

WELCOME TO TORONTO

A Guide for International Students

STUDENT HANDBOOK

Toronto, Ontario

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Table of Contents

Part 1: Academic & Student Support Essentials	3
Main Support Contacts	3
Academic Expectations: Attendance & Progress	3
Academic & Learning Supports	4
Academic Accommodations & Disability Support	5
Key Policies.....	6
How to Raise a Concern or Make a Complaint	6
Part 2: Health, Wellness & Campus Safety	7
Mental Health & Wellbeing	7
Respect, Safety, and Inclusion on Campus	7
Emergency, Crisis & Safety Support	8
Addiction and Overdose Support Resources	9
Health Insurance for International Students in Ontario	10
Part 3: Living in Toronto.....	11
Cost of Living in Toronto	11
Housing in Toronto	11
Part 4: Working & Daily Life	14
Student Work & Employment Rights.....	14
Transportation	15
Internet, Phone and Cable Services	15
Banking Services	16
Child Care Options	16
Part 5: Adjusting to a New Culture & Community	17
Cultural Differences and Norms in Ontario	17
Local Community Supports	17
Other Resources for Newcomers	18

Part 1: Academic & Student Support Essentials

Main Support Contacts

As you study at ILSC Language Schools, there are dedicated teams and staff to support you. If you have any questions or need help, you can contact:

Student Services

Questions about documents, letters, student records, student engagement, activities, events, and general support. ILSC: advisors.toronto@ilsc.com

Academic

Questions about your program, timetable, grades, academic concerns, or classroom issues. ILSC: programdirectors.toronto@ilsc.com

University Pathways

Helps students prepare for their post-secondary transfer goals by supporting them with program selection, application requirements, document preparation, and guiding them through each step of the admissions process. ILSC: universitypathways.canada@ilsc.com

Student Housing Support

Assists students with housing options and supports homestay and residence placements. ILSC: studentaccommodations.canada@ilsc.com

Visa & Immigration Support

You can collect information about any immigration-related questions (including applying for or renewing your Study Permit) by accessing the IRCC link below. ILSC Education Group has partnered with Encubate Inc. (an authorized immigration consulting firm) that offers step-by-step visa and permit application assistance and immigration advice. For more information visit: IRCC | How to Apply for or Renew a Study Permit <https://www.encubate.ca/>

Academic Expectations: Attendance & Progress

To stay in good academic standing and meet your study permit conditions (if applicable), it is important to understand the expectations for attendance and academic progress in your program.

Attendance Expectations

- You are expected to attend all scheduled classes and learning activities.
- Students are required to attend a minimum of 80% of classes in each session / course to meet the attendance requirements.
- ILSC students whose overall attendance is below 80% will not receive a certificate of completion.
- If you will be absent for legitimate reasons (illness, family emergency, etc.), please inform Academic staff or Student Services as early as possible.
- Extended absences may require approval and documentation.

Academic Progress

- ILSC students who do not pass the level at the end of the session may continue at the same level next session without any academic penalty. o Level progression is based on assessment of language proficiency If you are having difficulties with your studies, please speak with your instructor, Academic staff, or Student Services early so they can provide support.

Academic & Learning Supports

ILSC Toronto provides a range of supports to help you succeed in your studies.

Academic Advising & Student Support

- ILSC offers access to student advisors and support staff who can help you understand program expectations, navigate academic questions, and connect you with the right campus services.
- Advising services may include assistance with progression, understanding academic policies, and getting help if you are experiencing challenges that affect your learning.

Instructor Support

- Your instructors are your first point of contact for questions about assignments, class expectations, and academic progress.
- If you are struggling or need clarification, you are encouraged to speak with your instructor early so they can help guide you or connect you with additional support.

Digital & Online Learning Tools

- School staff will help you access your LMS account and online tools during orientation.
- ILSC Language Schools also provide digital tools and resources to support language learning and help track your progress.

