



ICM ON-CAMPUS TEACHING & LEARNING: STUDENT GUIDEBOOK

Summer 2022

Last updated May 12, 2022. This document is subject to change and readers are recommended to download the latest version prior to travel and course commencement.



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Welcome Message

The International College of Manitoba (ICM) is excited to welcome back to campus groups of students and staff in the upcoming term. The safety and wellbeing of all students is a top priority here at ICM and as such it is important for everyone to follow government regulations for the COVID-19 pandemic so we can all stay safe and healthy. This document goes through some important steps students are expected to adhere to if they choose to attend on-campus courses. This guide provides critical information for students and staff about how to live and study safely as we navigate the complexities of COVID-19 and support one another during this global pandemic.

To help you and your classmates prepare for a safe return to on-campus studies, we have prepared this ICM On-Campus Teaching & Learning: Student Guidebook. Please ensure you read through this package carefully and completely to ensure you have a safe return to on-campus studies.

Before departing home, it is strongly recommended that students complete the **ICM Student Personal and Arrival Information Form**, located at <https://machform.icmanitoba.ca/view.php?id=74756>, so that we can make sure we have your updated arrival and contact details, this will assist our arrivals coordinator to follow up with you upon arrival to ensure things are going smoothly.

We look forward to seeing you on-campus in the coming weeks and wish you all the best in your upcoming term of studies. If at any point you need to connect with us, please call us at 1-204-474-8479 or by email at advisor@learning.icmanitoba.ca.

Welcome back to ICM!



Robert Daudet
College Director & Principal



Melissa Mushikori
Associate Director (Students)

Province of Manitoba: Pandemic Response

ICM's various publications relating to COVID-19, including the Arrival Protocol & Safe Plan and the On-Campus Teaching & Learning Guidebooks were created based on the following guidelines on local, provincial, and federal standards and recommendations. The Manitoba government provided Canada's Guidance for post-secondary institutions during the COVID-19 pandemic (<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/guidance-documents/covid-19-guidance-post-secondary-institutions-during-pandemic.html>).

The Province of Manitoba has established a mechanism to approve this plan to welcome international students to ICM. The College has an ongoing dialogue with the Department of Economic Development and Training in order to ensure that the plan continues to meet requirements and to verify our ongoing adherence to federal requirement.

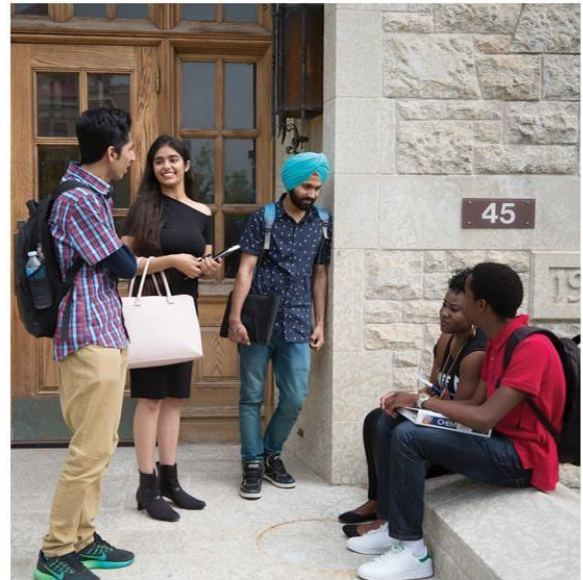
The Province of Manitoba has also implemented a new pandemic response tool that uses the colours green, yellow, orange, and red. At each level, public health officials have a range of restrictions that could be imposed on different sectors, including at post-secondary institutions. The Province will update the provincial response level in response to the spread of the virus and other public health indicators. The response level is determined by Public Health Officials based on a variety of factors, including test positivity levels, case number growth rates, number of days since positive cases are linked to further transmission, and more. Information on Manitoba's Pandemic Response System is available at www.gov.mb.ca/covid19/restartmb/prs/system/index.html.

Please familiarize yourself with the information in the following documents, should you be planning on studying on-campus or traveling to Canada. These guides will be useful in ensuring you meet public health requirements and better protect the safety of our community.



ICM ON-CAMPUS TEACHING & LEARNING: STUDENT GUIDEBOOK
FALL 2021

Last updated July 20, 2021. This document is subject to change and readers are recommended to download the latest version prior to travel and course commencement.



