

# International Student Handbook



# International Student Handbook

*International Programs & Business  
Development*

*JIBC OFFICE OF INTERNATIONAL  
AFFAIRS*

JUSTICE INSTITUTE OF BRITISH COLUMBIA (JIBC)



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# Welcome

Welcome to Justice Institute of British Columbia (JIBC) — Canada’s leading public safety educator — a dynamic public post-secondary institution. Established in 1978 with a provincial mandate under the College & Institute Act, JIBC delivers leading edge public safety and justice education and training in BC, Canada, and internationally. Every year 32,000 students from more than 20 countries take our programs and courses.

## Acknowledgement

JIBC gratefully acknowledges that we have benefited from the prior work of Vancouver Community College, University of the Fraser Valley, Douglas College, Kwantlen Polytechnic University, Pearson College, and Langara College in the development of our International Student Handbook.

## Message from the President

Welcome to JIBC. I am delighted that you have decided to join the 32,000 students attending the Institute this year to pursue a career in justice and public safety, to return for continuing education, professional upgrading or additional accreditation. JIBC programs are recognized nationally and internationally and are delivered by instructors who are experts in



their fields and offer real-world experience and perspectives. We strive to continually meet your needs by offering both full-time and part-time studies that range from entry-level training to advanced education, face-to face in the classroom, or online. Regardless of the delivery method, our education and training emphasizes experiential learning informed by applied research that leads to a range of certificates, diplomas, bachelor's degrees, and graduate credentials; ones that can be immediately applied in the workplace. Above all, JIBC offers you a unique, inter-professional learning environment that brings together students from different disciplines, instilling the value of communication and collaborative teamwork and promoting increased efficiency, effectiveness, and interoperability once you are out in the field. We hope that you will make the most of your time here. We look forward to supporting your learning needs through our student services and programs.

I wish for you success in your studies and I look forward to seeing you on one of our campuses.

*Dr. Michel Tarko*  
JIBC President and CEO

## Message from the Dean

Welcome to the JIBC! We are very excited to have you study with us. We hope that you will enjoy your studies, learn about and experience Canadian culture, and prepare for a professional career in public safety.



This handbook provides information about your studies, our commitment to you, and your responsibilities while studying at the JIBC. At the JIBC, we understand the work and commitment that you have made in order to study with JIBC and in Canada so we congratulate you on this achievement. Some of you may also be feeling the weight of expectations from your families, and communities. Your responsibility to the people that have supported you is essential to your success at the JIBC, as is your responsibility to your fellow students and your studies. Please also remember your responsibility to take care of yourself – your good health and mental wellness will help make your experience successful and satisfying.

On behalf of JIBC, Office of International Affairs, staff and faculty, I wish you all the best in your studies and experience in Canada.

Sincerely,*Dr. Stuart Ruttan*

Dean, School of Criminal Justice & Security and Office of International Affairs

## Office of International Affairs

The Office of International Affairs team is here to assist you in order to make your learning experience and transition to Canada a positive experience. We have created this **International Student Handbook** to provide you with as much information that will support your success throughout your studies. We are here to assist you.

## **Contact Information**

Office Hours: Monday to Friday, 9:00 am -3:30pm

Phone: 604.528.5636

After hours and weekend emergency contact: 604.818.6922

Email: [international@jibc.ca](mailto:international@jibc.ca)

Website: [International Studies](#)

# Acknowledgement of Unceded Traditional Territories

JIBC has campuses in New Westminster, Maple Ridge, Pitt Meadows, Victoria, Kelowna, and Chilliwack. JIBC, together with an increasing number of Canadian institutions, organizations and governments, acknowledge the First Peoples on whose traditional territories we live, learn, and work. Acknowledging territory shows recognition of and respect for Indigenous Peoples of both Canada and the world. It is recognition of their presence both in the past and the present. Recognition and respect are essential for building healthy, reciprocal relations which is key to reconciliation with First Peoples. JIBC and Canada are committed to establishing healthy relations and supporting reconciliation so we acknowledge the lands and traditional territories of Indigenous Peoples where our campuses are located.

