

Explore 2022 FAQ

1. When can I move into residence?

Below are the dates on which you can move in and out of residence:

Spring Session 19+:

- Move-in: May 23
- Move-out: June 24 (by 12:00 PM)

Summer Session 16/17:

- Move-in: July 4
- Move-out: August 5 (by 12:00 PM)

Summer Session 13-15:

- Move-in: July 10
- Move-out: July 30 (by 12:00 PM)

2. Do I need to wear a mask while on campus?

Anyone entering an indoor space on any York University property, including all campuses, work sites and satellite offices, must wear a mask that covers their mouth, nose and chin completely. Masks are required in all indoor spaces and must be worn for the duration of your stay. Indoor spaces at York include, but are not limited to, classrooms, administrative buildings, offices, meeting rooms and common areas in all residences, washrooms, hallways and elevators. To stay up to date with York University's mandates, please visit their website here: <https://www.yorku.ca/bettertogether/>

3. Can I have friends and family visit me during the program? Can they stay in my room?

Due to the public health guidelines to which York University is presently adhering with regards to residence capacities, guests are not permitted in the residence rooms of participants. However, they may visit you in the common areas of campus, provided they do not interrupt your scheduled programming.

4. How much spending money should I bring? Is there an ATM on campus?

Students have reported spending anywhere from \$250 to \$500 on the optional social and cultural activities we offer, as well as other personal expenses.

For your convenience, there is an automatic bank machine (CIBC) located by the main entrance of the cafeteria.

5. Do you sell travel insurance? What happens if I get sick?

We unfortunately do not sell travel insurance. If you get sick during your time with us, there are monitors on duty 24 hours per day to assist as required. If you require a hospital visit, Sunnybrook Hospital is located less than 5 minutes away from the Glendon Campus.

All Canadian students are asked to bring their health cards. If you are travelling to Ontario from outside of the province, we highly recommend that you contact your provincial healthcare provider to find out if your health insurance covers you while in Ontario.

International students are encouraged to purchase their own travel health insurance.

6. Are the weekend activities mandatory?

Most weekend activities are optional.

There will be 1-2 mandatory activities during the week, which will be indicated on schedules.

7. Where is the Glendon Campus located?

For directions to our campus, please visit our website:

<https://www.glendon.yorku.ca/about/directions/>

8. What do the residence rooms look like? What is in the rooms?

To see what our residence rooms look like, please visit the Glendon Housing website at the following link: <http://studenthousing.info.yorku.ca/glendon/eng/>. Each room includes a twin bed with mattress, a desk, and chair, a closet/wardrobe, a dresser, as well as waste and recycling bins. Due to the public health guidelines to which York University is currently adhering, all rooms will be single occupancy. Access to the residence is restricted and you will be provided with an access card.

9. Is there a laundry facility on site?

Laundry rooms are located inside the residence buildings. You will be provided with a card to which funds can be loaded to pay for machine use. Please note that you are responsible for bringing your own laundry detergent.

10. I have friends and family in Toronto. Can I stay with them while studying at Glendon?

Would I be eligible to receive a refund for my accommodations if I live off campus?

All Explore participants must reside on our campus for the duration of the Program, unless exceptional arrangements have been made with the program coordinator. If you choose to live or to eat off campus, you would not be eligible to receive any cash or refund.

11. Can I bring my car?

Yes, you can bring your car. Paid parking is available on campus.

For more information on prices, availability, or to buy a permit online, please visit:
<https://www.yorku.ca/parking/>

12. Do I have access to the gym?

Yes, Explore participants are able to purchase a membership to the Glendon Athletic Club. If you are under the age of 18, your parents will need to sign a waiver giving you permission to use the facilities.

13. Do we have free time during the program?

Yes. While you will have busy mornings and afternoons during the week, you will certainly have some down time during the evenings and on weekends.

14. Is there a security office on campus?

Yes, Glendon has a security office that watches over the campus 24/7. Security performs rounds of campus buildings and checks for safety, behavioral and maintenance problems.

15. I need to receive mail while I am in the program, where can it be sent? What about urgent phone messages?

Mail will be distributed daily in class. Should anyone you know be mailing you anything during your stay with us, please ensure they address all personal correspondence as follows:

“Your Name” – Explore Program
Glendon Continuing Education
Glendon Campus, York University
York Hall A112
2275 Bayview Avenue
Toronto, ON M4N 3M6

Only urgent phone messages can be left during office hours at: 416.487.6708 and we will make sure that students receive them. Our office hours are Monday to Friday from 8:00 a.m. to 4:00 p.m.

16. What should I bring with me?

Please check out the attached **Packing List** for some ideas on what to bring with you.

17. Will I get university/college credits for the Explore Program?

Receiving university/college credits for attending the Explore program is at the discretion of your home institution. We ask that you check in with your institution's academic services to get further information.

18. Will I receive a certificate for attending the Program?

All students who successfully complete the Explore program will receive a certificate of attendance and completion indicating language proficiency level and mark. Although this is a non-credit program, many institutions will elect to grant credit to those who have completed the Explore program at Glendon.

19. I need an official transcript. How can I get one? How much is it? Does it include a program outline?

This information will be available soon – stay tuned!

20. Can my child leave campus alone? (Applies to Summer sessions only)

- If your child is part of the 13-15 summer session, they are **not** permitted to leave campus **without a monitor**.
- If your child is part of the 16-17 summer session, they can only leave **campus without the supervision of a monitor** if parental consent has been granted **in writing** on the participant's registration package. Participants who have obtained parental consent to leave campus without supervision do not need to respect curfew (10pm during the week and 11pm on weekends). If a participant has **not** obtained written parental consent to leave campus without a monitor's supervision, they will be unable to leave campus unaccompanied and will also need to respect curfew (10pm during the week and 11pm on weekends).

21. Does the campus have free Wi-Fi? Are there any computers available for use?

Yes, you will have access to free Wi-Fi on campus. You are welcome to bring a personal laptop or tablet with you, however there are also communal computers available in certain common spaces on campus, as well in campus computer labs. You do not need to bring your computer or tablet with you to your in-class sessions. Should the use of technology be required for an Explore activity, the appropriate equipment will be provided to all participants.

22. Can I bring musical instruments?

Yes, of course! And you can demonstrate your artistic skills in the program's talent show!