ICM'S COVID-19 ARRIVAL PROTOCOL & SAFE PLAN
FALL 2021

Last updated July 2, 2021. This document is subject to change and readers are recommended to download the latest version prior to travel.



ICM On-Campus Teaching & Learning: Student Guidebook

A guide for students who will be studying on-campus

ICM's COVID-19 Arrival Protocol & Safe Plan

A guide for students planning on travel to Canada

Staying Safe in a COVID-19 World

This *ICM On-Campus Teaching & Learning: Student Guidebook* is designed to help guide students, staff, and visitors to understand our obligations to learn and work safely during the COVID-19 global pandemic. This protocol document applies to all staff, students, and visitors. As a member of the ICM community, you must commit to adhering to this guidebook, along with the COVID-19 Arrival Protocol & Safe Plan.

Our aim is to build awareness of COVID-19 symptoms, minimize the risk of community spread, and support students with their travel plans, including self-isolation requirements. This Guidebook focuses primarily on student policies relating to teaching and learning on-campus. It is divided into six sections:

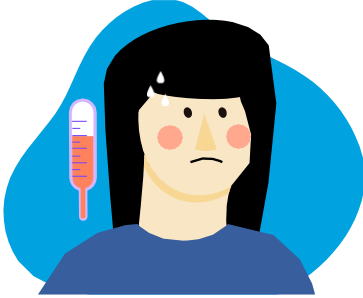
- Health & Wellness
- Travel to Canada
- Course Registration
- Classroom Expectations
- Attending ICM Events
- Visiting the ICM Office

If you will be taking any on-campus courses with ICM, you are expected to read through this guide and adhere to its policies. By doing so, we are best able to ensure the safety of our community. If you have any questions about any of the content found in this guide, please contact a Student Success Advisor by email at advisor@learning.icmanitoba.ca or by attending virtual office hours (hours and link can be found on the ICM Student Portal).

We look forward to seeing you on-campus and wish you well in your upcoming studies!

Health & Wellness

SIGNS & SYMPTOMS OF COVID-19



Most common symptoms

- Fever
- Dry cough
- Tiredness



Serious symptoms

- Difficulty breathing or shortness of breath
- Chest pain or pressure
- Loss of speech or movement



Less common symptoms

- Aches and pains
- Sore throat
- Diarrhea
- Conjunctivitis (pinkeye)
- Headache
- Loss of taste or smell
- Rash on skin or discolouration of fingers or toes



Asymptomatic infection

Not all people infected with the virus show the previous symptoms. They can still spread COVID-19 through the community even when symptoms are not apparent. It is therefore important that all community members take this virus seriously and follow the safe behaviours listed below, regardless if they are experiencing symptoms.

COVID SAFE BEHAVIOURS



Hand hygiene

- Regularly wash your hands for at least 20 seconds using soap and water.
- Regularly apply alcohol-based hand rub/hand sanitizer especially after you've touched any objects or surfaces.
- Avoid touching your face and mask.



Coughing and sneezing hygiene

- Cover your coughs and sneezes by either placing your face into your shirt, sleeve, or your elbow, or use a tissue.
- After coughing or sneezing, place used tissues straight into a garbage.
- Wash your hands with soap and water.



Physical distancing

- Everyone must stay 2 metres away from other people whenever possible. This is called physical distancing.
- Limit actual face-to-face contact with other people to less than 15 minutes.
- Where contact is required for longer than 15 minutes, increase your physical distancing where possible.

Wearing a mask



- Face masks (fabric or medical-grade) can be used to help minimize the spread of COVID-19.
- Masks absorb droplets from your exhaled breath and act as a barrier to protect those around you.
- Before putting on your mask, clean your hands with soap and water and inspect your mask to ensure it is not damaged or dirty.
- Make sure your nose, mouth and chin are fully covered.
- Avoid touching the mask while wearing it to avoid contamination.
- For reusable masks, place in a plastic bag between uses to minimize contamination and wash it with soap and water on a daily basis.