Student Services Support

Student Services can assist you with general academic questions, program information, school policies, and how to access additional supports.

- They can also guide you on who to speak with for specific academic concerns or other issues affecting your studies.

Wellness Supports

ILSC Toronto is committed to supporting your wellbeing during your studies. Available supports include:

- Confidential counselling and wellness services through the school's external partner, Stay Healthy at School (SHAS)
- Student Services and Academic staff, who can help you navigate challenges and connect with appropriate resources
- Referrals to community health services, mental-health agencies, crisis lines, and other external supports If you are feeling overwhelmed, stressed, or facing personal difficulties, you are encouraged to reach out to Student Services or access SHAS for confidential support.

MyILSC App

To help you make the most of your time in Toronto, all students are encouraged to download and use the MyILSC app. This app is an essential tool designed to support you throughout your studies and daily life in the city.

With the MyILSC app, you can:

- Access important school information such as your class schedule, campus updates, events, and announcements—all in one place.
- Navigate Toronto with ease by finding helpful local information, transportation tips, and recommendations that make exploring the city simpler and more enjoyable.

Using the MyILSC app regularly will help you stay informed, organized, and confident as you settle into student life and discover everything Toronto has to offer

Academic Accommodations & Disability Support

If you have a disability, chronic health condition, or learning difference, you may be eligible for academic accommodations to help you fully participate in your studies.

Example of academic accommodations may include:

- Extra time on assessments or exams
- Alternative formats for course materials
- Assistive technology or equipment
- Adjusted participation or attendance expectations in certain circumstances

To request support:

- Inform Student Services or Academic staff that you require academic accommodations.
- You may be asked to provide verifiable medical documentation so staff can understand your needs and explore reasonable supports.

ILSC's inclusion and anti-discrimination policies commit to creating an accessible and respectful environment for all students with disabilities.

Key Policies

You are expected to become familiar with the main policies that apply to you as a student. These policies protect your rights, describe your responsibilities, and explain how the school can support you.

Some of the key policies include:

- Academic Standing and Attendance
- Academic Integrity / Plagiarism
- Bullying, Harassment and Discrimination
- Sexual Violence and Misconduct
- Complaints, Harassment and Dispute Resolution
- Deferral, Withdrawal, and Dismissal
- Tuition and Refunds
- Health, Safety, and Critical Incident Response
- Respectful and Fair Treatment of Students
- Privacy Policy

To read the full and most up-to-date policies, visit: [ILSC | Language Schools | Policies & Procedures](#) [ILSC | Policies](#) | [Privacy Policy](#)

How to Raise a Concern or Make a Complaint

If something goes wrong, we encourage you to let us know. ILSC has a formal process for resolving academic and non-academic concerns. You can make a complaint about:

- Academic or administrative issues
- Student services or support
- Misleading information from representatives or education agents
- Bullying, harassment, or discrimination
- Safety or wellbeing concerns
- Any other aspect of the school's operations

For more information and/or submit a complaint, please see our Dispute Resolution Policy: <https://www.ilsc.com/language-schools/policies-procedures>

Part 2: Health, Wellness & Campus Safety

Mental Health & Wellbeing

Adjusting to a new country, school and culture can be exciting – but it can also be stressful. Reaching out for support is a sign of strength, and ILSC is committed to supporting your wellbeing throughout your studies.

Student Health Supports

All ILSC students in Canada have access to Stay Healthy at School (SHAS), a confidential, third-party counselling and wellness services. SHAS provides:

- 24/7 mental-health and wellbeing support by phone, chat, video, or app
- Counselling in multiple languages
- Resources to help with stress, homesickness, anxiety, cultural adjustment, and personal challenges

Student Services staff can also help you:

- Log into SHAS and understand the types of counselling available
- Book appointments or access multilingual support
- Connect with local community mental-health services, crisis and emergency supports and external wellness resources available in Toronto

Students can also use the crisis and emergency resources listed in this guide if you or someone you know is in immediate distress.

