

2025-2026 ACADEMIC YEAR



NEW INTERNATIONAL MEDICAL TRAINEE

INFORMATION BOOKLET



uOttawa

Faculté de médecine
Études médicales
postdoctorales

Faculty of Medicine
Postgraduate Medical
Education

Faculty of Medicine

Postgraduate Medical Education

Tel: 613-562-5800 x7613 | Email: pgme@uOttawa.ca

med.uOttawa.ca/postgraduate

 @uOttawaPGME

A WORD FROM THE VICE-DEAN

On behalf of the Faculty of Medicine at the University of Ottawa, I wish to offer you a warm welcome to our Postgraduate Medical Education (PGME) program.

Our faculty is dedicated to providing you with information and services to help maximize your education and contribute to your personal well-being. This booklet has been prepared to help you adapt to the Canadian culture and also to provide you with helpful resources within our city. I encourage you to read it thoroughly.

We are thankful that you have chosen our school to pursue your academic goals. I hope that your stay in Canada will be enjoyable and will provide you with an educational experience that will serve you well in years to come.

Feel free to let us know of your comments or suggestions, as we strive to make this as helpful as possible for you and your colleagues.

Yours truly,



Avik Nath MD CCFP(EM) MPH FCFP
Vice Dean, Post Graduate Medical Education
University of Ottawa / Faculty of Medicine
Associate Professor
Department of Emergency Medicine / University of Ottawa



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IMPORTANT CONTACTS

Postgraduate Medical Education Office (PGME)

Postgraduate Medical Education
Faculty of Medicine, University of Ottawa
Roger Guindon Hall
451 Smyth Road, Room 2014
Ottawa, ON K1H 8M5
pgme@uottawa.ca
Tel.: 613-562-5800 x7613
Hours of Operation:
8 a.m. to 4 p.m.

Dr. Avik Nath

Vice-Dean
pgmecom@uottawa.ca

Dr. Talal Al-Atassi

Assistant Dean
pgmecom@uottawa.ca

Heather Summers

Director
pgdirops@uottawa.ca

Lynn Prud'homme

Registration Manager, International Trainees
pgmrintl@uottawa.ca

Rasha Shahroui

Registration Manager, Canadian Trainees
pgmgrcan@uottawa.ca

Jodee Kent

Registration Coordinator, International Trainees
pgmeintl1@uottawa.ca

Callie Luckovitch

Registration Coordinator, International Trainees
pgmeintl2@uottawa.ca

Geneviève Bureau

Registration Coordinator, International Trainees
pgmeintl3@uottawa.ca

Yvonne Williams

Registration Coordinator, Canadian Fellows
pgmecoor@uottawa.ca

Laura Zywicki

Registration Coordinator, Canadian Residents
pgmereg@uottawa.ca

Céleste Duperré

Academic Coordinator (Front Desk)
pgme@uottawa.ca

Sabryna Provost

Electives Coordinator
pgmeelec@uottawa.ca

Mélanie Gagné

Financial Analyst
pgmefin@uottawa.ca

Olivier Roth

Project Coordinator
pgmeproj@uottawa.ca

Marc Comeau

CBD Coordinator
pgmecbd@uottawa.ca

Allison Paquette

Accreditation and Evaluation Manager
pgmgraccr@uottawa.ca

Latifah Kamal

Evaluation Coordinator
pgmeeval@uottawa.ca

Hajar Manaf

Accreditation Coordinator

Charlotte Adeito Duarte

Executive Assistant and Communications Officer
pgmecom@uottawa.ca

Evelyn Nkuba

Applications Coordinator
pgmeapps@uottawa.ca



Other important contacts

John Cavan

Senior Advisor, Clinical Placement Risk Management
University of Ottawa - Faculty of Medicine
451 Smyth Rd., Room 3071
Ottawa, Ontario K1H 8M5
pgmed_immunise@uottawa.ca

Saeed Hashemi

Advisor, Employment and Immigration
University of Ottawa - Human Resources
55 Laurier East, Room 4114
Ottawa, ON K1N 6N5
HRimmigration@uottawa.ca

Dr. Mark Walker

Vice-Dean, International and Global Health Office
University of Ottawa - Faculty of Medicine
600 Peter Morand Cres., Room 112
Ottawa, ON K1G 5Z3
Tel.: 613-562-5800 ext. 7800
ighomed@uottawa.ca

THE POSTGRADUATE MEDICAL EDUCATION PROGRAM

Academic Year

In Canada, the Postgraduate Medical Education (PGME) academic year runs from July 1st to June 30th. Upon successful completion of each year of training, you will be provided with a Letter of Appointment (LOA) and will be asked to re-enroll for the following year. You will **not** be automatically enrolled for the duration of your PGME training program. Please note that an LOA will never go beyond June 30 even if you are off-cycle (e.g. start date of January).

*Please note: PGME registration fees are paid twice in twelve months for off-cycle start dates. If this applies to you, registration refund requests information is explained on page 12 below. (Not applicable to Saudi-sponsored trainees.)

Timeline and Communications

6 months before arrival:

Pre-enrolment and congratulations email

2.5 months before arrival:

Enrolment notice email

- Includes video explaining enrolment process

- Includes info on Student Centre via uOzone
- Includes link to PGME website for detailed enrolment requirements

6 weeks before arrival:

Prepare for your Arrival to Canada **Guidelines** email

- Temporary Foreign Worker PGME Guidelines in attachment

Upon Arrival: email PGME to receive a Welcome to Ottawa email with further instructions

Upon Arrival - Overview

- 1. Email work permit and Ottawa address and phone number to pgmeintl1@uottawa.ca, pgmeintl2@uottawa.ca, or pgmeintl3@uottawa.ca and upload work permit to CPSO member portal ([Login - My CPSO \(b2clogin.com\)](#))
- 2. Apply for Canadian **Level 2-Criminal Record and Judicial Matters Check** for CPSO
 - A) ***If you have *NOT LIVED IN CANADA* ever before AND if you have a document or letter as *proof of a Canadian***

mailing address where you will be living:

- i) you can apply for a CRJMC with [Triton Canada](#). Your results will be obtained online within the same day of your application. It is done usually within 15 minutes for \$59.99.

B) *If you have lived in Canada at any point before, you can choose to apply with ONE of the following 3 options (do not apply with all three):

i. TORONTO POLICE SERVICE:

You can apply online for a *Level 2-CRJMC* with the [Toronto Police Service](#). The key is to use a VPN, otherwise it will not work. Apart from the VPN, trainees have mentioned that the process is simple and cheap (only \$26.72 CAD).

ii. KINGSTON POLICE SERVICE:

Another option is to apply online through the Kingston Police's [K-PIC tool](#) for \$50.12. Note that you can

apply through this system even though you are not a resident or employee in the City of Kingston.