HOW TO WEAR A NON-MEDICAL FABRIC MASK SAFELY who.int/epi-win

Do's →

- Clean your hands before touching the mask
- Inspect the mask for damage or if dirty
- Adjust the mask to your face without leaving gaps on the sides
- Cover your mouth, nose, and chin
- Avoid touching the mask
- Clean your hands before removing the mask
- Remove the mask by the straps behind the ears or head
- Pull the mask away from your face
- Store the mask in a clean plastic, resealable bag if it is not dirty or wet and you plan to re-use it
- Remove the mask by the straps when taking it out of the bag
- Wash the mask in soap or detergent, preferably with hot water, at least once a day
- Clean your hands after removing the mask

Don'ts →

- Do not use a mask that looks damaged
- Do not wear a loose mask
- Do not wear the mask under the nose
- Do not remove the mask where there are people within 1 metre
- Do not use a mask that is difficult to breathe through
- Do not wear a dirty or wet mask
- Do not share your mask with others

A fabric mask can protect others around you. To protect yourself and prevent the spread of COVID-19, remember to keep at least 1 metre distance from others, clean your hands frequently and thoroughly, and avoid touching your face and mask.

World Health Organization

*Though the graphic above lists a 1-metre distance, please keep a **2-metre** distance from others. World Health Organization. (2020). How to Wear a Non-Medical Fabric Mask Safely.

WHAT TO DO IF YOU ARE DIAGNOSED WITH COVID-19

Students are welcomed to connect with a Student Success Advisor for support if they are diagnosed with COVID-19 and/or are not feeling well. Advisors can guide the students to take the appropriate next steps and support the students through their recovery period. Advisors can also help arrange academic accommodations as needed. To contact a Student Success Advisor students can email advisor@learning.icmanitoba.ca or join online advising hours. Online advising hours and zoom links are posted on the ICM Student Portal.

NON-COMPLIANCE OF HEALTH CODE REQUIREMENTS OR STUDENT HANDBOOK CODE OF CONDUCT VIOLATIONS

As per the ICM Student Handbook, ICM expects all staff and students to adhere to the standards of the *UM Policy on Respectful Work and Learning Environment*. ICM will use internal procedures to apply these policies but may consult the UM and in particular the Human Rights and Conflict Management Officer, to ensure staff and students meet the expectations of our partner institution. Please refer to www.umanitoba.ca/human_rights/rwle/ for information about the policy.

In order to ensure the safety of all community members is everyone's main priority, we require staff, students, and visitors to follow the information listed in this *Arrival Protocol & Safe Plan*. When attending campus, this includes:

- Practicing proper hand hygiene
- Following proper coughing and sneezing hygiene guidelines
- Practicing physical distancing
- Respecting and following maximum room capacities and office social distancing markers
- Wearing a 3-ply mask - it is required to wear a 3-ply mask in all indoor and outdoor spaces on campus, regardless if social distancing can be maintained

Community members who are not acting in accordance to the terms of this *Teaching & Learning: Student Guidebook* or to the *Arrival Protocol & Safe Plan* or violate the *UM Policy on Respectful Work and Learning Environment* may be subject to penalties, including the possibility of suspension, expulsion, and/or being banned from campus. We thank you for taking these requirements seriously to protect yourself and those around you.

VACCINATIONS

International students who wish to become vaccinated in Canada are able to do so. To book your appointment in Winnipeg [click here](#). You can also visit any pharmacy that offers COVID vaccines. Once you have been fully vaccinated in Canada you can request an immunization record two weeks after you last dose. To apply for your immunization record, please fill out this form: <https://forms.gov.mb.ca/covid-immunization-record-request/>.

GUARD.ME INSURANCE

All students who are enrolled in courses are registered into one year of coverage in their first semester*. For every semester after the first year, students are registered in Guard.Me health insurance for four months at a time as long as they are registered in ICM classes. Health coverage commences on the 25th of the month prior to your semester start date (ex: a student starting studies in September will have their coverage commence on August 25th and end on either December 24th or August 24th, depending if they are registered on a 1-year plan or a 4-month plan).

For any student who will be arriving prior to the commencement of classes, who are not registered in classes but who will still be in Canada due to a gap semester in between semesters, or after graduating and waiting to start at their next post-secondary institution, they have the option to purchase gap insurance by visiting <http://www.guard.me/icm>. It is important that you keep this mind and make sure that you take the steps necessary to ensure that you do have insurance coverage if you are in Canada but not studying. Likewise, if you are arriving in Canada prior to the 25th of the month prior to your semester start date you can purchase early arrival insurance at the same link. It is important that if you are in Canada you have an active insurance policy.

**Students who opt out of insurance in their first term of studies will be added to a 4-month plan for each term they register in classes when they do not opt out of coverage.*

Travel to Winnipeg

ARRIVAL PROTOCOL & SAFE PLAN

This document is updated regularly, particularly following the announcement of any government policy changes. It is important to ensure you refer to the most recent version whenever consulting with the document.

