



Travel Guide To **TRENT UNIVERSITY** Durham GTA Campus



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01 LAND ACKNOWLEDGEMENT

We respectfully acknowledge that we are on the treaty and traditional territory of the Miichi Saagiig (Mississauga) Anishnaabeg.

We offer our gratitude to the First Nations for their care for, and teachings about, our earth and our relations. May we honour those teachings.

To learn more about treaties and the land on which you will live and study, please see the following resources:

- [Why We Offer a Territory Acknowledgement \(Video\)](#)
- [Indigenous Initiatives](#)
- [Indigenous Protocol Guidebook](#)
- [Williams Treaty Resources](#)

Trent University, in Peterborough and Durham, is located on the treaty and traditional territory of the Michi Saagiig (Mississauga) Anishnaabeg, home to Curve Lake First Nation, Alderville First Nation, Hiawatha First Nation, and the Mississaugas of Scugog Island First Nation.



02 TRAVEL PLANNING

Moving to a new country is exciting, but it's essential to plan! Here's everything you should know when preparing for your flight to Canada.

WHEN SHOULD I BOOK MY FLIGHT?

- Booking early ensures better prices and more flexibility in choosing your travel dates. It is recommended to book your flight as soon as you receive your visa or study permit approval.
- While Immigration, Refugees and Citizenship Canada (IRCC), allows you to enter Canada prior to your studies, if you arrive before to move-in day, you will need to make independent arrangements for short-term accommodation.
- You should plan to attend new student orientation.
- Please note that you are not allowed to work on or off campus until you begin your studies in Canada, so you will have to prove to the officer you have sufficient funds to support your early arrival.
- Also note, your University Health Insurance Plan coverage will become active on the 1st of the month that your studies begin.

HOW DO I CHECK MY VISA OR STUDY PERMIT STATUS?

- You can check the progress of your study permit application through your IRCC account.
- "Approved" or "Final Decision Made" means you are clear to travel.



- Once your study permit and visa are approved, you should receive a Letter of Introduction (LOI) – bring a physical copy with you. You'll present it to the officer at the airport to receive your actual study permit at the port of entry.
- If your application is still "In Progress" or "Under Review," do not travel until you receive your LOI.

CHOOSING THE RIGHT ARRIVAL CITY

We recommend arriving at Toronto (Pearson International Airport - YYZ). Toronto is closest to Oshawa and Durham Region and offers the best support options. Double-check your campus before you plan your travel options.

Transportation:

Students can independently arrange transportation via many convenient options. Please find more information below.

- Private Shuttle options (e.g. pick-up from family or friends)
- [Ontario Coachway](#)
- [Valet Airport Shuttle](#)
- [Century Transportation](#)
- [Toronto Pearson recommended travel options.](#)

We recommend contacting them at least one week prior to departure to book your transportation. Please note that it is students' responsibility to pay for independently scheduled transportation. Durham students also can travel from Pearson Airport to their accommodation by [Taxi](#) or [Uber](#), as they wish.



ARRIVING AT NIGHT

It is better to arrive during the day (between 8:00 AM and 6:00 PM approx.) if possible for these reasons:

- Public transportation is more reliable and frequent.
- It is safer and easier to navigate a new city in daylight.
- Please note that daylight ends earlier in the winter (approx. 5 PM).
- You will have better access to airport services like SIM card counters, currency exchange, and transportation help.

If your only flight option arrives at night, it is recommended to:

- Arrange private transportation prior to your departure.
- Book a hotel or Airbnb near Pearson Airport for the night.
- Travel to your rental/housing in Oshawa the next morning.

Arriving at night can lead to difficulties checking in, finding transit, and getting help if needed.



03 FLIGHT AND AIRPORT PREPARATION

Getting ready for your flight to Canada involves more than just packing a suitcase. These key steps will help you stay organized, safe, and comfortable when you arrive.