Respect, Safety, and Inclusion on Campus

ILSC Toronto is committed to providing a safe, respectful, and inclusive learning and working environment. Bullying, harassment, discrimination, and sexual violence are not tolerated. Some examples of prohibited behaviour include:

- Bullying (including online / cyberbullying)
- Harassment based on race, gender, sexual orientation, religion, disability, or other protected grounds
- Sexual harassment and sexual violence
- Any behaviour that creates a hostile or unsafe environment

If you experience or witness such behaviour:

- Speak with Student Services, Academic staff, or any available school staff member
- Follow the steps in the applicable school policies
- In emergencies or situations involving immediate danger, call 911

You can also access external community supports and crisis lines listed in this guide.

Emergency, Crisis & Safety Support

Your safety is our priority. In any life-threatening emergency anywhere in Canada, call 911 immediately. Examples of emergencies include:

- Fire
- Serious injury or medical emergency
- A crime in progress or immediate danger

On-Campus Emergencies and Major Incidents

ILSC Toronto has Health & Safety, Critical Incident & Crisis Response policies and procedures that describe how serious incidents are managed. In the event of an emergency or critical incident affecting the campus:

- Follow instructions from campus staff, security, or emergency services
- Use the campus emergency contact details provided during your orientation
- Stay informed through official communication from the school. If you witness or are affected by a serious incident, please speak with Student Services afterwards for further support.

Crisis Support 24/7

If you or someone else is in immediate danger, or at risk of harming themselves or others, call 911 or visit your nearest emergency room. For mental-health crises:

- 988 Suicide Crisis Helpline: Call or text 988 anytime, toll-free
- ConnexOntario: Call 1-866-531-2600 or text CONNEX to 247247 anytime (free, confidential 24/7 mental health and wellness support open to anyone living in Ontario, with translation services available)
- Distress Centres of Greater Toronto: Call 416-408-4357 anytime. (24-7 immediate emotional support, crisis intervention, and suicide prevention hotline in the Toronto area)

Local Emergency and Non-Emergency Contacts

It's important to know who to call for both urgent and non-urgent situations in Toronto.

Emergency – Dial 911 (Canada-wide)

- Police Services
- Fire Department
- Ambulance Services

Non-Emergency Contacts

- Toronto Police Service (TPS): 416-808-2222
- Health Connect Ontario: Dial 811

Addiction and Overdose Support Resources

If you or someone you know is struggling with substance use, addiction, or is at risk of overdose, there are confidential, judgment-free supports available throughout Toronto. These services follow provincial harm-reduction guidelines and are accessible to all residents, including international students.

Overdose Prevention & Naloxone

Ontario provides free naloxone kits and training to help prevent opioid-related deaths. Naloxone can temporarily reverse an opioid overdose and is safe to use. Naloxone training teaches you how to recognize an overdose and respond effectively in an emergency. Free Naloxone kits are available at the front desk of the school campus. Additionally, you can also access free naloxone kits and basic overdose-prevention information from:

- Pharmacies across Toronto (no prescription required)
- Toronto Public Health clinics (such as “The Works” Harm Reduction program)
- Community health centres and participating harm reduction agencies across Toronto* The Ontario Naloxone Program (ONP) - training and “Take Home Naloxone” program

Substance Use, Addiction & Harm-Reduction Supports

ConnexOntario

Free, confidential phone support available 24/7 in many languages. Call 1-866-531-2600 or text “CONNEX” TO 247247 to access the following:

- Substance-use specialists
- Addiction and recovery information
- Referrals to local treatment and harm-reduction services
- Guidance on overdose prevention

Toronto Public Health – Substance Use Clinical Services

Provides access to the following:

- Addiction-treatment navigation (including Opioid Agonist Treatment)

- Harm-reduction supplies and anonymous health counseling
- Community overdose response resources Website: City of Toronto | Substance Use Clinical Services

In an Overdose Emergency

- Call 911 immediately
- Stay with the person and follow the instructions of the emergency operator
- You will not get in trouble for calling 911 to save a life

Health Insurance for International Students in Ontario

Health Insurance for International Students in Ontario

All international students in Ontario must have health insurance for the entire duration of their studies. Health insurance helps cover costs for doctor visits, hospital care, and other eligible medical services.