If you fail the E-ID verification process, please skip that step, and continue completing the application. Once complete, please contact Teresa Mayhew at TMayhew@kpf.ca or 1-613-549-4660, ext. 2225 to schedule a virtual meeting. You are not required to go in person but if you do, the fee is \$40.

iii. PORT HOPE POLICE SERVICE:

You can apply online with the Port Hope Police by uploading two pieces of valid government-issued ID: one with a photo (e.g., your passport) to confirm your name and date of birth, and another document, such as your work or study permit. The results are typically available online within 3-5 business days for \$55.11.

For more details, please visit their [website](#) or contact them at porthope@policerelutions.ca

iv. OTTAWA POLICE SERVICE:

You can submit an application on-line through the [Ottawa Police](#) for \$73.43 CAD. If you

don't yet have your Social Insurance Number, please enter 000 000 000 in their application instead. You will then be asked to book an in-person appointment (for \$72) through their on-line system, for ID verification. This can take 2-3 weeks. If you have any questions, email RecordsCheck@ottawapolice.ca.

v. **ROYAL CANADIAN MOUNTED POLICE (RCMP)**

Residents outside Canada can obtain a CRJMC through the RCMP. For detailed instructions and costs, please visit: www.rcmp-grc.gc.ca/en/criminal-record-checks.

Please note that this process may be lengthy and costly but could be a viable option.

Once you have obtained the CRJMC, you can upload the results to the CPSO member portal or email a copy to CREDENTIALS@cpso.on.ca.

- Apply for health insurance once you receive the letter from our office (OHIP if residing in Ontario, RAMQ if residing in Quebec)

- Apply for Social Insurance Number (SIN)
- Open a bank account
- Pay Registration Fees (\$945) [only if you are NOT sponsored from Saudi Arabia]
- Apply for CMPA
- Monitor your CPSO member portal closely to submit missing documents or provide clarifications as required
- Keep our office (PGME) and your program updated as required

Rotation Schedules

Each academic year consists of thirteen (13) rotation blocks, each of which is four weeks in duration. All **residents** at all levels change to a new rotation on the same day. Your Program Director or Hospital Representative makes all arrangements regarding your rotations.



Please refer to the following website to obtain rotation schedule dates:

<https://www2.uottawa.ca/faculty-medicine/postgraduate-medical-education/rotation-schedule>.

Privileges with The Ottawa Hospital

If you are appointed as a **Clinical or Research Fellow** at The Ottawa Hospital (TOH), your program is required to apply for your hospital privileges with the medical affairs office.

Please verify with your Program Administrator (PA) that all is in order prior to beginning your training: <https://med.uottawa.ca/postgraduate/programs/specialty-programs>.

Pre-Entry Assessment Program (PEAP)

To obtain an unrestricted postgraduate medical education certificate of registration (educational license) from the College of Physicians and Surgeons of Ontario (CPSO), International Medical Graduates (IMGs), who did not enter through CaRMS, are required to undergo a Pre-Entry Assessment Program (PEAP). The PEAP is an assessment process that evaluates IMGs to determine whether they can function at the appointed level of training. It is normally between four to twelve weeks in duration. The assessment is to take place in a supervised clinical, multidisciplinary environment where there is patient input on an ongoing basis. Assessors

are to ensure that the candidate is: mentally competent to practice medicine; able to practice with decency, integrity, and honesty in accordance with the law; have sufficient knowledge, skill and judgment to engage in postgraduate medical training; can communicate effectively and display an appropriate professional attitude. For further information regarding the PEAP, please consult the Council of Ontario Universities website at <https://cou.ca/reports/peap-policy/>.

Evaluations

All trainees will receive formative and summative assessments of their performance through objective tests as well as performance assessments through different forms as well as In-Training Evaluations Reports (ITERs).

Postgraduate medical trainees registered with the Faculty of Medicine at the University of Ottawa have the right to appeal when their performance has been judged unsatisfactory. Trainees may appeal a non-reappointment, dismissal, non-promotion, suspension, rotation failure, or recommendations for remediation and probation.

Please refer to the Faculty of Medicine bylaws, section 9.3: Faculty

Council Appeals Committee, for more information.

<https://www2.uottawa.ca/faculty-medicine/policies-and-bylaws>

Completion of Training Certificate

Your PA will be responsible to submit the required documentation to the PGME Office confirming your end date closer to completion of your training. We will then provide your PA with a certificate to confirm successful completion of the educational objectives, two to four weeks before the end of training. The certificate will match the program that is indicated on your letter of offer and will be signed by the Program Director / Fellowship Director as well as the Dean of the Faculty of Medicine.



Competency-Based Medical Education

uOttawa is already well on the way to implementing Competency-Based Medical Education (CBME) **resident** training.

CBME is an outcomes-based approach that involves identifying the abilities required of physicians and then designing the curriculum to support the achievement and assessment of these predefined competencies. This paradigm defies the assumption that competence is achieved based on time spent on rotations and instead requires residents to demonstrate their competence.

More information can be found at the following website:

<https://www.uottawa.ca/faculty-medicine/postgraduate-medical-education/competency-based-medical-education>.

Code of Ethics

Members of the Faculty of Medicine have a commitment to uphold the highest standards of ethical and professional behaviour consistent with the values of the University of Ottawa and with the values of the medical profession as exemplified in the Code of Ethics of the Canadian

Medical Association (CMA). The *Code of Ethics and Professionalism* can be found at:

<https://www.cma.ca/cma-code-ethics-and-professionalism>.

Mandatory Academic Symposia

The PGME Office offers an Academic Symposia Series and attendance is **mandatory for residents**. Fellows are welcome to attend upon registration. Symposia topics include the following: Intimidation & Harassment, Physicians Health & Wellness, CPSO, Residents as Teachers, etc. For details, visit the link below.

<https://uottawacpd.eventsair.com/pgme/>

Remuneration/Pay Scale

In Ontario, the Professional Association of Residents of Ontario/Council of Academic Hospitals of Ontario (PARO/CAHO) Agreement stipulates that, “all **residents** whose source of funding is an international government, shall be paid in accordance with the terms and provisions of this agreement”. The agreement can be found on the PARO website at:



<http://www.myparo.ca/your-contract/>.

The Scale of Remuneration can be found at the following page:

<http://www.myparo.ca/starting-residency/#salary-and-benefits>.

Note that **Fellows** do NOT have a union and the information above does not apply. Please contact your sponsor, or if paid by a hospital here in Ottawa, contact your program administrator, for salary arrangements.

Policy for Religious Holidays

The PGME Office holds a strict policy for taking time off for religious holidays. As a resident or fellow, you may only take religious holidays that correspond to your faith. For example, you are not permitted to take both Christmas holidays and Eid holidays.

Trainees must request in writing time off for religious holidays, **at least 4 weeks prior** to the absence. This will be accommodated whenever possible, if staffing levels permit, and patient care responsibilities are being met.