This document references a variety of key topics relating to your travel, including information on current government policies, mandatory COVID-19 testing, self-isolation requirements and guidance, airport pickup and transfer, exemptions for vaccinated travelers, and much more.

Course Registration

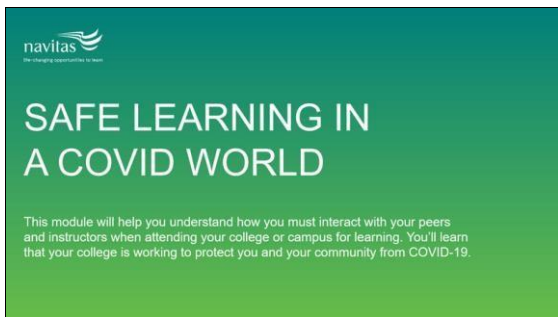
ICM and all approved students will be required to follow the UM's guideline regarding in-person activities on campus, including adherence to the policies listed in this guidebook, such as classroom requirements, mask policies, etc.

ON-CAMPUS COURSE OPTIONS

The *Enrolment & Course Expectations Guide* is available for students to review the approved in-person course list, course expectations/format, technology requirements, and other important information. This guide is available [here](#). This information can also be found on ICM Student Portal under Academic Information.

COVID-19 SAFETY MODULE (MOODLE)

Prior to attending the UM campus and the ICM office and classrooms, all students and staff will be required to complete a COVID-19 Learning Module. These learning modules are designed to help all community members understand the expectations and requirements of learning and working on-campus. These modules will be available to students and staff on Moodle, accessible through Student Portal. All students will be required to complete their modules prior to being eligible to register in classes and attend campus, while instructors, teaching assistants, and administrative staff will be required to complete their modules before reporting to campus for work.



COVID-19 Safe Return Moodle Learning module for Students



COVID-19 Safe Return Moodle Learning Module for Staff

Information on how to access these online learning modules will be circulated by email. Please check your official ICM email on a regular basis for important announcements like the instructions for completing your modules.

STUDENT IDENTIFICATION CARD (ID CARDS)

The University of Manitoba Student ID Centre is open for the Summer 2022 term. You can make an appointment to go to the Registrars office to get your student ID card by clicking [here](#).

If you are not in Winnipeg you can also order your ICM student ID card by:

- On the Student Portal go to the Front Desk Page
- On the poster “Do You Need an ICM ID Card?” click on the link “**Click here to fill out the ID Card Request Form**”
- You will be required to provide a Winnipeg address where the ID card will be mailed within 3-4 weeks of the request date