Important Information

- You can purchase health insurance through **StudyInsured** (the school's official partner) or another private insurance provider.
- International language students are **not eligible for Ontario Health Insurance Plan (OHIP)** coverage and must rely on private health insurance.
- Private health insurance is **mandatory** and should be purchased **before travelling to Canada**.
- Coverage typically begins upon arrival in Canada or on your first day of classes, with no provincial waiting period.

What Private Insurance Covers

Private insurance generally covers basic medical services, such as:

- Doctor visits
- Hospital care
- Emergency medical treatment

Most plans **do not cover**:

- Routine dental care
- Vision care
- Most prescription medications

You may wish to purchase enhanced coverage for additional benefits. Be sure to review your policy carefully to understand what services are included.

After You Arrive

- Confirm your insurance enrollment as soon as possible after arriving in Ontario.
- Once your coverage is active, you will receive an insurance card (digital or physical).
- Many providers also offer mobile apps that can help you access preferred pharmacy networks and reduce certain prescription and medical supply costs.

Note: Insurance coverage, fees, and eligibility requirements may change. Always check your insurance provider's website for the most current information.

StudyInsured Official Student Portal | ILSC

How to Claim Private Insurance – Student Guide | StudyInsured Finding Preferred Clinics and Direct-Billing Networks in Toronto | StudyInsured Health Care Options for International Visitors | Government of Ontario If you have any questions about private insurance policy or health coverage in Ontario, you can speak with Student Services on campus, or contact your insurance provider’s customer care team directly by phone:

- StudyInsured: From Canada and North America (Toll-Free), 1-866-883-9787
- StudyInsured: Worldwide Emergency Assistance (Collect Call) 1-416-640-7462

Part 3: Living in Toronto

Cost of Living in Toronto

The cost of living in Toronto can vary depending on the region, lifestyle, and personal preferences. Cities like Toronto that are more densely populated tend to have higher living costs compared to smaller cities or rural areas. Note: The costs outlined in the table below represent average estimates and can greatly vary depending on various factors of your specific lifestyle choices. It’s important to remember that these figures are not fixed, and your actual expenses may be higher or lower depending on your individual situation.

Expense	Estimated Cost (per month)	Accommodation (shared room)	\$1,200- \$1,600 Groceries
\$350 - \$600 Transportation (Public transit)		\$100 - \$160 Health Insurance	\$100 (private) Utilities,
Internet, Cellphone	\$120 - \$200 Entertainment & Miscellaneous		\$150 - \$300 Total Estimated Monthly Cost
\$2,005 - \$2,960+			

Housing in Toronto

Finding safe and comfortable housing is an important part of your experience in Toronto. While ILSC does not offer on-campus housing, we provide access to several accommodation options and support students in exploring off-campus rentals in the community.

ILSC Homestay

ILSC’s Homestay program is one of the most popular accommodation choices for international students. Homestay placements are arranged directly through ILSC and offer:

- A safe and welcoming home environment
- Opportunities to practice English daily
- Meals included (varied by plan)
- Furnished private rooms
- Supportive Canadian host families
- Access to household essentials (laundry, utilities, internet, etc.) To learn more, visit: [ILSC | Accommodations | Homestay | Canada](#)

ILSC Student Residences

ILSC also partners with student residence providers offering furnished off-campus housing for international students. Residences may include:

- Private or shared rooms
- Furnished living spaces
- Shared kitchens and lounges
- On-site amenities (security, laundry, common areas, etc.) To learn more, visit: [ILSC | Accommodations | Residences | Canada](#)

Other Off-Campus Housing Options in Toronto

Students who prefer to arrange their own housing may consider:

- Shared apartments or houses
- Private apartment rentals Availability and prices vary widely depending on neighbourhood, type of housing, and amenities. Students are encouraged to research early and explore multiple options.