DOCUMENTS TO KEEP IN HAND AT ALL TIMES

Make sure you carry these important documents in your carry-on bag, not in checked luggage:

- Passport – Must be valid for the entire duration of your stay.
- Letter of Introduction (LOI) – You'll show this at immigration to get your study permit.
- Trent University Letter of Acceptance (LOA) – Proof that you've been accepted to study.
- Travel Itinerary – Your flight details, dates, and times.
- Address in Canada – Where you'll stay for the first few days (hotel, Airbnb, rental, or on-campus housing).

Tip: Keep a printed and digital copy of each document just in case.

MUST-HAVE APPS TO DOWNLOAD BEFORE YOU TRAVEL

These applications will be useful once you arrive in Canada:

- Google Maps - For directions, to find nearby places, and transit routes.
- Transit App - Real-time public transportation schedules.
- Uber/ Lyft - To book rides from the airport or around the city.



- WeatherCAN - Official Canadian weather app, helps you to dress right.

Tip: Download and set up these apps before your flight, while you still have Wi-Fi access.

CURRENCY EXCHANGE TIPS

Having Canadian money when you arrive will make things easier:

- Bring some Canadian dollars (CAD) - Bring approx. \$100 - \$300 in small bills. This is ideal for taxis, snacks, or emergencies.
- Use a Forex Card or Travel Card - This is safer than carrying large amounts of cash. It works like a debit card in Canada.



04 CLOTHING FOR ARRIVAL

UNDERSTANDING CANADIAN WEATHER

Canada's climate changes a lot depending on the season, so packing the right clothes is important. If you are starting your studies in the Fall term (September), weather will be favourable. You do not need to bring warm winter clothing, as you will have opportunities to purchase it once you are settled. It is a good idea to bring at least one versatile jacket suitable for temperatures between 0°C and 10°C.

If you are arriving during the winter months, be prepared for much colder conditions. Between December and January, temperatures often drop to between -15°C and -7°C. For winter, it is strongly recommended to wear a very warm sweater and purchase an insulated jacket once you have arrived.

WINTER ESSENTIALS

- Insulated winter jackets (look for ones rated for -20°C)
- Winterproof boots with grip
- Thermal gloves and knit hat to cover ears
- Warm scarf or neck warmer

UNDERSTANDING CANADIAN LAYERING

- Dressing in layers is key to staying comfortable:
- Base layer: T-shirt or thermal top
- Middle layer: Hoodie, sweater, or fleece
- Outer layer: Windproof/ waterproof jacket

Tip: If you cannot pack all of this, there are many options for affordable winter wear in Canada. .



05 CANADIAN IDENTIFICATION

In Canada, you will need a few important ID cards to study, get health care, and access student services. Here is what they are and how to get them at Trent Durham.

WHAT IS CONSIDERED ID IN CANADA?

When you first arrive, the following documents will serve as your main forms of identification:

- **Passport** - Your most important travel and identity document. Always keep it in a safe but accessible place. You are not required to carry a passport with you while in Canada.
- **Study Permit** - Issued by the Canadian government. This document proves your legal status as a student in Canada.
- **TrentU Card (Student ID)** - Your official university photo ID used across campus for printing, library access, and student services.

Your TrentU Card is also your:

- Library card
- Printing access card
- Trent Cash card for purchases on campus and select off-campus locations
- Identification for gym membership for eligible members
- Door and elevator access for students in Residence
- Identification verification for UPASS use



GETTING YOUR TRENTU CARD AT TRENT DURHAM

All students at Trent Durham receive a TrentU Card, which functions as your student ID. It's free and very easy to set up.

How to get your card:

- Upload your photo ahead of time by submitting your portrait-style photo online here! or via myTrent portal > Services > TrentU Card Photo Submission.
- Check for an email that your photo has been processed.
- Students moving into residence will receive their TrentU Card when they move in. Include a photo with your residence application or submit through the myTrent portal: myTrent portal > Services > TrentU Card Photo Submission.
- Students who are not living in residence will receive an email once their online photo submission form has been processed. Your TrentU card will be ready for pick up at the Durham Campus Print Shop within 3-5 business days.