For further information, contact your program or the PGME Office.

Equity, Diversity and Gender

In Canada, both men and women are treated equally with respect and dignity. Both genders are well represented in all occupations and have equal rights.

The Office of Equity, Diversity and Inclusion has established policies to ensure equity within the Faculty. In particular, to promote the integration of women into the Faculty and to promote women's health in medical and graduate education, research and clinical service.

You may wish to visit their website for more details:

<https://med.uottawa.ca/professional-affairs/office-equity-diversity-and-inclusion>

Please direct any personal inquiries to:

Dr. Rishi Kapur
Assistant Dean, Office of Equity, Diversity, and Inclusion
University of Ottawa
edifom@uottawa.ca
Tel.: 613-562-5211

Canadian Beliefs

Canadians are diverse in their beliefs representing all religious beliefs and cultural practices.

Listed below are prayer rooms located at our teaching hospitals:

- **Civic Campus:** beside B elevators on Main Floor
- **General Campus:** M1319 on Main Floor
- **uOttawa Heart Institute:** tranquility room H1191
- **CHEO:** 3rd floor, beside Day Surgery family waiting room
- **Rehabilitation Centre:** 2nd Floor, near cafeteria
- **Riverside Campus:** Main floor, close to the Human Resources

Extending the End Date of the Work Permit (Employment Authorization)

The official work permit document will be issued at



the airport where you first land in Canada or the land border you used to enter Canada. The expiry date will

be on the

once your goes



indicated work permit issued. If training beyond

the expiry, you must apply to renew it before the current work permit expires.

All extensions must be authorized by the International Trainees Coordinators, **Ms. Jodee Kent or Miss Callie Luckovitch** (see page 4 for contact).

In order to apply for an extension or renewal, your Program Administrator must submit a request to the PGME Office. Our International Employment and Immigration Office will then obtain and send to you by email the documents required to apply for extension (College of Physicians and Surgeons of Ontario-Letter of Eligibility and Labour Market Impact Assessment (LMIA) Exemption number, as well as instructions.

*Should you require additional information or an application package, visit the website for the Department of Immigration, Refugees and Citizenship Canada (IRCC) at: <http://www.cic.gc.ca/english/information/applications/extend-worker.asp>.

You may also contact their Call Centre at 1-888-242-2100 (toll free call anywhere in Canada).

Please be advised that effective September 1, 2010, the LMIA is no longer required to apply for a

temporary foreign medical resident, clinical fellow or medical research fellow. However, you will still require a work permit from IRCC in order to train in Canada. Visit the website below for more information.
<http://www.cic.gc.ca/English/resources/manuals/bulletins/2010/ob230.asp>

Canadian Social Insurance Number (SIN)

You will be required to **apply on-line**



for a Canadian **Social Insurance Number (SIN)**, if you don't already have one. The SIN is a nine-digit number required to work in Canada and to have access to government programs and benefits. There is no fee to apply for a SIN.

Application can only be completed upon arrival in Canada, as a copy of the work permit and proof of address is required.

<https://www.canada.ca/en/employment-social-development/services/sin/required-documents.html>

For further details on the City of Ottawa – Client Services, please visit: <https://ottawa.ca/en/client-services>

ENROLMENT

UNIVERSITY ENROLMENT AT THE FACULTY OF MEDICINE

You are required to enrol on-line with the University of Ottawa on an annual basis and pay registration fees, currently set at \$945 (effective July 1, 2024). Note that this fee should be paid only once you arrive in Canada, before starting your training. Please ensure to pay all fees upon arrival. **DO NOT wait for an invoice.**

If you begin your program off-cycle (i.e. other than July 1), you will be required to pay the registration fee before the beginning of your training and then for every academic year (July 1) thereafter, until completion of training. Also, to maintain your university appointment, an enrolment fee is charged to trainees who are (or will be) on a leave of absence.

If you complete your training off-cycle (e.g. August 31 or December 31), you can apply for a refund for the months not enrolled for the remainder of that academic year **after your end date (within 30 days)**. See details on registration fee refunds at the following link:

[Registration Fee Refund Request | Faculty of Medicine](#)

If sponsored by the Saudi Arabian Cultural Bureau, the fee will be paid directly by your sponsor. Please do **NOT pay and ignore any invoices received.*

College of Physicians and Surgeons of Ontario (CPSO) - Certificate of Registration

This is the organization that issues licenses to practice medicine. All doctors in Ontario must be members of the College to complete **clinical duties**. It is your responsibility to apply for an **Educational Certificate of Registration** (license) to train with the University of Ottawa. The license will be required to start your PEAP or begin your training program. **DO NOT** delay. Apply immediately as it can take six months to process. A number of other supporting documents must be sent to CPSO directly by the Source Organization, including medical school transcript, and evidence of standing.

Please use your PA's (program's) mailing address as your work address when filling out the application.

You will be required to update your work address with CPSO as soon as you have this information. Please note that your work address is

available to the public on the CPSO website and is commonly used by patients, health care professionals and patients' insurance companies.

DO NOT use the uOttawa PGME mailing address.

Ensure to check the status of your CPSO application online regularly to make sure that your file is complete. Please note that your educational certificate of registration must be renewed annually and must always be active during clinical training with the Postgraduate Medical Education Office at the University of Ottawa.

Hours of Operation:

Monday to Friday, 8 a.m. to 5 p.m.

Direct inquiries to:

[CPSO Member Portal Message Center](#)

Email: inquiries@cpso.on.ca

Tel.: 416-967-2617 or 1-800-268-7096
(Toll free within Ontario only)

Address:

80 College Street
Toronto, Ontario M5G 2E2

For further details and to complete the application, visit the CPSO website:

<http://www.cpso.on.ca>

Canadian Medical Protective Association (CMPA)

CMPA coverage (medical liability protection) is MANDATORY for all Ontario postgraduate residents and clinical fellows. You will not be able to start your PEAP or begin training unless you have coverage. Contact the CMPA or visit their website for a membership application.

Hours of Operation:

Monday to Friday, 8:30am to 4:30pm

Direct inquiries to:

Email: inquiries@cmpa.org

Tel.: 613-725-2000 or 1-800-267-6522

International: 001-613-725-2000

Fax: 613-725-1300 or 1-877-763-1300

For further details visit the CMPA website: <https://www.cmpa-acpm.ca/>.

Mailing address:

Canadian Medical Protective Association
P.O. Box 8225
Station "T"
Ottawa, ON K1G 3H7

Courier/street address:

Canadian Medical Protective Association
875 Carling Avenue
Ottawa, ON K1S 5P1

Immunization Requirements



Your complete immunization record is required before you begin your program of study. Please ensure that it is submitted to the Clinical Placement Risk Management Team (pgmed@uottawa.ca) and updated on a yearly basis.