## New Westminster

We respectfully acknowledge the Justice Institute of British Columbia's New Westminster campus is located on the unceded traditional territories of the Qayqayt and Musqueam Peoples.

# Vision, Mission, Mandate & Values

## **JIBC Vision**

Safer communities and a more just society.

## **JIBC Mission**

Developing dynamic justice and public safety professionals through exceptional applied education, training, and research.

## **JIBC Mandate**

Unique among post-secondary institutions in Canada, the Justice Institute of British Columbia offers specialized, applied education, training, and research in conjunction with our community partners in the fields of justice and public safety.

## **JIBC Values**

JIBC believes that our values are crucial to achieving our vision of safer communities and a more just society. Your educational experience will include a range of learning opportunities such as academic programming, field experiences, scheduled activities, and formal and informal exchanges with other students, faculty, staff, and the community.

At the JIBC, we value:

- service & commitment;
- a culture of responsibility;
- purpose & intention; and
- focus & excellence.

# Before Departing for Canada

## **Important: Obtain permission to enter and study in Canada**

- Apply for your Study Permit.
- Find out if you require a Visa or Electronic Travel Authorization. The country from which you are traveling will determine which is right for you.
- Apply for your VISA or Electronic Travel Authorization.

**Scan and Email your approval letter to JIBC** at [admissions@jibc.ca](mailto:admissions@jibc.ca)

**Book your travel to Vancouver** – Plan to arrive well in advance of the mandatory orientation schedule for the week before classes begin. Be sure to check airline baggage restrictions and Canadian Customs Restrictions.

Ensure that you have appropriate visas for all countries that you may travel through on your way to Canada.

If you change planes in Canada prior to arriving in Vancouver, please ensure that you leave at least three hours between connecting flights to pass through the immigration process. Have your passport, visa, and letter of acceptance from JIBC ready and request a multiple entry study permit to cover your period of study in Canada (required if 2 or more years).

# Arriving and Settling

## Immigration and Customs

Ensure that you have appropriate visas for all countries that you may travel through on your way to Canada.

These documents should be easily accessible to you in your carryon baggage or on your person.

If you change planes in Canada prior to arriving in Vancouver, please ensure that you leave at least three hours between connecting flights to pass through the immigration process. At your first point of entry into Canada, you must have your passport, visa, and letter of acceptance from JIBC ready. Be sure to request a multiple entry study permit to cover your two years of study in Canada.

The Canadian Anti-Fraud Centre has some very good information about how to protect yourself from immigration scams and other fraudulent activities.

## Welcome to Canada & BC Newcomers' Guide

It can be challenging to know where to begin when settling into a new country and city.

The Welcome to Canada – What You Should Know (<https://www.canada.ca/content/dam/ircc/migration/ircc/>)



english/pdf/pub/welcome.pdf) is a publication from Citizenship & Immigration Canada that, although designed for recent immigrants, give anyone new to Canada useful information to better understand their new 'home'.

The B.C. Newcomers' Guide (<https://www.welcomebc.ca/Start-Your-Life-in-B-C/Newcomers-Guides>) is a tremendous resource with information to help you with transportation, health care, banking information, and more.

## Areas of New Westminster

The City of New Westminster is made up of many communities or areas. To learn more about the area check out the City of New Westminster's website with maps & tools for getting around as well as new ways to discover all it has to offer.

## Banking

As it is unsafe to carry large amounts of cash, it is advisable to open an account at a financial institution as soon as you arrive. Some helpful banking tips:

### *Types of accounts*

You can choose between chequing and savings accounts. Each type of account has its own uses and

restrictions. Find out which account type best suits your needs.

### *Student accounts*

Many banks offer special 'student accounts' with features only available to students. Be sure to ask about their student options, including what charges and rates will be on any account that you open. Shop around for the bank that will work best for you.