UNDERSTANDING HEALTH COVERAGE: UHIP

As an international student, you're automatically enrolled in UHIP (University Health Insurance Plan) once you begin your studies. What is UHIP:

- UHIP replaces the Ontario Health Card (OHIP) for international students.
- You will receive your UHIP e-card in your Trent email within the first week of your classes. Always carry a copy of your UHIP card and your TrentU Card when visiting a clinic or medical provider.



06 ARRIVING AT PEARSON AIRPORT

Landing at Toronto Pearson International Airport (YYZ) is your official welcome to Canada. Here is everything you need to know before you leave the airport.

WHAT HAPPENS AFTER YOU LAND?

Once you get off the plane, follow signs for Immigration and Customs. If this is your first time entering Canada as a student, you will need to meet with a Canada Border Services Agency (CBSA) officer to get your study permit printed.

Please note that you will obtain your study permit at the first Canadian airport you enter. For example, if you arrive at Vancouver International Airport and then take a connecting flight to Toronto, you must follow the immigration and customs signs at the Vancouver airport and obtain your study permit there.

HOW LONG DOES IT TAKE?

Many students report waiting between 1.5 to 2 hours to complete this process.

What you'll need to show:

- Valid Passport
- Valid entry document (TRV or eTA)
- Letter of Introduction (study permit approval letter)
- Valid Trent Letter of Acceptance (must be valid at entry)
- Proof of Funds



- Proof you have paid tuition fees to Trent
 - MyTrent > Finances > My Account > Account Statement
- Medical exam (if required - must be valid)
- Proof of course registration
 - MyTrent > Academics > Academic Record > Unofficial Transcript
- All additional documents you submitted with your study permit application
- More information can be found here: [Prepare for arrival](#)

Once approved, the CBSA officer will print and hand you your study permit. Double-check all the details before leaving the counter.

WATCH OUT FOR SCAMS

Here is how to stay safe:

- Only use official taxi stands or ride apps (Uber, Lyft). Don't follow people offering rides directly inside the terminal.
- Avoid giving your bags to strangers or unmarked drivers.
- If unsure, ask a uniformed airport staff member for help.



07 GETTING TO DURHAM CAMPUS OR YOUR HOUSING

Once you land at Toronto Pearson Airport, you are just one step away from your new home in Canada.

OPTION 1: UBER OR LYFT

This is the most convenient option, especially if you have a lot of luggage. The estimated cost is around \$140–\$180 CAD.

How to book:

- Download the Uber or Lyft app
- Set your pickup location
- Type your destination address (e.g. Trent University Durham or your housing)

Tip: Share your trip details with a friend or family member for safety.

OPTION 2: GO TRANSIT (TRAIN & BUS COMBO)

This is a cheaper alternative, but it involves multiple steps using GO Bus and Durham Region Transit and some waiting. However, please keep in mind that it might be a tricky option if you have heavy luggage or arrive at night.

Refer to the next page that shows the route from Pearson → Oshawa → TRENT DURHAM



UP Express Train

2

Lakeshore East - GO Train

3

**Durham
Regional
Transit**

Route 1



Route 2





OPTION 3: DURHAM REGION TRANSIT (DRT)

- If you are already in the Durham area (like Pickering or Oshawa), you can use local buses to reach Trent Durham or your housing.
- Trent students receive a U-Pass, which allows you to ride DRT buses for free during the school year (please see this link for eligibility details: <https://www.trentu.ca/durham/campus-life/transit>)
- Best for short distances once you are already in town.

FINAL TIPS

- Do not be afraid to ask the airport staff for help. They are used to helping international students.
- Make sure your phone is charged, and you have internet access to book rides or check routes.
- If you arrive late, it is a good idea to book transportation or arrange pickups in advance.



08 SHORT-TERM ACCOMMODATION

If you arrive in Canada a few days early or need a place to stay before moving into your permanent housing, there are several affordable and comfortable short-term options near Trent Durham and the Oshawa area.