IMPORTANT! You will not be able to start your training until your immunization record is submitted and declared up to date by the Risk Management Nurse Advisor.

The policy and forms can be accessed via their website at:

[Postgraduate Medical Education \(PGME\) Program Deadlines - CPRM | Faculty of Medicine](#)

You will receive instructions from the Clinical Placement Risk Management Team. **Wait until you receive information before taking any action.**

Vulnerable Sector Screening (VSS)

A Vulnerable Sector Police Record Check is mandatory for all new trainees. Trainees living outside Canada must provide an original VSS or equivalent to cover the last five years of residency. This must be

completed before leaving your country to avoid complications. If a letter is required by your local police department to complete the check, please request it from the Clinical Placement Risk Management Team by email at: fom_cprm@uottawa.ca. Note that an official notarized translation is required if the original document is not in English or French. You will be required to submit the original(s) once you arrive. **DO NOT mail.** Details can be found at: <http://www.uottawa.ca/faculty-medicine/cprm/program-requirements>

Student Identification Card

Student identification cards (with photo) are



required to access valuable uOttawa services such as the library, to gain access to sports facilities and to make use of a variety of student services. It may also be required as identification when doing electives in rural communities.

Upon arrival, you can apply for the card [online](#). You will be required to pick it up, in-person, at the uOttawa Card Services, 90 University Private, Room 145, Ottawa. **You will need to enter a [virtual line through the QLESS link](#).**

When completing the online form, you must choose “Ottawa” as your Campus.

Cards are automatically renewed with each subsequent registration. You must keep your card for the duration of your studies at the University of Ottawa.

HEALTH CARE

The University of Ottawa requires that you have personal health coverage for the entire duration of your education.

Ontario Health Insurance Plan (OHIP)

As a resident or fellow (paid-learner), you are eligible for free health insurance for you and your spouse/children under the Ontario Health Insurance Plan (OHIP). OHIP states that you qualify for their health insurance if,



“you are in Ontario on a valid work permit and are working full-time in Ontario, for an Ontario employer, for at least six months.”

The application for OHIP must be done in-person. Please book an appointment online with Service

Ontario, at the link:

<https://www.ontario.ca/page/book-serviceontario-appointment>, **as soon as you arrive (Ottawa City Hall location recommended)**. Below is a list of documents you will need to bring:

- Registration for Ontario Health Insurance Coverage form for each family member (<https://forms.mgcs.gov.on.ca/en/dataset/014-0265-82>)
- passport(s)
- permit(s) (work, study, visitor)
- **letter from PGME** office confirming full-time employment and Ottawa address

Upon arrival, the **PGME** Office will provide you with the **letter** required for OHIP, attesting to the length of your stay and confirming your Ontario mailing address.

If you don't yet have a mailing address once you arrive, you will be required to obtain and pay for the University Health Insurance Plan. You can find details in the following section.

Direct OHIP inquiries to:

Tel.: 1-888-376-5197

For further details, visit the

Government of Ontario website:

<https://www.ontario.ca/page/apply-ohip-and-get-health-card>

Note that OHIP cards are valid for the duration of one's work permit. If your work permit expires before the completion of your training and you need to remain in Ottawa to complete it, you need to apply for the renewal of your work permit. Once you receive your renewed work permit, you will need to re-apply for OHIP.

N.B. This health insurance plan does *not* cover dental care nor prescriptions.



University Health Insurance Plan (UHIP)

University Health Insurance Plan (UHIP) is a **compulsory** insurance plan for international trainees, who have not yet obtained coverage from the Ontario Health Insurance Plan or another UHIP approved / equivalent health plan. UHIP covers medical and hospital expenses during your stay in Canada and standard medical visits. It also helps you obtain certain medical devices, as needed, such as wheelchairs, hearing aids, etc.

Enrolment for UHIP must be completed with the uOttawa Human Resources via the PGME Office, Ms. Jodee Kent or Miss Callie Luckovitch.

The UHIP monthly fee structure for the period from September 1, 2024 to August 31, 2025 is shown below (includes taxes) and covers the full calendar year:

- Single - \$63
- Couple (or 1 dependent) - \$126
- Family (3 or more individuals) - \$189

For further details, please visit: <http://www.uhip.ca>.

The minimum UHIP coverage period is one month.

IMPORTANT:

Outside the periods of UHIP/OHIP insurance coverage, you are ENTIRELY RESPONSIBLE for obtaining appropriate health insurance, for your own protection and that of your dependents. Hospital or medical expenses can be onerous if not covered.

We strongly advise that you obtain a secondary insurance policy to cover the dates that you are not covered by UHIP/OHIP.

Note: International fellows are not eligible for PARO benefits and therefore may not receive the supplemental health insurance, nor the life and disability insurance that residents receive.

Below are types of insurance available to international fellows, at an additional cost:

1) Extended Health, Dental and Life Insurance

Benefits can be purchased through a group benefit plan if this is not provided by your program in your offer of employment.

Extended benefits can include dental coverage, coverage for chiropractor, massage therapist, naturopath, osteopath, physiotherapy, podiatrist, speech therapist, psychotherapy, social work, etc...

This can be purchased for a monthly fee from: [Selectpath](#), [Manulife](#), [Canada Life](#), [Sun Life](#) or [Life Insurance Pro](#).

Fellows can also choose to contact our advisor Rob Kimball directly (see his contact information below) to discuss the options and purchase coverage available.

Rob Kimball, Senior Financial Advisor
Selectpath Benefits & Financial
Tel: 519-675-1177 or
1-888-327-5777 x112
Email: rob@selectpath.ca
www.selectpath.ca

2) Dental Care/Eye Care (optician or optometrist)

can be found near your home or work location by searching on the [Ottawa Dental Society](#) website or on



google.ca. You can call or request an appointment online and you can specify if you need an urgent appointment if required. This is not covered by OHIP.

3) Life Insurance is also available through a group plan. The contact for this is also Rob Kimball.

4) Disability Insurance can be purchased through a group plan available from **the Ontario Medical Association (OMA)** if you become a member. This may be particularly relevant for those trainees doing procedures at risk for blood born pathogen contamination.

More information is available at:
<https://www.omainsurance.com/expl-ore-our-products/protect-your-lifestyle/disability-insurance/>

- ❖ Trainees must become members of OMA to qualify.
- ❖ On application must indicate enrolled in a postgraduate program (fellowship); intend to change country of residence upon completion and indicate which country.

Travel Medical Insurance

If you travel outside of Ontario or outside of Canada, it is possible to obtain a Travel Medical Insurance.

You may consult the Travel Medical Insurance list suggested to you below:

UHIP:

<https://uhip.ca/Enrollment/PlanDetails#toc6>

Manulife:

<http://www.coverme.com/products/travel-insurance.jsp>

Travel Guard:

<https://www.travelguard.ca/travel-insurance>

Blue Cross Canada:

<http://www.bluecross.ca/en/products/travel-coverage.html>

Guard.Me International Insurance

<https://www.guard.me/>

Well-Being Program for Physicians in Training

This program is designed specifically to assist you as a resident or fellow in preventing and managing personal, medical or academic problems if and

when they may arise. Confidentiality and discretion is guaranteed.

