

# TDSB International Students: Custodian Orientation

International Students &  
Admissions Office

February 2026



# Agenda: February 19, 2026

**1. Our Team**

**2. Custodian/  
Parent Relationship**

**3. Custodian/ Student  
Relationship**

**4. Custodian/  
School Relationship**

**5. Renewal & Health  
Insurance**

**6. Reminders: Scams,  
Mental Health & Advice**



# Introduction & Welcome

## Thank you for joining us!

The International Student & Admissions Office (ISAO) is located at 5050 Yonge St., North York 1st floor. The nearest TTC Subway station is North York Centre Station on LINE 1.

416-395-8120

studytoronto@tdsb.on.ca



[www.studytoronto.ca](http://www.studytoronto.ca)



© 2024 Toronto Transit Commission

# ISAO Team



## ADMINISTRATION

**FRED LIU**  
SENIOR MANAGER

**OMAR AWARA**  
MANAGER, INT'L  
RECRUITMENT &  
PROGRAMS

**BRIAN CHAN**  
ADMINISTRATIVE  
ASSISTANT

## ISAO OFFICE

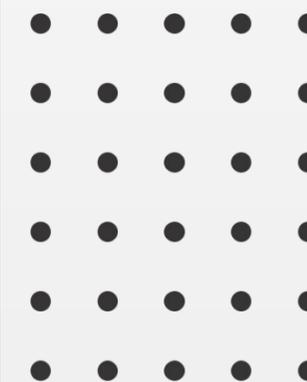
### ADMISSIONS ASSISTANTS

ANNA IVANS  
KATE MACKENZIE  
PHILIP QIAN  
KIMBERLY SOROKIWSKY

## SCHOOLS

### GUIDANCE COUNSELLORS FOR INTERNATIONAL STUDENTS (GCIS)

MAY CHANG  
JANICE FIELD  
CHRISTINE GILLESPIE  
KAREN PAK  
RORY STRETCH



**FIND YOUR GCIS**

# The Role of GCIS

**Guidance Counsellor for International Students** are centrally assigned teachers allocated to schools that receive new international students. We are an additional layer of support to Guidance Departments. We work with schools to counsel and advise international students on matters that may involve particular immigration considerations. **We are not certified immigration advisors.**



**Transitions:  
Academic & Cultural**

**Health Insurance\***

**Renewals**

## Examples

- Night School/Summer School Fees
- Enrolment questions/concerns
- Study Permit/Visa Questions
- Attendance/academic concerns
- Custodianship/homestay concerns
- Orientation/Workshops

International students have access to all the same resources as domestic students. The ISAO does not provide any additional resources beyond what is available at the school level.\*

# School Counsellors

## School Counsellors oversee:

- Registration of new international students
- Create/change timetable of classes for international students
- Apply Prior Learning Equivalent credits after one full semester is complete
- Course selection support (all international students must be full time)
- Partner with GCIS when an international student may be struggling academically or with attendance
- Make referrals to school support teams
- Provide documents like Report Card, Transcript, Index Card



# Who to Contact and When:

## School Counsellor

- Student wants to change classes/timetable
- Student needs Transcript, Report Card
- Concerns about teachers/classes
- Absences from school
- Mental health
- Academic support



## GCIS

- Tuition Renewal
- StudyInsured Medical insurance questions
- Letter of Enrolment
- Change of custodianship or homestay
- Leaving TDSB
- School transfer request



## ISAO

- Change of Custodianship/ New IRCC Custodianship documents (also send to GCIS)
- Status change: securing a Parent Work Permit or Parent Study Permit (also notify GCIS)
- Refund requests

International Students & Custodians are always welcome to contact either their School Counsellor or GCIS for these topics. It is recommended that your FIRST point of contact follows the above guidelines.