HOTELS NEAR CAMPUS (AFFORDABLE & ACCESSIBLE)

- [Holiday Inn Express & Suites Oshawa Downtown – Toronto Area](#)
- [Spark by Hilton Oshawa](#)
- [Best Western Plus Durham Hotel & Conference Centre](#)

AIRBNB - A FLEXIBLE OPTION

If you prefer a home-like setting, Airbnb is a great short-term option. You can rent a private room or entire apartment, often with access to a kitchen and laundry. We recommend contacting the host before booking to confirm check-in details and ask any questions. Always book through the official Airbnb platform for safety.

FINAL TIPS

- If you're arriving during peak times (August, December), book your accommodation early to avoid higher prices or limited availability.
- Save your accommodation address and booking confirmation to show at customs if asked.
- If you need help finding a place, reach out to the Off-Campus Housing Department using offcampushousing@trentu.ca for guidance.



09 ORIENTATION AT TRENT DURHAM

WHAT TO EXPECT ON DAY 1

Your orientation begins with a welcome presentation, interactive campus tours, and sessions explaining academic expectations and support services. Expect a friendly mix of fun and learning.

You will also get chances to meet fellow students, faculty, and staff, and to learn about clubs and health services available through the Trent Durham Student Association (TDSA) and UHIP with Trent International.

In addition to the main sessions, the orientation information session will also cover practical topics to help you settle in, including:

- How to access your Durham Region Transit pass
- How to get your TrentU Card (student ID)
- Steps to open a bank account in Canada
- Working in Canada - How to get your Social Insurance Number (SIN)
- How to apply for government-issued photo ID such as an Ontario Photo Card or driver's licence
- Meet other international students

International Orientation Information:

<https://www.trentu.ca/currentstudents/trent-international-orientation>



10 ESSENTIALS TO BUY

Here is what to pick up for your first week in Durham:

BEDDING & HOUSEHOLD ITEMS

- Walmart (Harmony Rd N or Stevenson Rd S, Oshawa): Affordable sheets, pillows, towels, hangers. Your go-to for basics.
- Dollarama: Great for small kitchen supplies, storage bins, cleaning items, and stationery.
- IKEA: Stylish bedding, lamps, desk organizers, kitchen essentials. It also offers delivery and pickup.

GROCERY BASICS

- Most new students stock up at Walmart, FreshCo, etc. Look for simple meal staples like pasta, rice, eggs, milk, fresh produce, and extras like spices or snacks.
- Grocery flyers (available online weekly) help you find student-friendly deals. Search online for Oshawa grocery flyers. You could even download the [Flipp](#) App to get online grocery flyers.

SIM CARD & MOBILE PLANS

- Once you arrive, consider purchasing a SIM card at outlets in Oshawa (Fido, Rogers, or Telus) or at local phone stores.
- Compare multiple options. Look for plans tailored for students.
- You can also inquire about plans at Walmart or electronic stores.



11 BANKING IN CANADA

Setting up a bank account in Canada early is smart as it helps with budgeting, paying rent, and any on-campus/ off-campus job earnings.

THREE POPULAR STUDENT-FRIENDLY BANKS IN CANADA

Scotiabank:

- No monthly fees while you study
- Tools for budgeting and access to thousands of locations across Canada
- Can open an account before arrival which is perfect for planning ahead

CIBC:

- No-fee chequing account with unlimited transactions
- Often includes a small sign-up bonus or perks like free coffee vouchers
- Great if you want to start your account online

RBC:

- No monthly fees and unlimited debit transactions
- Similar in perks to Scotiabank and CIBC, widely available in Canada

WHAT ID & DOCUMENTATION TO BRING

Be sure to have:

- Passport
- Study Permit
- Proof of full-time enrollment (e.g., offer letter, student ID or class schedule)
- Local Canadian address if possible



12 UNDERSTANDING YOUR LEASE (AT A GLANCE)

Lease agreements for student housing in Durham can vary. Some are 12 months, while others may be 4 or 8 months, especially if you're subletting or moving in mid-year. Always check the exact lease term before signing.