Resources for Finding Off-Campus Housing

NOTE: This list is provided for informational purposes only. ILSC does not endorse any of these companies, nor do they take any responsibility for any interactions students may have with them. Here are commonly used platforms to search for housing in Toronto:

- Casa Student Housing - Furnished student accommodations
- VanMates – Shared student housing and furnished rooms
- Hollyburn Properties – Apartment rentals in Greater Toronto
- Places4Students - Specialized, off-campus student housing search engine
- 4Rent.ca - Managed apartment buildings, student suites, and townhouses in Greater Toronto
- Rentals.ca - Local condo rentals, basement apartments, and shared suites in Toronto

Housing Search Tips

To increase your chances of securing proper student housing:

1. Plan – begin your search before arriving in Toronto when possible
2. Explore Multiple Sources – compare listing across several platforms
3. Ask Questions – understand what is included (furniture, utilities, internet, etc.)
4. Request Virtual Tours – see the unit before committing
5. Review Rental Agreements Carefully – know the terms and conditions before signing a lease

Tips to Avoid Housing Scams

Housing scams are prevalent in large cities. Be cautious of the following:

- Listings that seem overly inexpensive, or too good to be true
- Landlords who refuse to show the property ahead of time
- Requests for large upfront payments and deposits before verifying the rental
- Communication only through messaging apps with no verifiable contact details
- For safety, avoid sending money before confirming that the accommodation is legitimate

More information on avoiding rental scams can be found by visiting the [Toronto Police Service \(TPS\) Fraud Prevention page](#) or the [Canadian Anti-Fraud Centre website: Rental scams | Royal Canadian Mounted Police](#)

Tenancy Rights in Ontario

All renters in Ontario are protected under the Residential Tenancies Act (RTA). This legislation outlines:

- Tenant and landlord rights
- Rules for deposits, rent procedures, and evictions
- Requirements for notice of entry
- Standards for safe and secure rental housing
- Your responsibility to maintain reasonable cleanliness and care

Support for Tenants

If you have a conflict with your landlord or need help understanding your rights, the following services can assist you:

Landlord and Tenant Board (LTB)

- Official Information, resources, and dispute resolution applications
- Toll-Free: 1-888-332-3234

Federation of Metro Tenants' Associations (FMTA) - Tenant Hotline

- Free, confidential telephone counseling and information about tenants' rights in Toronto
- Hotline: 416-921-9494

Legal Aid Ontario (LAO)

- Connects tenants with free legal info, community legal clinics, or Tenant Duty Counsel if you have scheduled hearing.
- Toll-Free: 1-800-668-8258

Tenant (Renters) Insurance

Tenant insurance is optional but strongly recommended to protect your belongings and provide coverage in case of emergencies. Tenant insurance typically covers the following:

- Personal belongings
- Damage caused by fire, flood, or theft
- Temporary accommodation if your unit becomes uninhabitable

Tenant insurance providers commonly used by students include:

- Square One Insurance
- Westland Insurance
- Sonnet Insurance

Before choosing a tenant insurance provider, review coverage details carefully and compare options to select what fits your needs.

Part 4: Working & Daily Life

Student Work & Employment Rights

Many international students work while they study in Toronto. Before working, you must make sure:

- You have the legal right to work according to your immigration permits and IRCC conditions.
- You understand the difference between on-campus work, off-campus work, and co-op/practicum work.