# Custodian & Parent Relationship

**Custodians serve as the OFFICIAL and LEGAL contact on behalf of parents**

Parents of international students select and work with a Custodian who acts on behalf of the parent in Toronto. To have a successful Custodian/Parent relationship:

- Custodians should provide updates to parents about the student's academics, well-being, health, progress and concerns
- Parents should select a Custodian who will be actively involved with the student's success and well-being
- Parents should be prepared to support Custodian observations and feedback regarding student
- Work together to make decisions for the student
- Notify the ISAO AND school of any custodianship changes (new IRCC Forms MUST be submitted)
- Custodian REMAINS legal contact until new IRCC documents are submitted





# Custodian & Student Relationship

Custodians serve as the OFFICIAL and LEGAL contact for the student

Custodians must live in Toronto and be available to the student for various needs:

- **Students are minors** and need a reliable, safe adult they can trust
- Be in regular contact with student to monitor attendance, academic progress and socio-emotional well-being
- Provide ongoing communication on behalf of student to school/parents
- Accompany student to medical appointments, including supporting their understanding of health insurance and making claims
- Support student with any homestay conflicts/changes - ensuring they are safe, eating well and living with a responsible adult
- Facilitate timely tuition renewal including signing Renewal Form and ensuring family completes and provides payment receipt
- Read & sign TDSB documents (course selection, activities like field trips & clubs/teams)



**Custodians are LEGALLY  
REQUIRED to be in  
contact with schools**



# Custodian & School Relationship

Custodians serve as the **OFFICIAL and LEGAL contact for the school**

Custodians must live in Toronto and be available to the student for various needs:

- Participate/attend in parent-teacher conferences (2 times/school year)
- Report ALL student attendance updates to the school\* (more to come)
- Notify school and GCIS of any extended absences
- Be available to school in case of emergency
- Notify school of any address, contact or custodianship changes (forms required)
- Receive Report Cards and share with parents (2 times/academic year):
  - Elementary - 1 Progress Reports (Nov) & 2 Report Cards (Feb & Jun)
  - Secondary - 2 Midterms Reports (Nov & Apr) & 2 Report Cards (Feb & Jun)
- Notify school if student departs for any reason



# Access to School Resources

Custodians should request access to various school resources and links including:

- 1) Excursion Management Application - This is to access digital Permission Forms and Medical Forms that students MUST submit to participate in various school activities
- 2) Digital School Communications - Custodians should request access to school newsletters and digital Report Cards. Email address must match the profile form completed at Reporting
- 3) School Cash Online - Anytime fees or payments are required for SCHOOL related activities, students may be required to submit fees online through this TDSB site

# Student Attendance

**Custodians must notify school if student will be away.**

There are multiple ways you can report an absence:

1. School Messenger App - Parents/custodians can download onto phone and use email that the school has on file or call 1-833-250-2290
2. Call the school directly - you will be able to leave a message. Leave name and student number
3. Homestay - create a plan with the student's homestay family to determine how absences will be reported and who will get calls from school about any absences

All absences must be reported to school before 9am on day of absence or you will receive a call

Students who are absent consecutively for 15 days will likely result in being removed from the school (demitted).



Education Act states all children 6-18yo must attend school

IRCC sets conditions for study permit holders stating they must be pursuing academic studies on a full-time basis to meet graduation requirements

# Safe School Departure

**Students MUST have permission to leave school during school hours, or an off-site school related location by their custodian**

**At School:** students must go to the MAIN OFFICE to 'sign out.' This means a call to the custodian is placed to get permission to be released during school hours

**Off-Site School Related Location:** Custodian must provide written permission to school for the student to leave early or travel on their own via TTC etc



# Renewal Timeline



Toronto District School Board

## Enrollment Renewal Reminder

Dear Parent or Custodian of **LEE, Jihae TISP# 20151234**

This is a friendly reminder that **[redacted]** is due to renew enrollment for the September 2026 - January 2027 period with TDSB.