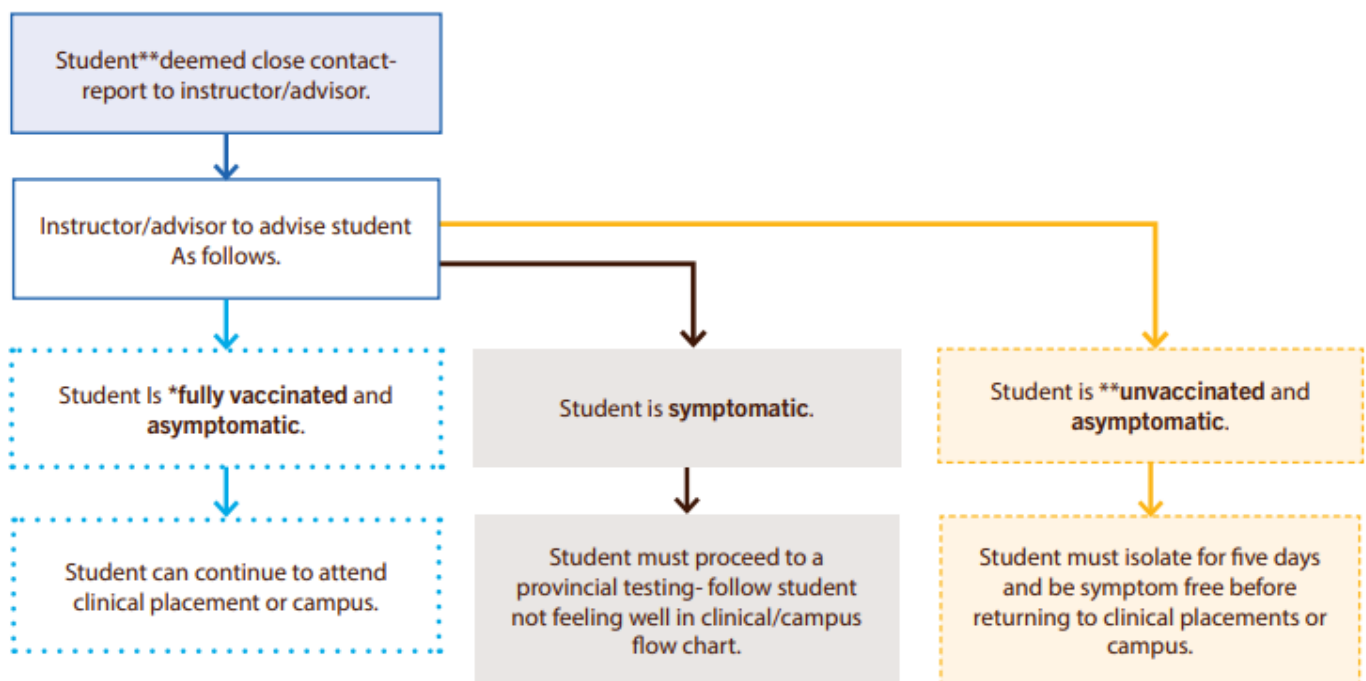
Students who do not have student ID cards are able to use their passport or other government issued ID to identify themselves when signing in to write their tests or exams during the Summer 2022 term. Student ID cards are not required for classroom attendance. Once campus reopens more fully, arrangements will be made to safely acquire Student ID cards.

EXHIBITING SYMPTOMS OF COVID-19

ICM has worked with instructors to ensure that the course content/assessments will be kept similar for both remote and in-person sections. Students who are exhibiting COVID-19 symptoms will be requested to attend remote sections for a period of at least two weeks. For the Summer 2022 term, medical documentation will not be required for any absence related to illness.

Student Not Feeling Well

If a student is unwell. Please follow the protocol charted below:



*Chart taken from covid_student_absence.pdf (umanitoba.ca)

Assessing Needs for Self-Isolation

Students and staff must not come to campus if they are feeling sick or experiencing symptoms of COVID-19. Students are encouraged to monitor their COVID-19 symptoms and can self-screen using <https://sharedhealthmb.ca/covid19/screening-tool/>. If the results ask you to self-isolate (quarantine), please reach out to your instructor/TA to notify them of your absence. (see the chart above).

Students and staff who are not complying with the requirement to wear a 3-ply mask or who are demonstrating symptoms of COVID-19 will be asked to leave campus and to teach/learn remotely until safe to do so again.

Notifying Instructor of Absence

Students should inform their instructor as soon as they feel ill so academic accommodations can be discussed and arranged where appropriate. All sections of courses offer in-person have an equivalent option available remotely, so students who are feeling unwell will be eligible to attend the virtual section when they are feeling unwell. Please be advised that medical documentation will not be required of students for the Summer 2022 term.

If you have any questions or concerns about any of the information listed, you can email ICM student advisors at advisor@learning.icmanitoba.ca, or make an online Zoom appointment with an advisor by clicking on the link displayed on the ICM Student Portal.

Responding to a Suspected Case On-Campus

Per the UM, if you have reason to suspect a student or staff member is not feeling well and on-campus, reach out to an ICM instructor or staff member to reach out to the person exhibiting symptoms while maintaining physical distancing and ask them if they are not feeling well. Ask them if they have completed the Shared Health Screening tool which can be found at:

<https://sharedhealthmb.ca/covid19/screening-tool/> or by calling 1-877-308-9038. If they completed the online assessment and are now exhibiting signs of being unwell, they could be asked to go home and complete the assessment again. If they didn't complete the online

assessment they could be asked to go home and complete the assessment and only return to the campus when they can answer 'no' to all the questions.

SHIFTING TO REMOTE STUDIES DURING OUTBREAK

Despite best efforts to keep the community safe through quarantine requirements, prior training, pre-screening questionnaires, and social distancing measures, there may be circumstances where the Province of Manitoba, the University of Manitoba, or ICM declares that all learning must return to remote delivery. This could include the possibility of a local outbreak of COVID-19. In this circumstance, students and instructors will be notified by email of the urgent need to shift to remote delivery. In such cases, all students and instructors will be required to immediately shift to this new delivery format until otherwise advised.