Your Rights as a Worker in Ontario

Workers in Ontario have rights under provincial employment standards, including:

- A minimum wage and rules for overtime and breaks
- A safe workplace and the right to refuse unsafe work
- Protection from discrimination and harassment in the workplace

If you have questions or concerns about work conditions, you can:

- Speak with Student Services or Co-op (if applicable), and o Government of Ontario

If you are considering staying in Canada to work after your studies, you may want to learn about:

- Work in Canada after you graduate: About the post-graduation work permit (PGWP) - [Canada.ca](https://www.canada.ca)
- Work permit: How to apply - [Canada.ca](https://www.canada.ca)

NOTE: Only authorized immigration professionals (for example, RCICs, layers, or RISIAs) can provide immigration advice. You should always check the most up-to-date information on the official IRCC website and through the certified immigration advisors at Encubate.

Transportation

Toronto offers a robust public transportation system managed by Toronto Transit Commission (TTC). These options make it easy for international students to navigate their daily lives.

- Buses – Connect almost every neighborhood in the city, as well as the surrounding areas
- Subway – Connects downtown to surrounding areas, including Toronto International Airport
- Streetcars – Iconic, large electric rail cars that share the city's roads or run on dedicated downtown tracks, offering scenic transit right through the heart of central Toronto.
- GO Transit – Commuter train and bus service that connects Toronto to surrounding suburbs and cities in the Greater Toronto Area (GTA)
- Bike Share Toronto – Provides bike sharing options throughout the city

For more information about schedules, maps, and fares, visit: [TTC Official Home](https://www.ttc.ca) | Toronto Transit Commission

Internet, Phone and Cable Services

There are many service providers in Toronto that offer internet, mobile phones, landline phones, and cable televisions. You may be eligible for a student discount or by bundling several services together from one company. If a contract is required, make sure that you fully understand it before signing.

PhoneBox

ILSC has partnered with PhoneBox to help students get a Canadian phone number before they arrive in Canada. PhoneBox offers competitive phone plans including:

- Free eSIM
- International calling
- Fast 5G internet speeds
- No contract – cancel anytime Setting up your phone plan is easy and takes just 5 minutes! No Canadian ID, address, or credit card is required for activation. Be ready to call, text, and roam as soon as you arrive in Canada. PhoneBox - Canada's #1 eSIM Provider | Instant Activation for International Students & Visitors

List of Local Phone Providers

NOTE: The providers mentioned below are for informational purposes only. ILSC does not endorse any of these companies, nor do they take any responsibility for any interactions students may have with them.

Freedom Mobile | Public Mobile | Koodo | Rogers | Telus | Fido | Bell | Virgin Plus | Novus

Banking Services

There are several banking options available to students, and many local banks offer services tailored specifically for international students.

Setting Up a Bank Account

Required documents:

- Passport or government-issued ID
- Study permit or student visa
- Proof of enrollment from your school
- Proof of a current Canadian address (utility bill, lease agreement, etc.)
- Social Insurance Number (SIN)

List of Local Banks

NOTE: This list is provided for informational purposes only. ILSC does not endorse any of these companies, nor do they take any responsibility for any interactions students may have with them.

- Scotiabank
- Bank of Montreal (BMO)
- Toronto Dominion (TD)
- Tangerine
- Royal Bank of Canada (RBC)
- CIBC

Child Care Options

For international students who are caregivers in Toronto, several childcare options are available to support your studies while ensuring quality care for your children.

- YMCA of Greater Toronto – Operates licensed childcare and early learning centers with a play-based curriculum. Notable centers include:
 - Central Toronto YMCA Child Care (Grosvenor St.)
 - Cherry Street YMCA Child Care
 - Waterfront YMCA Child Care (Queens Quay)

- Child Care | YMCA of Greater Toronto
- City of Toronto Child Care Locator – Map-based search engine and other sources for licensed rental properties and home-based childcare spaces.
- Ontario Child Care Subsidy – Provides information about financial assistance and various fee subsidy types for qualifying student families.