- **Deadline to renew for September 2026 is March 31, 2026**
- Payments received after this date are subject to an additional \$500 re-entry fee

Steps	For September 2026 Renewal	For February 2027 Renewal
1. Email Sent to students/parents/guardians	February 2026	October 2026
2. Deadline to Renew ( <b>Form AND Payment</b> )	March 31, 2026	October 31, 2026
3. <b>Late Fee</b>	\$500 in addition to tuition	\$500 in addition to tuition
4. Tuition Fees	1 Semester: \$8,500 (Exp. Jan 31, 2027) 2 Semesters: \$17,000 (Exp. Jun 30, 2027)	1 Semester: \$8,500 (Exp. Jun 30, 2027) 2 Semesters: \$17,000 (Exp. Jan 31, 2028)
5. Medical Insurance (Mandatory)	1 Semester: \$250.00 2 Semesters: \$500.00	1 Semester: \$250.00 2 Semesters: \$500.00
6. <b>Total Fees (Pay via Bank Draft or CIBC Wire Transfer)</b>	<b>1 Semester = \$8,750.00</b> <b>2 Semesters = \$17,500.00</b>	<b>1 Semester = \$8,750.00</b> <b>2 Semesters = \$17,500.00</b>



# Renewal Steps

tdsb.on.ca Toronto International Student Programs Secondary Renewal Form

Student Information: 28/Jan/2026  
Date (dd/mmm/yyyy)

I am living with: [dropdown]

Student Name: Lee Jihae  
Passport Surname Passport Name

Date of Birth: 01/Jan/2011 TISP#: 20151234  
(dd/mmm/yyyy)

Address: 123 Main Street, Toronto ON M1A 1A2  
Postal Code

Current School: Northview Heights SS

Tuition & Insurance Fees:  \$ 17,500 ( 2 Semesters )  \$ 8,750 ( 1 Semester )

Contact Information:  
This section is to be completed by the parent or custodian if the student is under the age of 18.  
If you're over the age of 18, the information entered below should be your local Toronto emergency contact. Signature of Emergency Contact is not required.

Did you change address, or custodian information? [dropdown]

Parent / Custodian Name [text] Surname First Name

Parent / Custodian Contact Email [text]

Parent / Custodian Phone Number [text] Signature [text]

To be completed by guidance counsellors for International Students (GCIS)

Accepted to Grade: 11  
 Accepted  Conditional  Denied  Not Returning

Ms May Chang 27/Jan/2026  
Guidance Counsellor Name Date (dd/mmm/yyyy) Signature [text]

If your school doesn't have a GCIS, you may ask a school counsellor to sign instead.

RENEWAL FOR SEPTEMBER: DUE DATE IS MARCH  
RENEWAL FOR FEBRUARY: DUE DATE IS OCTOBER

After receiving the TDSB Renewal Reminder email:

1. Fill out and complete the Renewal Form (Pg.1) including updating all contact information and Custodian signature.  
**Send signed Form to [studytoronto@tdsb.on.ca](mailto:studytoronto@tdsb.on.ca) DO NOT SEND TO GCIS**
2. After submitting, you will receive an Invoice and Conditional Offer of Acceptance
3. Select method of Payment - Bank Draft OR CIBC Payment Portal (Pg.2-3)
  - a) **Bank Drafts** - Faster and direct. Go to local bank and request bank draft made to: Toronto District School Board for appropriate amount. Once ready, bring directly to 5050 Yonge Street, 1st Floor ISAO. Get receipt.
  - b) **CIBC Payment Portal** - Can take 2-3 weeks. Although payer may receive notice that they have paid, it is not confirmed until TDSB receives it. **To inquire email: [studytoronto@tdsb.on.ca](mailto:studytoronto@tdsb.on.ca)**
4. Receive Official Letter of Acceptance **only after BOTH Renewal Form AND Payment is received**

# Study Permit/ Visa Extension



TDSB International Students and Admissions Office  
5050 Yonge Street, 1st Floor, Toronto, Ontario, Canada M2N 5N8  
Telephone: 416-395-8120 Fax: 416-395-8476  
Email: [StudyToronto@tdsb.on.ca](mailto:StudyToronto@tdsb.on.ca) Website: [www.StudyToronto.ca](http://www.StudyToronto.ca)