REQUIREMENTS FOR TECHNOLOGY

All approved in-person students are required to have personal access to an operational computer and internet connection in order to complete class requirements. This will ensure the smooth transition if classes shift to remote studies during outbreak.

Classroom Expectations

TRAFFIC FLOW IN CLASSROOMS

The classrooms which will be used for the Summer 2022 term are 318, 310, 225, 329, 229, and 305 St. Paul's College, Education 138, 55 Chancellor's Circle 211, Parker 206.

Upon entry into each classroom, a hand sanitizing station will be made available.

CLASSROOM ATTENDANCE

Instructors and Teaching Assistants are required to take attendance in every class, which is then submitted to the Student Success Advisors for weekly follow-up with students. Note that in the event of a confirmed case of COVID-19 by public health authorities, attendance records may be used and shared with official government agencies to identify others at risk through community contact.

If you are feeling unwell, you are required to attend the remote section of the class as you will be unable to attend the on-campus section. Please consult the "EXHIBITING SYMPTOMS OF COVID-19" section earlier in this Guidebook if you are exhibiting symptoms of COVID-19.

HEALTH & SAFETY IN CLASSROOMS

Mask Policy

Masks are mandatory across campus, including in classrooms and outdoor spaces. The only times you can remove your mask briefly while on-campus are when you are eating/drinking while physically distanced (3 metres). Eating in the classroom is not permitted. For more information of UM mask policy, please see [here](#)

HVAC System

Per the [University of Manitoba](#), the UM's heating, ventilation, and air conditioning systems meet or exceed the ASHRAE standards for building ventilation and filtration standards. These standards are supported by the Government of Canada and are part of the guidance for ventilation created by the Public Health Agency of Canada (PHAC) to prevent COVID transmission.

Well-functioning HVAC systems support overall COVID-19 safety protocols (measures such as vaccinations, masking, cleaning) by removing and diluting aerosols that may contain viruses from indoor spaces.

It is important to note that adjusting ventilation will not affect transmission between individuals who are in close proximity. Practicing safety fundamentals—wearing a mask, physical distancing, hand hygiene—is of utmost importance.

To support the anticipated increase of in-person activity on campus in September 2021, UM has enhanced ventilation protocols—many of which have been in place since early 2020—by reviewing ventilation systems and working to optimize the capabilities of these systems. The compliance of these ventilation protocols have been confirmed by the UM for each of the spaces ICM offers classes and services to students.

Some additional measures that have been taken by the UM are:

- Filters inspected to ensure they are functioning properly.
- All demand ventilation systems disabled to keep the air handling operating at full capacity even during low-occupancy periods.
- As seasonal conditions allow, mixed air systems are set to 100% fresh air.

With these enhancements in place, operations of the university's ventilation systems align with COVID-19 public health requirements and recommendations, as outlined by [COVID safety recommendations](#).

More information about the UM's HVAC systems can be found at <https://news.umanitoba.ca/hvac-at-um/>.

Cleaning of Classrooms

ICM will coordinate appropriate cleaning protocols in line with good practice during the COVID-19 pandemic. All classrooms and office locations will be equipped with sanitizer stations. Welcome packages for students and instructors will also include individual sanitizer bottles. Classrooms will also be equipped with additional sanitizer wipes.

Classrooms will receive a full clean once daily and there will be sanitizing stations set up in the rooms to facilitate sanitizing of desktops/tablets between classes, should the users wish to do so. Caretaking will be sanitizing high touch areas and water fountains regularly throughout the day and washrooms will be cleaned/sanitized regularly.

Cleaning arrangements will include:

- High grade (disinfectant) products to be used across the same cleaning areas as covered in the day-to-day standard clean.
- Frequent cleaning and disinfecting of high touch surfaces such as benchtops, desks, doorknobs, taps and handrails with a high-grade detergent or wipes.
- Frequent cleaning and disinfecting of used objects such as shared computers, photocopiers and other equipment with a high-grade detergent or wipes.

Terminal Clean (Deep Clean)

In the event of a local outbreak, classes will be moved to remote delivery and a deep clean of classrooms/office spaces will be conducted. A terminal clean is a thorough clean that covers a building from ceiling to floors and all furniture in between.