Part 5: Adjusting to a New Culture & Community

Cultural Differences and Norms in Ontario

As an international student in Ontario understanding local culture and norms can help you integrate and make the most of your time. Ontario is one of Canada's most diverse provinces, with a rich mix of cultures, backgrounds and traditions. It is in east-central Canada, bordered by the Great Lakes to the south and Hudson Bay to the north. Ontario is known for its vast provincial parks, beautiful lakes, and dynamic urban centers. The province has a diverse population of over 16 million people, with Ottawa serving as the national capital and Toronto as the provincial capital and largest city.

Social Norms

Canadians value respect, punctuality, and personal space. Social interactions tend to be casual and friendly, but Canadians are also quite private. Politeness is key, and you'll often hear "please" and "thank you" in conversations. Appointments and scheduling are also taken seriously, so if you need to cancel or reschedule, it's expected to give ample notice.

Cultural Diversity

Ontario is one of the most multicultural regions in Canada, and Toronto is a particularly diverse city. It is a multicultural society that welcomes people of all backgrounds and beliefs. It's important to be respectful and open-minded towards all people. Toronto's main language is English, but many other languages are spoken, including Cantonese, Mandarin, Punjabi, German, Italian, French, Korean, Japanese, Spanish and Farsi, as well as indigenous languages.

Fast-Paced and Vibrant Urban Energy

Compared to smaller towns or coastal regions, Toronto features a fast-paced, highly energetic, and career-focused environment. It is a bustling metropolis where people are highly motivated and active. Despite this professional drive, day-to-day dress codes remain relatively casual in public spaces, and you will frequently see students and professionals wearing comfortable attire like jeans, t-shirts, or hoodies on college campuses and in casual settings.

Local Community Supports

Below is a guide to various community support programs, student groups, religious and cultural organizations, and sports groups in Toronto that can help you feel connected and supported.

Programs Offered by Local Settlement & Community Organizations

- COSTI Immigrant Services (Downtown location – near Bloor St) <https://www.costi.org/> o International student support
- Toronto Settlement and employment services
- YMCA Newcomer Information Centre (Gerrard St / Bay St area) <https://newcomersincanada.ca/> o Orientation for newcomers o Workshops and referrals
- WoodGreen Community Services (Downtown East) <https://www.woodgreen.org/> o Mental health support o Career and settlement services

Religious and Faith-Based Groups

- Multi-Faith Centre – University of Toronto (St. George Campus) <https://studentlife.utoronto.ca/departments/multi-faith-centre/> o Inclusive prayer and reflection spaces
- St. Paul's Basilica (near Queen & Church) <https://stpaulsbasilica.archtoronto.org/>
- Buddhist Temple of Toronto (Etobicoke – short transit ride) <https://www.jeweldharma.org/>
- Masjid Toronto (168 Dundas St. W) <https://centres.macnet.ca/masjidtoronto/>

Community Groups and Cultural Clubs

Consulates and Embassies

If you need help finding or contacting your local diplomatic mission, please come talk to the Student Advisors. Below are the official portals for just a few of the many consulates located here in the city:

- Consulate-General of Japan in Toronto
- Consulate General of the Republic of Korea in Toronto
- Consulate General of Colombia in Toronto
- Consulate General of Brazil in Toronto
- Consulate General of Mexico in Toronto

Sports and Recreation Groups

Sports and recreational activities are a great way to meet new people, stay active, and engage with local community.

Other Resources for Newcomers

Learn more by visiting the following sites:

- Settlement.org | Information Newcomers Can Trust – The ultimate, government-funded gateway directory for Ontario newcomers, featuring detailed guides on housing, local health cards (OHIP), banking, and everyday life in Toronto.
- YMCA Newcomer Information Centre (NIC) – A premier, first-stop settlement resource hub in the Greater Toronto Area offering free direct advice, community integration tools, and settlement planning.
- Achēv Newcomer Services – A trusted community organization providing extensive free support, career mentoring, and community settlement resources throughout the GTA.
- Destination Toronto – The official regional tourism and local travel platform filled with neighborhood guides, city transit connections, and cultural event calendars across Toronto.