Information normally required to open a bank account include:

- 18 years of age
- Government issued photo ID (Driver's License or Passport)
- Proof of Address (Phone bill, Driver's License).
- Student Visa information.
- Acceptance Letter from JIBC to show proof of being a student.

### *Questions to ask the bank*

- Do you have a student account?
- Is there a fee associated to maintain an account?
- Is there a minimum balance required?
- Is there a limit to the number of transactions?
- Are there fees for withdrawing cash?
- How much can I withdraw at any given time from the branch and from the ATM?

### *Safety Deposit Boxes*

Safety deposit boxes are available at most banks for storing small valuable or important documents like your passport. There is an annual fee for this service.

## Housing

There are many accommodation options for students in Metro Vancouver (e.g. homestay, furnished and unfurnished rentals in houses, basement suites, condos, and apartments).

Some popular resources for finding housing include:

- Liane's Vancouver Homestay  
(<http://www.lvhomestay.com/>)
- Search4StudentHousing.com  
(<https://www.search4studenthousing.com/>)

- Rentals in New Westminister (<https://apartmentlove.com/british-columbia/new-westminster/>)
- Airbnb in New Westminister ([https://www.airbnb.ca/s/New-Westminister-Canada/all?s\\_tag=FeP7uk2d](https://www.airbnb.ca/s/New-Westminister-Canada/all?s_tag=FeP7uk2d))
- Craigslist listings in Vancouver (<https://vancouver.craigslist.org/search/hhh>)

## *Tips to Avoid Housing Scams*

Things to watch for/signs of a scam:

- If the price seems “too good to be true”, it probably is.
- Never wire money to a prospective landlord.
- Never pay a deposit or accept any housing before you have viewed it.

Also, for safety reasons and for a ‘second opinion’ take a friend or family member with you to view any prospective housing.

## *Rental Laws*

If you decide to rent, be sure to learn about some of the BC laws that apply to tenants (person who rents) and landlords (person or company that manages or owns the building).

The Residency Tenancy Office is a government agency that provides information and resources.

As well, the Tenant Resource & Advisory Centre (TRAC) offers information in many languages.

## *Housing Options for International Students*

Since JIBC does not provide on-campus housing facilities, all students arriving from outside of the Metro Vancouver region will need to find a place to live. We are pleased to provide some suggestions to help locate a comfortable accommodation that best meets your needs.

### **Short-term options**

If you are unsure of your options or are wanting to take your time finding the perfect place to live, here are a few short term options while you look for permanent accommodation:

- Air-BNB: <https://www.airbnb.ca/new-westminster-canada/stays>
- Inn at the Quay:  
<https://www.innatwestminsterquay.com/>
- Executive Hotel & Resort (Coquitlam):  
<https://www.executivehotels.net/coquitlam-hotel/>

### **Homestay**

Many international students choose to live in a homestay environment for their first few months of living in Canada. The homestay organization will source accommodation based on your interests and individual requirements. The homestay families are carefully screened and selected to ensure the best possible experience.

- Liane's Vancouver Homestay:  
<http://www.lvhomestay.com/>
- Canada Homestay Network:  
<http://canadahomestaynetwork.ca/rru>

- First Choice International: <https://myfci.ca/>

### **Shared Accommodations**

Are you interested in living with someone else, or would you prefer to live alone? Living with a roommate, or renting a room within a family home, saves money plus it could make the cultural transition easier.