Questions may be directed to:

Dr. Mélissa Langevin

Assistant Dean, Faculty Wellness

Program University of Ottawa -

Faculty of Medicine

wellness@uottawa.ca

Tel.: 613-562-5800, extension 8507

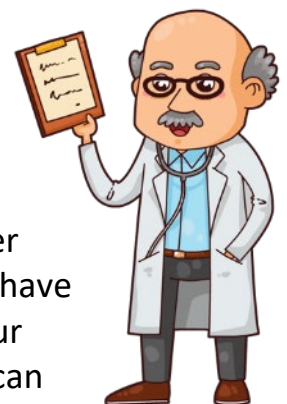
For further details, visit the Faculty Wellness Program website:

[Faculty Wellness Program - FA | Faculty of Medicine.](#)

If you are comfortable, you may also address any important issues to your International Trainees Coordinator, Ms. Jodee Kent or Miss Callie Luckovitch at the PGME Office (for contact information see page 4).

Find a Family Doctor

A family doctor is also called **general practitioner (GP)**. Family doctors are usually the first doctors to diagnose and treat most medical problems. If you need to see a specialist doctor, usually, you need a family doctor to refer you. Family doctors also order laboratory and other tests. If you would like to have a family doctor during your stay here in Ottawa, you can register with the uOttawa



Student Health and Wellness Centre
at the link below:

<https://www.uottawa.ca/campus-life/health-wellness/student-health-wellness-centre>.

801 King Edward, Room N203 (2nd
floor)

Ottawa, ON K1N 6N5

Tel.: 613-562-5498

Email: healthpromo@uottawa.ca

Hours:

Monday-Friday, 8:00am to 4:00pm

Saturdays, 9:00am to 2:00pm

Sundays closed

Fee: \$30 per term (every 4 months)

Benefits

- Consistent health care provider on campus
- Shortened wait time
- Access to allied health professionals and mental health services
- Access to special programs (dietitian, smoking cessation, etc.)

Book an appointment by

- Telus CHR Connect app
- [Online](#)
- By phone (see above)
- In-Person

HELPING YOURSELF WHEN IN DISTRESS



RECOGNIZE Have you noticed unusual behaviour or feelings?

HIGH RISK OF HARM

- Are you thinking frequently of harming yourself, or seriously considering suicide?
- Are you missing most of your classes or work?

MODERATE RISK OF HARM

- Are you avoiding family, coworkers and friends or feeling isolated?
- Have you stopped taking care of yourself or your personal hygiene?
- Has something unexpected happened in your life, like a death or accident?
- Are you taking substances, like drugs or alcohol to cope?

LOW RISK OF HARM

- Are you feeling overwhelmed in your studies or your work?
- Are you having family or relationship issues?
- Are you having difficulties concentrating or with your sleep?

RESPOND Reach out to the uOttawa community

The uOttawa community has resources to help. What works for you right now?

STUDENTS	EMPLOYEES
24/7 Help	
<ul style="list-style-type: none"> • Good2Talk, 24/7 bilingual student helpline - 1-866-925-5454 • Undergraduate Health Plan (UOSU) - 1-844-741-6389 • Graduate Health Plan (GSAED) - 1-855-649-8641 	<ul style="list-style-type: none"> • Employee and Family Assistance Program (EFAP) 1-844-880-9142 • Crisis Line: 613-722-6914 or 1-866-996-0991 (Bilingual)
Speak to someone in person	
<p>Counselling: Walk-in, or pick an appointment online that suits you at sass.uottawa.ca or by calling 613-562-5200.</p> <ul style="list-style-type: none"> • The team at Counselling Services is there to help students dealing with difficulties impacting their academic studies, so please consider reaching out to speak to them confidentially about your particular needs. 	<ul style="list-style-type: none"> • Book an appointment via the EFAP at 1-844-880-9142 • Health issues related to work, contact the Health and Wellness Sector, Human Resources 613-562-5800 ext: 1473 • Manulife Health Plan Eligible employees can be reimbursed for expenses related to eligible health professionals, see 'My Info' section of Human Resources website for more information about benefits.
<p>Should you require medical support, please consult with your physician or health professional. The University of Ottawa Health Service Family Health Team is available on campus. Visit the walk-in clinic or call to make an appointment with a family doctor or nurse practitioner: 613-564-3950</p>	
<p>If at any time you are at immediate risk of harming yourself or others, on campus call Protection at 613-562-5411, or off-campus call Emergency Services at 911</p>	

REFER Learn about the many supports available to help
uOttawa.ca/wellness



HELPING SOMEONE IN DISTRESS



RECOGNIZE UNUSUAL BEHAVIOUR

Do you see any behaviour that may be out of character or unusual for someone? Early intervention plays a key role in supporting mental health challenges.

RESPOND WITH CONCERN AND EMPATHY

Non-judgmental and supportive language includes:

- "I have noticed..."
- "I am concerned..."
- "I hear what you are saying..."
- "How can I help you to..."

REFER THE PERSON TO AVAILABLE RESOURCES

Non-judgmental and supportive language includes:

- "What do you need in order to..."
- "Can I suggest..."
- "uOttawa Wellness website has lots of resources. Let's look at it together..."

HIGH RISK OF HARM

Behaviour that is violent, destructive, harmful, aggressive or threatening to self or others.

This is an emergency.

uOttawa
Protection Services, 24/7:

613-562-5411

Off Campus
Emergency Services, 24/7:

911

MODERATE RISK OF HARM

Changes in personal appearance and hygiene, low mood, avoidance of people, substance use concerns, disorganized thinking, expressions of hopelessness, or references to suicide.

Students, (Good2Talk), 24/7:

1-866-925-5454

Employee and Family Assistance Program (EFAP), 24/7:

1-844-880-9142

LOW RISK OF HARM

Difficulty with studies, family or relationship problems, chronic health conditions, difficulty concentrating, issues with sleep, increased interpersonal conflict.

For all services and many more resources
uOttawa.ca/wellness

Walk-In Clinics

Another option would be to go to a walk-in clinic. You don't need an appointment. Most clinics are open in the evening and on weekends.

You need to bring your health card (UHIP/OHIP) with you. The downfall is that you may not be able to see the same doctor every time you go to a clinic. You may also have to wait to see a doctor or nurse if there are other patients ahead of you (first-come, first-serve basis).