## OFFICIAL LETTER OF ACCEPTANCE RENEWAL STUDENT

16 January 2025

TISP ID:	<input type="text"/>
NAME:	<input type="text"/>
DATE OF BIRTH:	28 November 2008
COUNTRY:	Vietnam
SCHOOL:	<input type="text" value="John Polanyi Collegiate Institute"/>
LEVEL OF STUDY:	Secondary
GRADE:	10
TUITION FEE PAID:	\$17,000.00 CAD
MEDICAL INSURANCE PREMIUM:	\$500.00 CAD
SCHOOL YEAR & TERM:	<input type="text" value="2024 / 2025"/> <input type="text" value="01 February 2025 - 31 January 2026"/>

This is to certify that the above student has been accepted as a full-time student at the above school, subject to obtaining a Study Permit from Immigration, Refugees and Citizenship Canada (IRCC). The student's grade

After completing the Renewal Process, you will receive a NEW OFFICIAL LETTER OF ACCEPTANCE (OLA):

Use OLA to renew student's study permit and/or Visa with IRCC. Additional school documents may be required such as a timetable, Student Status Sheet etc.

To Extend Study Permit Visit: [IRCC Website](#)  
Current Processing Time: 111 days

To Extend Visa Visit: [IRCC Website](#)  
Current Processing Time: 122 days

To create IRCC Account Visit: [IRCC Website](#)

If you have questions or require assistance we strongly recommend contacting a licensed Immigration Consultant

# IMMUNIZATION



If vaccine records are available, it can be faxed to: 416-338-2487.

On the fax cover sheet, make sure to include information that identifies the child/student (name, date of birth, Ontario Immunization ID) and legal custodian's/parent's local contact information.

Students can ask if the Main Office can help send the fax to TPH.

Otherwise, records can be emailed to [immunization@toronto.ca](mailto:immunization@toronto.ca) . Note that email is not a secure way to send health information but is an option. Be sure to include information that identifies the student and the legal custodian or parent.

Here's a TPH webpage which contains helpful information about immunization reporting:

[Toronto Public Health](#)



## Health Insurance for Students

**StudyInsured: 1-866-883-9787**

All students/parents/guardians receive a copy of the student's Insurance Card and Policy in their Reporting Package. **Please check your email for the Reporting Package** and look through the attached document.

Custodians, parents and students should ALL know the Policy Number located on the card as well as the phone number above.

- Covers unexpected illness/injuries
- Insurance can be used worldwide except for student's home country
- Does NOT cover dental check ups, eye glasses/contact lenses
- Available 24/7.



## Health Insurance for Students

**StudyInsured: 1-866-883-9787**

**IN CASE OF AN EMERGENCY, YOU MUST CONTACT:**  
From Canada & USA: **1.866.883.9787** From anywhere else: **1.416.640.7865**  
Assistance is available 24 hours a day, 7 days a week.

Assistance is provided by StudyInsured™ Assistance.  
For general inquiries contact: [studentassist@studyinsured.com](mailto:studentassist@studyinsured.com)  
For claims inquiries contact: [claims@studyinsured.com](mailto:claims@studyinsured.com)  
<https://www.studyinsured.com/tdsb>  
150 King St. W, Suite 602 - PO Box 75, Toronto, ON M5H 1J9 Canada

**INTERNATIONAL STUDENT HEALTH INSURANCE studyinsured™**

**[Redacted]**  
**[Redacted]**

**MCP** **[Redacted]**  
Policy Number

**EFFECTIVE DATE:** **2024-02-16** **EXPIRY DATE:** **2025-02-15**

\*Valid photo ID must be presented at all times with this card  
Policy is for eligible benefits not covered by provincial health insurance  
Refer to your policy wording for details on the coverage Effective Date and Expiry Date.