Know the details:

- Monthly rent amount
- Which utilities are included (heating, hydro, water, internet)
- Notice period - how much advance notice you need to give before moving out

Avoid scams:

- Ever pay in cash before signing a lease
- Don't sign a lease before seeing the place via in-person or verified virtual tour
- Make sure the listing matches the actual unit.

Useful Links:

- [Signing a Lease and Understanding Your Rights and Responsibilities](#)
- [Contacting a Landlord – Off-Campus Housing Checklist](#)
- [Beginning Your Campus Housing Search – Trusted Platforms and Tips](#)
- [Off Campus Housing - Housing - Trent University](#)
- [LTB Brochure - Information for New Tenants](#)
- [Renting in Ontario: Your rights | ontario.ca](#)
- [LTB Brochure - A Guide to the Residential Tenancies Act](#)



13 SETTING UP UTILITIES & INTERNET

Ask your landlord clearly: “Are utilities included in rent?”
Verify which utilities are included in the lease agreement.

If utilities are not included:

- Hydro/electricity: Oshawa Power or Elexicon Energy
- Internet: Rogers, Bell, or Fido are common providers

To set up services, you’ll need:

- A signed lease agreement
- ID (passport, student ID)
- Your move-in date

Tip: It is best to confirm utility setup before you move in to avoid any interruption in services.



14 TRANSPORTATION TIPS

PRESTO CARD & U-PASS

- All full-time undergraduate and post-graduate certificate students at Trent Durham GTA receive a U-Pass, included in their tuition/ancillary fees. This gives unlimited access to Durham Region Transit (DRT).
- The U-Pass costs \$150 per term, included automatically.
- Even though the fee is included, students must claim their U-Pass each semester through MyTrent. If you miss the deadline, the pass will not be issued, and you will need to pay regular fares.
- Please note that Master of Management students do not receive a U-Pass and must opt-in and pay the necessary fees at the beginning of the term.

How to Opt In and Activate:

- Go to MyTrent → Services → Campus Services → Trent Durham Transit Pass.
- Accept the U-Pass fee and apply before the deadline to ensure you receive your pass for the term.
- You'll receive a voucher code via your student email before the semester starts.

To use it:

- Download the PRESTO app
- Add the U-Pass voucher code emailed to your student account
- Tap your phone or card when boarding
- If your phone lacks NFC, request a physical Presto card.

Useful Link: [How do I use the new digital UPASS?](#)



USING DURHAM REGION TRANSIT (DRT)

- DRT runs frequent routes connecting Oshawa GO Station, Durham College, Ontario Tech, and Trent Durham with rapid services (Pulse Routes 900, 901, etc.) every 10–15 minutes. Public maps and schedules are available on the official DRT site.

Useful Links:

- [Durham Region Transit](#)
- [Durham Regional Transit- Routes and Schedules](#)



15 EMERGENCY INFORMATION

EMERGENCY INFORMATION

911: For police/fire/ambulance services - use only in life-threatening situations

- Durham Region Police Services - Non-Emergency: 1-888-579-1520
- Fire Services - Non-Emergency: (905) 436-3311, Toll Free: 1-800-667-4292

211: 24/7 helpline for counselling, community, and social support in 150+ languages

311: General municipal support in Durham Region - services, non-emergency inquiries, etc.

TRENT UNIVERSITY SECURITY (DURHAM CAMPUSES)

For general inquiries or to report an issue:

- Thornton Campus (905) 435-5111, durhamsecurity@trentu.ca
- Durham 850 King Street (PLZ) [\(905\) 435-5124](tel:(905)435-5124)
- For more info, please visit [Campus Security Contact](#)

In emergencies on campus, call 911, then call campus security



LOCAL MEDICAL & MENTAL HEALTH RESOURCES

Lakeridge Health Oshawa (Emergency Department)

- 1 Hospital Court, Oshawa
- Phone: (905) 576-8711
- Looking for a walk-in or alternative clinic? Please visit [Alternate Clinics - Student Wellness Centre - Trent University](#)

Region of Durham Paramedic Services (Ambulance/Paramedics)