Getting to Campus

Winnipeg Transit offers public transportation to many areas of Winnipeg via the public bussing system. Students are able to access Pego cards and auto-fill them by clicking on the following link: <https://efare.winnipegtransit.com/e-Fare/welcome.html>

Winnipeg transit has made face masks recommended for all passengers who wish to ride the bus. For more information on precautions that Winnipeg transit is making, please visit: <https://winnipegtransit.com/en/rider-guide/news/winnipeg-transit-response-to-covid-19>

For students wishing to park on campus for the Summer 2022 semester, you will be able to access information on parking permits by visiting <https://umanitoba.ca/parking/student-parking>.

STUDY SUPPORT SERVICES

ICM Student PEER Supports

Peer Education

ICM Peer Educators are student volunteers who have excelled in academic courses and are eager to support their peers in their academic journey by offering free tutoring services in a variety of subjects. They are friendly, helpful individuals who assist their peers by providing tutoring, feedback, and informational resources in a variety of subject areas. Students can book a tutor at no cost by following the directions on the ICM Student Portal.

Peer Advisors

ICM Peer Advisors are student volunteers who work closely with the Student Success Advisors to respond to common questions and concerns during peak advising times. Peer Advisors are mentors and a group of friendly, supportive faces for all students. Peer Advisors also host workshops and information sessions to provide resources for common topics. Students can access Peer Advisors through community meet ups that are offered throughout the term. Stay tuned to your ICM Student Portal for more details!

Social Committee

Social Committee works closely with ICM staff to support students' transition into ICM and into the UM by encouraging community building between incoming, current, and outgoing students, as well as alumni. Social Committee focuses on hosting a variety of events so students can stay engaged with one another. Even during the remote terms, ICM Social Committee is actively preparing a variety of social activities you can get involved in.

Cultural Ambassadors

Cultural Ambassadors create awareness of ICM's cultural diversity by leading initiatives that celebrate the backgrounds of our student body, while embracing our collective Canadian experience. They are enthusiastic about creating a supportive space in which all students feel they are welcome participants in the ICM community.

UM Library Resources

The UM Libraries are great resources for making your studies as successful as possible. When accessing library resources, you will want to sign into the UM Libraries website using your UMNet ID. You can claim your UMNet ID by visiting <https://learning.icmanitoba.ca/feed/ITServices>.

Below are key UM Library resources that ICM students can utilize:

- **UM Library Updates** - Find out key information about UM Library access and availability of services - <https://libguides.lib.umanitoba.ca/covid-19-libraryaccess>
- **LibGuides** - If you are looking for more information on specific subject areas throughout the term, the LibGuides through the UM libraries are great resources. The website will point you in the right direction towards subject specific information for your course assessments - <https://libguides.lib.umanitoba.ca/icmstudents>.
- **UM Library Searches** – <https://umanitoba.ca/libraries/LibrarySearch>
- **Ask the UM Library Staff** – https://apps.lib.umanitoba.ca/chat/pop_up/uml.html
- **Study Spaces** – Please note that all libraries, including Elizabeth Dafoe, Sciences & Technology, and Neil John Maclean Health Sciences Libraries, are now closed. You can still get Libraries' help online. Masks are required in all library spaces.
 - The Elizabeth Dafoe Library (main floor)
 - Open Monday-Friday from 10:00am-6:00pm
 - 110 seats available total (walk-in, no advanced booking), students must show UM ID upon entry

- The Science & Technology Library (main floor)
 - Open Monday-Friday 10:00am-6:00pm
 - 65 bookable quiet study spaces, students must show UM ID upon entry

Online Academic Journal Access

All current ICM students have access to eJournals Access through the UM Library student services. The two online academic journals are ProQuest Research Library and EBSCO Academic Search Complete. To access these journals, students will need to login to their ICM Student Portal account.

Course Textbook Requirements

To find out which textbooks are required for your ICM courses, a list can be found on your ICM Student Portal under “Documents” – “Academic Information” – “Textbook List – 202103.” You can also look at each of your course’s requirements on their individual Course Syllabus posted on each course Moodle page. Note - all UTP I textbook fees are included in your tuition fees.

Many of the textbooks that your ICM instructors are requiring can be purchased as an electronic textbook (online version) from anywhere in the world. Please follow your individual Course Syllabus for how to purchase these eTexts if available.