The largest regional provider is **Appletree Medical Clinic** with offices all over the city. Please visit their website below to roster with them, for hours of operation, current wait times, locations and more information. **Typically, available by appointments only. Must register for the [Patient Portal](https://www.appletreemedicalgroup.com).**

<https://www.appletreemedicalgroup.com>

To find health care you can also:

- Visit the [Ontario.ca website](https://www.ontario.ca)
- Specify which service (walk-in, travel clinic, etc.) or which specialist and the location
- You will get a list of health care locations within your proximity

In case of emergency,
always dial 911.



GENERAL INFORMATION

Accommodation



For information on accommodations, we invite you to visit the following Web pages.

University of Ottawa – Off-Campus Housing

<https://www.uottawa.ca/campus-life/housing/off-campus-housing-information>

High-rise apartment located right beside the General Hospital and the Children’s Hospital of Eastern Ontario (CHEO)

<https://www.apartments.com/lavant-age-suites-ottawa-on/fx549ev/>

Short-term accommodations provided by the Ottawa Hospital, Civic Campus

<https://www.ottawahospital.on.ca/en/patients-visitors/planning-your-stay/where-to-stay/residence-corporation/short-term-accommodations/>

Other sites

[Airbnb | Ottawa – Rentals & Places to Stay - Ontario](#)



<http://www.Medshousing.com>

[Kijiji Classified Ads](#)

[REALTOR.ca](#) (to rent or to buy)

[Property Rentals in Ottawa, Ontario | Facebook Marketplace | Facebook](#)

Rental Management Groups: please [google](#) the following companies:

near TOH-General campus and CHEO: Fleming Property Management, Hazelview Properties, Richlin Apartments, Minto Residential Rentals

near TOH-Civic campus and uOttawa Heart Institute: Curran Property Management & Sleepwell Property Management

near TOH-Riverside campus: Tower Building Management and Housing Services Corporation

Others: [Minto](#), [CLV](#), [Fahel & Co](#)

Computer Access

As a full-time University of Ottawa student, you have free access to the computers located in the Health Sciences



Library at Roger Guindon Hall (RGN). For details on hours of operation or contact information, please see **Appendix II**.

uoZone is the portal to access on-line student services including the following:

- obtaining a financial statement of your student account
- printing tax forms
- your enrolment requirements checklist
- many other services.

Your credentials to access the [uoZone service](#) and uo email account, if you don't already have them, will be sent to you by the Faculty of Medicine – Medtech Team shortly. Please ensure to check your spam/junk folder.

Because the University of Ottawa PGME Office and your program have important information to relay to you, it is **mandatory to activate and monitor your uOttawa email address.**



Should you encounter difficulties accessing uoZone or your e-mail account, please contact the Faculty of Medicine's Information Technology (IT) Services by completing a service request form on-line. If they request your student number, please contact pgme@uottawa.ca or [MedTech](#).

Address:

451 Smyth Road, Room 3028
Ottawa, Ontario K1H 8M5
Tel.: 613-562-5648

You may wish to visit their website for more details:

<https://www2.uottawa.ca/faculty-medicine/information-management>.

YMCA Newcomer Information Centre

The YMCA Newcomer Information Centre (NIC) is a welcoming place for those starting their new lives in Canada. They provide information and referral services to support more than 11,000 newcomers each year.

There is **no cost** to participate.

<https://ymcaottawa-nic.ca/about-us>

Ottawa and the Canadian Culture

If you are interested in finding out about Ottawa and the Canadian

culture, here are a few websites that may be of an interest to you.

City of Ottawa:

<http://www.ottawa.ca/>

Ottawa Climate:

<https://www.theweathernetwork.com/ca/weather/ontario/ottawa>

Ottawa Start:

<http://www.ottawastart.com>

Government of Canada:

<https://www.canada.ca/en.html>

Transportation



Public Transit (Bus, O-Train, LRT)

<http://www.octranspo.com>

Driving Directions

<http://maps.google.ca/> or

<https://www.mapquest.com/directions>

Uber or Lyft

Uber is a technology platform. This smartphone application connects driver-partners and riders. When a nearby driver-partner accepts your request, your app displays an estimated time of arrival for the driver-partner heading to your pickup location and cost. The app notifies you when the driver-partner is about to arrive and provides information about the driver with whom you will

ride, including name, vehicle type and license plate number. *Similar to taxis but more affordable.

For more information on the **Uber** and similar **Lyft** application and to sign up, you may consult the following websites (pictures linked):



Taxis

Blue Line – 613-238-1111

Capital – 613-744-3333

West Way – 613-727-0101

Free Shuttles



The Ottawa Hospital Shuttle runs **every 20 minutes** between the

General, Riverside and Civic campuses. You will access the schedule online with your TOH employee credentials once you are fully compliant.



The University of Ottawa Shuttle runs between the uOttawa's downtown

Campus, Lees Campus, Saint Paul University, Roger Guindon Hall and Peter Morand. See following link for schedule.

<https://www.uottawa.ca/about-us/administration-services/office-chief-risk-officer/parking/shuttle-bus>

STOPS (map)

You can sign up for the free “BusWhere for uOttawa” app on your cell phone (Apple iOS or Android) at buswhere.com/uottawa by using your @uottawa.ca email address to login.

Parking

TOH (General, Civic, Riverside)

Once your hospital privileges are confirmed by PGME and Medical Affairs, you can go to the Hospital Photo ID Office to get your badge and fill out the Parking Request Form on the internal TOH website. You will need your TOH credentials to login to the site.

Email: parking@toh.ca

CHEO

Once your hospital privileges are confirmed by PGME, you can get parking through the CHEO Security Office.

Email: webmaster@cheo.on.ca

Driver's Licence

In order to drive a car in the province of Ontario, you must either hold an International Driving License or an Ontario Driving License. It is illegal to operate a motorized



vehicle without a license. You are required to apply for an Ontario driver's licence within 60 days of residing in Ontario, if applicable. Visit the Ministry of Transportation of Ontario (MTO) website for more details:

<https://www.ontario.ca/document/official-mto-drivers-handbook/getting-your-drivers-licence>.

To schedule a driving test, visit the following Ministry of Transportation of Ontario website at <https://www.drivetest.ca> or call 1-888-570-6110 or 647-776-0331 for an automated phone booking line.

Daycare and Schools

If you are travelling to Ottawa with children, you may find the daycare and schooling information noted below to be useful.



Daycare

There are two types of daycares in Ottawa: licensed (can be home-based or centre-based), and non-licensed (or private).

Register now!!! The wait time to get in can be long!

Licensed:

- Apply through the [City of Ottawa](#).

- May participate in the Canada-wide
- Early Learning and Child Care ([CWELCC](#)) system for reduced daycare costs (~20-30\$/day).
- [Andrew Fleck Children's Services](#) also offers childcare, a forest and nature school and early learning centres.