**MSH AMERICAS** **studyinsured™** **Intrepid24/7**

**Student Name**

**Policy Number: MCPXXXXXXX**

**Expiration: Aligns with tuition expiration**

# Accessing Medical Insurance



study  
insured™

## Call StudyInsured

1-866-833-9787

Must call before medical service or within 48 hours after medical service for eligible expenses to be covered. Otherwise only 80% may be covered

Direct billing may be possible

Have Policy # ready

StudyInsured will provide CaseID# for applicable claims



maple

## Maple Virtual Care

<https://app.getmaple.ca/register>

Virtual doctor appointments can be made through Maple

No need to pay out of pocket

Reasons to book: Runny/stuffy nose, rash, sore throat, headache, sport injury or looking for medical advice

Canadian-licensed general practitioners  
24/7/365



## StudyInsured Portal

<https://studyinsuredportal.ca/a/student>

Submit and manage claims

View your claims history

Access virtual care

Schedule in-person doctors visits

Find nearby medical providers for in-person appointments

# Things to look out for:

## Scams by Phone

Scams are becoming more and more prevalent and international students are particularly vulnerable. There are different types of scams happening, here are some of the most common to look out for:

- **Phone Scams:** This may be a call or text message. Scammers will pretend to be acting as a government agent such as the IRCC, Canada Post, Toronto Police etc. They will make it feel like an emergency or threaten something bad will happen if you don't share personal or financial information
- What to do:
  - Ignore calls/texts from phone numbers you don't recognize. If it's important they will leave a message
  - NEVER share your personal information or banking information
  - If you think you have been scammed call Toronto Police Non-Emergency at 416-808-2222 to file report
  - Change all passwords
  - Keep record of all documents, contact information, messages



# Things to look out for:

## Scams by Email



**Email Scams:** The recipient receives an email pretending to be IRCC, RCMP, Police or other government officials saying they will be deported if money is not paid. Other scams include emails saying that personal photos of the person will be released if money is not paid

- What to do:
  - Do NOT click on any links in email or share any personal/financial information
  - Call Toronto Police Non-Emergency at 416-808-2222

# Things to look out for:

## Student Mental Health

International Students are at greater risk of suffering from mental health lapses caused by:

- Adjusting to a new culture
- Stress over school
- Issues with friends or family
- Money problems
- Homesickness
- Loneliness

### Resources:

- StudyInsured Health Insurance
  - Up to \$10,000 to help cover cost of mental health care
  - Stay Healthy At School (SHAS): 24/7 phone counselling in student's native language
- Kids Help Phone: [www.kidshelpphone.ca](http://www.kidshelpphone.ca)
- School: Speak to trusted teacher, school counsellor
- Participate in school activities
- Exercise/eat healthy/sleep
- In Emergencies: Call 9-1-1