- Emergency: 911
- Non-Emergency: (905) 665-6313
- Toll Free: 1-877-999-4336

ON-CAMPUS MENTAL HEALTH RESOURCES

- [Counselling Services - Trent Durham GTA - Trent University](#)- Short-term, goal directed mental health support to all registered students who are presently residing in Ontario.
- [Therapy Assisted Online \(TAO\)](#) – a series of online mental health modules and tools, free for all Trent students (use your TrentU email address to sign up).
- [Health Benefits](#): Student health benefits (\$500) to use toward psychotherapy/counselling. If you have opted out of health benefits, you may have additional coverage through a guardian/parent's health plan. You may wish to use [Psychology Today](#) as a platform to find a therapist who meets your needs.



- I.M. Well: Counselling, life coaching, and other services through the Trent Durham Student Association via online form.
- Mental Health Resources: A list of resources to review in hopes of finding support that meets your needs.

OFF-CAMPUS MENTAL HEALTH RESOURCES

If you are at risk of immediate harm, please call 911 or go to your nearest emergency room.

If you need urgent support or are in a crisis, please contact:

A) Durham Mental Health Services: 24- hour telephone support

- 905-666-0483 (local)
- 1 800-742-1890 (toll-free)

B) Good2talk

- 1-866-925-5454
- Text GOOD2TALKON to 686868

C) Suicide Crisis Hotline

- Call or Text 9-8-8



16 CULTURAL ADJUSTMENT TIPS

WEATHER SHOCK

Ontario winters can be icy and cold. Layer your clothes, buy thermal items, and invest in a warm coat and boots.

FOOD DIFFERENCES

Popular chain stores like Walmart or FreshCo carry familiar global items. Check international sections or local ethnic markets.

HOME SICKNESS AND SUPPORT

If you are feeling lonely, overwhelmed, or just need someone to talk to, Trent has you covered. Here are the key services you can use:

Student Wellness Centre

Free, confidential, short-term counseling is available to all registered Trent students, both in-person and virtually at either Durham or Peterborough campuses.

Support for International Students - Health and Wellness

Trent offer one-on-one wellness check-ins, tailored support to help with homesickness, academic stress, and cultural adjustment. Doctors or mental health nurses are available via telehealth if covered under UHIP.

Mental Health Resources & Peer Support

Access topic-specific resources (stress, grief, identity, etc.), crisis lines, and student-led peer listening programs. Peer-run group sessions and wellness check-ins are available.



17 IMPORTANT CONTACTS

TRENT INTERNATIONAL DURHAM

- Email: internationalfrontdesk@trentu.ca
- Phone: 905-435-5100, ext.1314
- Location: 55 Thornton Rd South (Building A), Room 101.7
- Website: <https://www.trentu.ca/durham/supports-services/trent-international>

OFF-CAMPUS HOUSING (TRENT DURHAM)

- Email: offcampushousing@trentu.ca
- Phone: 905-435-5100, ext. 5231
- Website: <https://www.trentu.ca/housing/off-campus-housing>

ON-CAMPUS HOUSING (TRENT DURHAM RESIDENCE)

- Email: residence@trentu.ca
- Phone: 905-435-5100, ext. 7127
- Website: <https://www.trentu.ca/housing/>
- Durham Service Centre: 75 Thornton Rd S (Building B), 2nd floor, B227
Phone: 905-435-5100 ext. 5150

TRENT DURHAM STUDENT ASSOCIATION (TDSA)

- Email: admin@mytdsa.ca
- Phone: 905-435-5100, ext. 5058
- Website: <https://www.mytdsa.ca/>
- Office: 55 Thornton Road South (Building A), Room 118.1



DURHAM REGION TRANSIT (DRT)

- Phone: 1-866-247-0055
- Website: <https://www.durhamregiontransit.com/en/index.aspx>

EMERGENCY NUMBERS

- For all emergencies, call 911

CAMPUS MAP

- <https://www.trentu.ca/map/>
- Finding a classroom: <https://www.classfind.com/trent>