UM BookStore

Please reference the UM’s website for the UM BookStore’s hours of operation, located at <https://www.umanitoba.ca/campus/bookstore/hours.html>. There are also online ordering options. Additional resources of interest may include:

- Purchase materials online - <https://umanitoba.ca/campus/bookstore/shoponline.html>
- Purchase via email - bookstore_webmaster@umanitoba.ca
- Purchase via telephone – (204) 474-8321, or toll free (800) 310-3331

Attending ICM Events

ON-CAMPUS STUDENT EVENTS

ICM Student Experience and Student Leadership Team are excited to welcome you back on campus in the coming weeks. Various in-person social events and activities will be hosted throughout the term to help you to connect with each other. To keep everyone safe the following measures will be in place:

- Any students attending an in-person event must RSVP by reserving their space in advance. The form to RSVP will be included on the Events page of the Student Portal and the event invitations sent by email. Capacity will be limited to ensure adherence to all Provincial and University of Manitoba guidelines.
- Students attending in person event must wear a 3-ply mask, sanitize hands, abide by all physical distancing measures, and always follow staff directions.

Visiting the ICM Office

The ICM office is open daily from 8:30-4:30. Advising services can still be accessed online through Zoom as we have been doing in the past. In addition to this, Our advising services will be offered both online (drop-in) and in-person (appointment-based) For more information on how to connect with us, please visit the [Student Success Advising page](#) on the student portal.

- All visitors to the ICM office will be required to wear a 3-ply mask for the entirety of their visit.
- Please make sure you keep physical distance from others while you're in the office and follow the reception lineup floor markings.

HOW TO MEET WITH A STUDENT SUCCESS ADVISOR ONLINE

Advising for the Summer 2022 term will be done mainly online. Online advising hours are posted on the ICM Student Portal. Students can join the provided Zoom links throughout the day and speak to an advisor. The hours are usually Monday to Friday during regular business hours (Winnipeg time). Students can also email the Advising team at Advisor@learning.icmanitoba.ca.

In-person appointments may be requested as well. This will be decided on a case-by-case basis by the advisor. If students have an appointment with an advisor, they must email the advisor when they arrive and follow the below instructions for attending the ICM office.

ICM Office Traffic Flow

Visitors entering the office must follow all signage, including one-way arrows. Make sure if in line to stand where the floor markers indicate a 6ft or 2 meters distance from the next person and wait to be called up to the Front Desk. Remain behind the plexi-glass at all times once speaking to a member of the Front Desk staff.

Key Contact Details

INTERNATIONAL COLLEGE OF MANITOBA

ICM Student Advisors

Advisors are available to assist students not only with their academics and program planning but also any other difficulties students may be experiencing and need support with. You can book an appointment with an ICM student advisor by logging into the ICM student portal and emailing advisor@learning.icmanitoba.ca or attend a drop in advising Zoom meeting. Each day the Zoom link will be posted on the ICM student portal.

ICM Reception

General inquiries can be made to the ICM front desk by calling 204-474-8479, by emailing reception@icmanitoba.ca or by using the live chat function on the Student Portal.

ICM Finance Department

Students who have inquiries about tuition fees or other payments can contact ICM's finance team by emailing icmfinance@icmanitoba.ca.

EXTERNAL KEY CONTACTS

- In the event of a medical or safety emergency, please call 911.
- To speak to a nurse over the phone to assess a non-emergency medical situation, contact Health Links / Info Santé – 204-788-8200 or toll-free at 1-888-315-9257
- For crisis support, consider the following options:
 - [KeepMe Safe - 1-844-451-9700](tel:1-844-451-9700)
 - [UM Health Services - 204-474-8411](tel:204-474-8411)
 - [Student Support Case Management at UM - 204-474-7423](tel:204-474-7423)
 - [UM Student Counselling - 204-474-8592](tel:204-474-8592)
 - [Sexual Violence Resource Centre - 204-474-6562](tel:204-474-6562)
 - [Sexual Assault Crisis Line- 1-888-292-7565](tel:1-888-292-7565)
 - [On Campus Emergency \(Security Services\) - 204-474-9312](tel:204-474-9312)
 - [Klinik Crisis Line - 204-786-8686](tel:204-786-8686)
 - [Mobile Crisis Service - 204-940-1781](tel:204-940-1781)
 - [Manitoba Suicide Prevention/Support Line - 1-877-435-7170](tel:1-877-435-7170)
 - [First Nations and Inuit Hope for Wellness Services - 1-855-242-3310](tel:1-855-242-3310)