 **stay healthy at school** POWERED BY STUDYINSURED

**24/7 access to mental health care for students**

Phone, video, or in-person counselling services and additional resources

# How to be a Successful Custodian

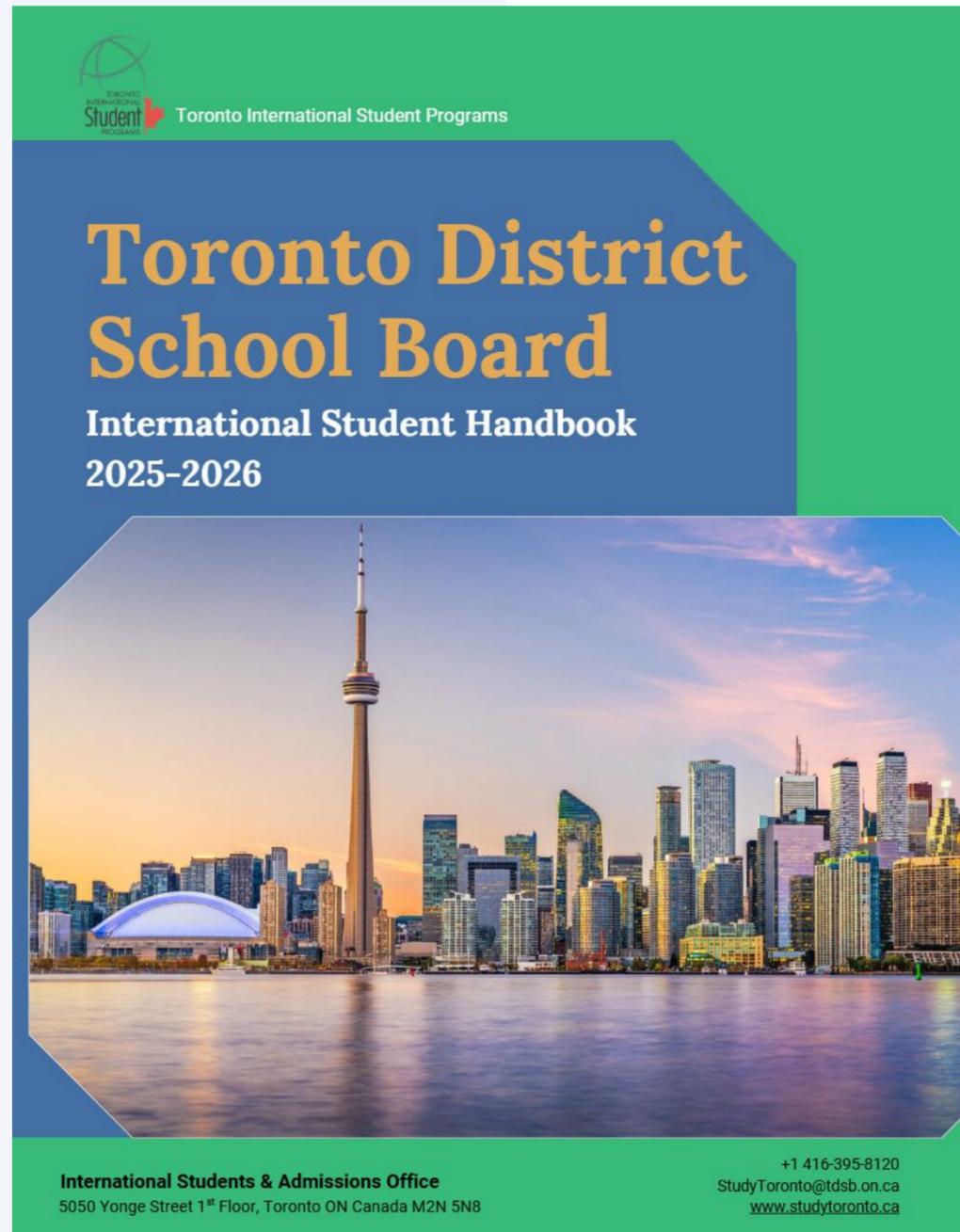
## Reminders & Review



- 1) Be living in Toronto and available, supportive and reliable
- 2) Stay in contact with family, student and school
- 3) Update School/ISAO with any changes like address, status change, new custodianship and student absences
- 4) Report absences to school prior to 9am
- 5) Support student with medical needs
- 6) Support student involvement by signing necessary forms
- 7) Support student with Renewal of tuition, study permit, visa

Custodians play a vital role in the well-being and success of our students and we thank those who work hard to support our students while they are far away from home

# ISAO International Student Handbook



## RESOURCES & INFO

- 📄 Visit: [RESOURCES](#) within ISAO website
- 📄 How to read Timetables
- 📄 Medical Insurance information
- 📄 Graduation Requirements
- 📄 ESL Pathways
- 📄 How to Renew Tuition
- 📄 Resources available in Toronto
- 📄 Attendance Policy
- 📄 And more!

# Thank you for joining!

## Questions?

- 1) Type in Chat
- 2) Raise hand
- 3) Unmute to ask



Stay Connected and FOLLOW for updates!



@studytdsb

@StudyTDSB

@TDSB-China



Contact Us: 416-395-8120 | [studytoronto@tdsb.on.ca](mailto:studytoronto@tdsb.on.ca) | [www.studytoronto.ca](http://www.studytoronto.ca)

