.com/studying/adapting-to-cultural-differences-in-canada-as-an-international-student/>
- International Student Connect - <https://www.internationalstudentconnect.org/>
- Driving and Roads Ontario - <https://www.ontario.ca/page/driving-and-roads>

3. London-Specific Student Support Resources

Because ICEAP students primarily study in London, Ontario, the Student Services Department should prioritize London and Middlesex resources when providing referrals. Toronto-based resources may be used only where the service is province-wide, consular, or not available locally.

A. Settlement, newcomer, and community integration support

- London Middlesex Local Immigration Partnership (LMLIP) - <https://london.ca/immigration/living-london/moving-london/london-middlesex-local-immigration-partnership/london>
- London Cross Cultural Learner Centre (CCLC) - <https://www.lcclc.org/>
- Settlement and language services in London, Ontario - <https://london.ca/immigration/moving-immigration/after-you-arrive/settlement-language-services-london-ontario>
- 211 Ontario - Newcomer settlement services in London - <https://211ontario.ca/results/?latitude=42.9849233&longitude=-81.2452768&searchLocation=London&topicPath=142>
- London Public Library - newcomer programs, library cards, study spaces, computers, printing, and community programming - <https://www.lpl.ca/>

B. Transportation and local navigation

- London Transit Commission (LTC) - routes, schedules, fares, and real-time bus information - <https://www.londontransit.ca/>
- LTC routes and schedules - <https://www.londontransit.ca/plan-a-trip/schedules/>
- LTC real-time bus information - <https://www.londontransit.ca/plan-a-trip/real-time/>
- City of London public transit information - <https://london.ca/living-london/roads-sidewalks-transportation/cycling-active-green-transportation/transit>
- Metrolink GO Transit Trip Planner, where travel outside London is needed - <https://www.gostransit.com/en/plan-your-trip>

C. Housing and rental support

- City of London - finding housing in London, Ontario - <https://london.ca/immigration/moving-immigration/after-you-arrive/finding-housing-london-ontario>
- City of London - financial, food, and housing assistance - <https://london.ca/immigration/community-support/financial-food-housing-assistance>
- 211 Ontario - rent and housing assistance programs in London - <https://211ontario.ca/results/?latitude=42.9849233&longitude=-81.2452768&searchLocation=London&topicPath=64>

- Housing Access Centre, London and Middlesex - <https://www.middlesex.ca/departments/social-services/housing-and-homelessness/housing-access-centre>
- Students should be encouraged to review leases carefully, confirm landlord identity, avoid sending money before verifying housing, and seek assistance if they are unsure about a rental arrangement.

D. Health, wellness, clinics, and emergency medical support

- For emergency situations, call 9-1-1 or go to the nearest emergency department.
- City of London - accessing medical services in London and Middlesex - <https://london.ca/immigration/moving-immigration/after-you-arrive/accessing-medical-services-london-middlesex>
- London Health Sciences Centre (LHSC) - emergency visits and hospital information - <https://www.lhsc.on.ca/>
- LHSC Adult Emergency Department wait times - <https://www.lhsc.on.ca/adult-ed/emergency-department-wait-times>
- Middlesex-London Health Unit - public health information and services - <https://www.healthunit.com/>
- 211 Ontario - walk-in medical clinics in London - <https://211ontario.ca/results/?latitude=42.9849233&longitude=-81.2452768&searchLocation=London&topicPath=101>
- Students should be reminded to bring health insurance information, identification, medication lists, and emergency contact information when seeking medical care.

E. Academic, campus-area, and nearby institutional support where applicable

- Where an ICEAP student is also registered with, transitioning to, or otherwise eligible to access services through a partner or nearby institution, Student Services may provide referral information to the appropriate office.
- King's University College - student supports - <https://kings.uwo.ca/campus-life/student-supports/>
- King's University College - academic supports - <https://kings.uwo.ca/academics/academic-supports/>
- Western University - Health and Wellness Services - <https://www.uwo.ca/health/>
- Western University - Student Health Services - <https://www.uwo.ca/health/shs/index.html>
- ICEAP must not represent that students are entitled to access third-party campus services unless eligibility has been confirmed by the relevant institution.

F. Cultural, religious, and community centres in London

- City of London community centres - <https://london.ca/living-london/parks-facilities/community-centres>
- Tourism London - local events and community activities - <https://www.londontourism.ca/>
- London Public Library programs and newcomer community activities - <https://www.lpl.ca/>
- London Muslim Mosque - <https://www.londonmosque.ca/>
- Islamic Centre of Southwest Ontario - <https://islamiccentre.ca/>
- Students seeking other cultural, spiritual, or faith-based communities may ask Student Services for referral assistance or search through official community directories such as 211 Ontario.

4. Consular and Embassy Information

Many foreign consulates serving Southwestern Ontario are located in Toronto or Ottawa. ICEAP may provide general contact information, but students are responsible for confirming current consular jurisdiction, appointment requirements, and documentation rules directly with the relevant consulate or embassy.

- Consulate General of Mexico in Toronto - <https://embassies.info/ConsulateofMexicoinTorontoOntario>
- Consulate General of Brazil in Toronto - <https://embassies.info/ConsulateofBrazilinTorontoOntario>
- Consulate General of Chile in Toronto - <https://www.chile.gob.cl/toronto/>
- Consulate General of Colombia in Toronto - <https://toronto.consulado.gov.co/>
- Consulate General of Ecuador - <https://embassyecuador.ca/en/consular-services/>
- Consulate General of the Republic of Korea in Toronto - <https://overseas.mofa.go.kr/ca-torontoen/index.do>
- Consulate General of Spain in Toronto - <https://www.exteriores.gob.es/Consulados/toronto/en/Paginas/index.aspx>
- Thai Embassy and Consulates - <https://www.thaiembassy.com/thai-embassies/thai-consulate-in-toronto-canada>

5. Student Services Follow-Up and Recordkeeping

- The Student Services Manager, or designated staff member, should document significant student support referrals, emergency assistance, and follow-up actions in accordance with ICEAP student record and privacy policies.
- Where a student presents an urgent health, safety, housing, or immigration-related concern, ICEAP should provide timely referral assistance and escalate internally as appropriate.
- Resource lists should be reviewed periodically to confirm that links, phone numbers, and service descriptions remain current.