TOH-General Campus Daycare: Garderie OASIS Child Care Centre

To place your child's name on the Garderie Oasis Child Care Center waiting list, you must first register with the [City of Ottawa Child Care Registry and Waitlist](#) and then select Oasis as daycare that you would like to attend.

uOttawa-Main Campus Daycare: [Garderie Bernadette Child Care Centre](#)

All children accepted to GBCCC must be registered with the [City of Ottawa Child Care Registry and Waitlist](#). Call them and schedule a visit – this will improve your place on the waitlist!

Unlicensed:

Typically, home daycares:

<http://www.godaycare.com/ontario/ottawa/6>

Cannot participate in the [CWELCC](#) program/higher rates (~50-70\$/day).

Other Private childcare arrangements are made between the parents and a caregiver. Note that they are neither licensed nor inspected. Non-licensed daycares might be found at the following websites:

- [Child Care Providers Resource Network](#)
- [Facebook Marketplace](#): Search Marketplace for childcare (location set to Ottawa)
- [Kijiji](#) search Ottawa area for childcare options

School

Before looking for schools for your child/children, you must find a place to live.



A school will then be assigned depending on the geographic location of your home.

For all school boards, you must provide a proof of your status in Canada (work permit), proof of full-time studies at the University of Ottawa (can be requested at the PGME Office), and child/children's immigration papers.

French School Boards

- **Public Schools**
French Public School Board:
<http://www.cepeo.on.ca/>
613-742-8960

- **Catholic Schools**
French Catholic School Board:
<http://www.csdceo.ca/>
613-744-2555

English School Boards

- **Public Schools**
English Public School Board:
<http://www.ocdsb.ca>
613-721-1820
- **Catholic Schools**
English Catholic School Board:
<http://www.ocsb.ca/>
613-224-2222

Ottawa Islamic School

- <https://www.ottawaislamicschool.org/>

Private International Schools

<https://www.ourkids.net/ottawa-private-schools.php>

Before & After School Care

Typically, available within a school but is a separate organization with their own website and different registration than the schools.

- French Catholic (CECCE): ([link](#))
- French Public (CEPEO): ([link](#))
- English Catholic (OCSB): ([link](#))
- English Public (OCBSB): ([link](#))

Summer Camps

- City of Ottawa Summer Camps ([link](#))
- University of Ottawa Summer Camps ([link](#))



Graduate Studies (Masters/Ph.D)

Courses and programs for Graduate studies are available. All uOttawa graduate programs and opportunities are available at:

<https://www.uottawa.ca/study/graduate-studies/programs-opportunities>

Faculty of Medicine specific Graduate and Postdoctoral Studies are available at: <https://www.uottawa.ca/faculty-medicine/graduate-postdoctoral>

The following options are available:

- Microprograms
- Diplomas
- Master's with a thesis or major research project
- Course based Master's
- Ph.D. programs

Email: grad.med@uottawa.ca

Phone: 613-562-5215

Fellowship Programs

For a listing of approved fellowship programs at the uOttawa, please visit our website at:

<https://www.uottawa.ca/faculty-medicine/postgraduate-medical-education/fellowship-areas-focused-competence/programs>.

If you or your spouse are interested in applying, please contact the Program Administrator for that program or see the admissions section on our website at: [International graduates without Canadian legal status - PGME | Faculty of Medicine](#).

English/French Second Language Courses

Courses in English as a Second Language (ESL) and French as a Second Language (FLS, *Français langue seconde*) are meant to help you improve your language skills. The courses are offered from a beginner level to an advanced level. Some of our FLS and ESL courses are offered in the blended format. To learn what blended courses are all about and how they can help you in your studies, visit our Blended Language Courses web page at:

<https://www.uottawa.ca/about-us/official-languages-bilingualism-institute>.

The Faculty of Medicine, Bureau des affaires francophones (BAF) also offers FLS courses:

<https://www.uottawa.ca/faculty-medicine/francophone-affairs/french-second-language-courses>.

For more information on ESL/FLS courses, please visit the Official Languages and Bilingualism Institute (OLBI) website:

<https://www.uottawa.ca/about-us/official-languages-bilingualism-institute/second-language-courses>.

Ottawa Festivals

Ottawa is known as Canada's Festival Capital.

Every week you can find themed festivals and cultural activities online ([link](#))



Affordable Shopping

Food, Clothing, Furniture and Household Items

Costco: A membership-only warehouse club that provides a wide selection of merchandise. Focuses on selling products at low prices, often at very high volume. These goods are usually bulk-packaged and marketed primarily to large families and businesses.



Dollarama/Dollar Tree:

Offers a broad assortment of everyday consumer products, general merchandise and seasonal items. Products are \$4.00 or less.

Facebook Buy Nothing groups: Join your local “buy nothing” group for free couches, beds, tv’s, exercise equipment, dressers and much more!

Facebook Marketplace: Buy or sell new and used items easily. From home décor and furniture to trendy fashion, you can find thousands of items, new or used!

Giant Tiger: Affordable, on-trend home and family fashions, groceries, and everyday necessities at low prices.

IKEA: Modern style ready-to-assemble furniture and home accessories. Include storage options, lighting, decor products, kitchen items and beds.

Kijiji: Classifieds to buy, sell, or trade almost anything! Used cars, pets, jobs, services, electronics, homes, boats for sale and more. Usually **gently used items**.

Restore shops: Restore shops offer second hand affordable furniture.

Brockville and Kemptville also have this type of store if you have a vehicle. <https://restoregoshop.ca/>

Walmart: Every Day Low Prices. Offers a selection of everything from fashion to automotive and housewares to electronics. Includes a pharmacy and groceries.



Winners, HomeSense & Marshalls: Selections vary by store with rack-after-rack of brand name and designer label fashions & footwear for women, men and children along with home accents and housewares at 20% to 60% less than department & specialty store.

Lower Priced Food Stores

- Wal-Mart
- Giant Tiger
- Food Basics
- No Frills

Other Grocery Stores

- Loblaws
- Metro
- Farm Boy
- Sobeys
- T&T Asian Supermarket
- Mid-East Food Centre
- Adonis International Grocery
- Bienvenidos Latin Market
- Hungry Ninja Asian Grocer



- Barrhaven International Grocery
- Universal Grocery
- Dutch Groceries
- Green Fresh Asian Supermarket
- and many more!

City of Ottawa “Hot Spots”

Byward Market: remains a unique pedestrian friendly destination with eclectic grocery items, prepared meals as well as boutiques, coffee shots, and restaurants ([link](#)).

Elgin Street, Sparks Street and Parliament Hill: One block south of Parliament Hill, historic and pedestrian Sparks Street offers shopping, dining, events, tours, festivals and so much more ([Elgin St. Link](#)) ([Sparks St. and Parliament Hill Link](#)).

Lansdowne Park and TD Place: world-class attraction with modern amenities, courtyards, heritage buildings, stores, entertainment, restaurants, markets, and green space.

<https://www.tdplace.ca/lansdowne-park/>

Ottawa Train Yards:

Ottawa’s premier shopping district including Banks & Services, Beauty & Health, Department Stores,



Electronics, Entertainment, Fashion, Home Fashion, Home Furnishing, Restaurants, Specialty Stores and Sporting Goods.

<https://ottawatrainyards.com/directory>

Kanata Entertainment Centrum: a convenient outdoor shopping centre that offers more than 47 brand name stores, restaurants, services, and entertainment.

entertainmentcentrumkanata.com/directory

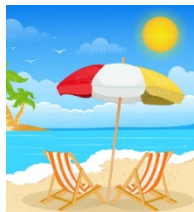
Tanger Outlets: provides a unique shopping experience with hundreds of brands at unbeatable value!

<https://www.tanger.com/ottawa>.

Canadian Tire Centre: sporting events and concerts.

<https://www.canadiantirecentre.com>

City of Ottawa Beaches & Museums



Beaches

Constance Bay,
Mooney's Bay,
Westboro, Petrie Island,
Britannia

7 National Museums:

- National Gallery
- Canadian Museum of History & Children's Museum
- Science and Technology

- Aviation and Space
- Agriculture
- War Museum



<https://ottawatourism.ca/en/ottawa-insider/ottawas-seven-national-museums>

City of Gatineau "Hot Spots"

Gatineau Park for Nature, Hiking and Biking Trails

Beaches

Lac Leamy, Lac Meech, Lac Philippe,
Aylmer Marina & Beach

Chelsea

Restaurants, Shops,
Nordik Spa

Aylmer

Restaurants, Shops,
Koena Spa



Sport Services

uOttawa Fitness Centres

Includes Fitness and Recreation, Intramurals, Camps, Aquatics and Varsity Sports.

Contact: gee-gees@uottawa.ca

Virtual Tour ([link](#))

[Minto Sports Complex](#)

- Located at 801 King Edward Ave., Room N-100
- Can access with uOttawa Student Card
- 2024 Fee: \$121.50 every 4-month term
- Mon-Fri: 6:30am-11:00pm
- Sat-Sun: 8:00am-8:00pm

[Montpetit Fitness Centre](#)

- Located at Montpetit Hall, 125 University Private, Room 047
- 50 metre swimming pool and [aquatic centre](#)
- Dance studio
- Basketball and volleyball court
- [Intramural](#) sports, Room 102
- Martial arts room
- [Camps](#)
- Mon-Fri: 7:30am-11:00pm
- Sat-Sun: 9:30am-8:30pm
- **Membership & Price:**

<https://www.uottawa.ca/campus-life/athletics-recreation>



Hospital Fitness Centres

TOH-General Campus Gym:

[Goodlife](#) 501 Smyth Road, located at the Ottawa Hospital near the Cancer Centre in the basement. Will not appear on goodlife website. Membership required.

TOH-Civic Campus Gym:

[Goodlife](#) 1053 Carling Avenue. Will not appear on goodlife website. Membership required.

CHEO Bear Fitness Gym:

Must register for access on the CHEOnet internal website.

Contact: bearfitness@cheo.on.ca

Canada-Wide Fitness Centres

These are a few of the popular fitness chains that have many locations around Canada. Membership required and fees apply.

- Movati
- Goodlife Fitness
- Fit4Less
- Planet Fitness

APPENDIX I

University of Ottawa – Affiliated Teaching Hospitals

Children's Hospital of Eastern Ontario (CHEO)

401 Smyth Road
Ottawa, Ontario K1H 8L1
Tel.: 613-737-7600
<https://www.cheo.on.ca>

The Royal Ottawa Mental Health Centre

1145 Carling Avenue
Ottawa, Ontario K1Z 7K4
Tel.: 613-722-6521
<https://www.theroyal.ca>

Bruyère Continuing Care

43 Bruyère Street
Ottawa, Ontario K1N 5C8
Tel.: 613-562-6262
<http://www.bruyere.org>

Hôpital Monfort

713 Montreal Road
Ottawa, Ontario K1K 0T2
Tel.: 613-746-4621
<https://www.hopitalmontfort.com/>

The Ottawa Hospital (TOH) (4 campuses)

Civic Campus/University of Ottawa Heart Institute (uOHI)

1053 Carling Avenue / 40 Ruskin St.
Ottawa, Ontario K1Y 4E9 / K1Y 4W7
Tel. 613-798-5555 / 613-696-7000
<https://www.ottawahospital.on.ca/>
<https://www.ottawaheart.ca/>

General Campus

501 Smyth Road
Ottawa, Ontario K1H 8L6
Tel.: 613-737-8899
<https://www.ottawahospital.on.ca>

Riverside Campus

1967 Riverside Drive
Ottawa, Ontario K1H 7W9
Tel.: 613-738-7100 or 613-722-7000
<https://www.ottawahospital.on.ca>

The Rehabilitation Centre

505 Smyth Road
Ottawa, Ontario K1H 8M2
Tel.: 613-737-7350 or 613-722-7000
<https://www.ottawahospital.on.ca>



APPENDIX II

Bookstore and Library Services

University of Ottawa Bookstore
Jock Turcot Hall
85 University Pvt
(Main Campus)
Tel.: 613-562-5353

Monday to Friday
8:00 a.m. to 6 p.m.
Saturday
10 a.m. to 4 p.m.

Morisset Library
Morrisset Hall
65 University Pvt
(Main Campus)
Tel.: 613-562-5213

Monday to Friday
7 a.m. to 2 a.m.
Saturday & Sunday
10 a.m. to 2 a.m.

Health Sciences Library
Roger Guindon Hall
451 Smyth Road,
Room 1020
Ottawa, Ontario
K1H 8M5
Tel.: 613-562-5407

Monday to Thursday
8 a.m. to 10:30 p.m.
Friday:
8 a.m. to 8 p.m.
Saturday & Sunday
9 a.m. to 7 p.m.



The Ottawa Hospital – General Campus Library, Eye Institute Building
501 Smyth Road, room 1404
Tel.: 613-737-8899, ext. 78530

Monday to Friday
8:00 a.m. to 4:00 p.m.

Ottawa Hospital - Civic Campus Library, Main Building
1053 Carling Ave,
Room D104
Tel.: 613-798-5555, ext. 14450

Monday to Friday
8:30 a.m. to 4:30 p.m.

CHEO Conway Library
401 Smyth Road,
first floor
(basement)
Tel.: 613-737-7600, ext. 2206

Monday to Friday
8 a.m. to 4:00 p.m.
(with CHEO employee badge,
24-hour access)

The Royal Ottawa -Mental Health Centre
1145 Carling Ave,
Room 2100
Tel.: 613-722-6521, ext. 6899

Monday to Friday
9 a.m. to 4:30 p.m. and
6 p.m. to 9 p.m.
Saturday & Sunday
10 a.m. to 2 p.m.