- Global Education City: <https://gecliving.com/>
- Off-Campus Housing 101: <https://och101.com/>
- Search for Student Housing:  
<https://www.search4studenthousing.com/>

### **Longer-Term Rentals**

There are many different types of living arrangements available, including studios, one or two-bedroom apartments, basement suites, a single room in a house, shared houses, etc. These are a few local webpages available that you can source to find accommodations:

- Apartment Love: <https://apartmentlove.com/>
- Rentseeker.ca: <https://www.rentseeker.ca/rentals/apartments/british-columbia/vancouver>
- Gottarent.com: <https://www.gottarent.com/greater-vancouver-region-bc-rentals/>
- Facebook Marketplace: <https://www.facebook.com/marketplace/>
- liv.rent: <https://liv.rent/>
- Kijiji.ca: <https://www.kijiji.ca/>

*NOTE: These sites/groups are provided as a resource courtesy to students. JIBC does not endorse these sites or their listing and does not take responsibility for off-campus rental accommodations.*

## *Considerations*

Be sure to take into account important details when deciding on the location of your lodging, such as travel time to school, proximity to shopping, public transit and other amenities, and the dates that you expect to move in and move out.

## *Know your rights*

Be cautious when searching and remember to view the inside of a property before you sign a lease or pay any money. There are several other rights and responsibilities that you have as a tenant (renter). To learn more about these, the following resources will provide you with more information on renting in Canada.

- Canada Mortgage & Housing Rental Guide:  
<https://www.cmhc-schl.gc.ca/en/rental-housing>
- Tenant Resource and Advisory Centre:  
<https://tenants.bc.ca/>
- Residential Tenancy Office: <http://www.rto.gov.bc.ca/>

## *Costs*

Rents vary greatly depending on apartment location, age and condition. For example, it is generally more expensive to rent in a condominium building than an apartment building, and locations close to Vancouver city are typically more expensive than elsewhere in the Lower Mainland. Keep in mind, these are only general guidelines for cost.

Housing Type	Rental Average
Shared with roommates	\$850
Bachelor/studio	\$1,100
One-bedroom	\$1,400
Two-bedroom	\$1,800

Additional costs might include:

- Utilities (e.g., heat, water, electricity)
- Internet, Cable TV
- Security deposit (one-time cost)
- Pet deposit (one-time cost)
- Apartment furnishings
- Laundry, parking, food and entertainment
- Tenant insurance
- Transit pass or Vehicle transportation, such as parking, car insurance and gas

## *Safety*

It is important to be aware of the types of crime to be aware of and obtain knowledge to assist in keeping safe. Vancouver Police Department has provided the following webpage with tips and helpful information on how students can stay safe while studying in Canada.

<https://vancouver.ca/police/crime-prevention/for-individuals/student-safety.html#OnStreet>

# Community Based Workshops for International Students

The BC Settlement & Integration Services (BCSIS) offers fee immigration and employment related workshops, one-on-one appointments, and special events for international students.

For inquiries and registration:

Tel: 604.408.7274 ext 2048

Email: [bcsis@success.bc.ca](mailto:bcsis@success.bc.ca)

To learn about upcoming

events: <https://www.successbcsis.com>



## Activity & Community Resources

It is important to find a balance between studying and having some fun. Metro Vancouver offers a variety of sport, entertainment, and cultural activities. Below are some useful websites that are updated regularly and offer inexpensive activity ideas.

- The City of New Westminster has three community centres that offer a variety of classes, activities, and events. Check the Active Living Guide for schedules and locations.
- The Georgia Strait is a free weekly entertainment newspaper and updated website about all of the events and activities in Metro Vancouver. There are a variety of restaurant coupons and contests as well.
- Tourism Vancouver lists major festivals and events under the 'Events' tab.
- To explore BC's nature, you do not need a car. Brian

Grover's Car-Free Outdoor Guide to exploring Southwestern BC will show you how and provide some great tips.

## Identification & Student Discounts

### *British Columbia Identification (BCID)*

A BCID is an official photo identification that you can use as ID for many situations including: getting a library card, going to a nightclub, etc. There are no fees to get a BCID.

### *Student Discounts*

It is always a good idea to ask if you are eligible for student discounts with your JIBC student ID. Listed below are some additional programs to consider registering for as a student.

### *International Student Identity Card (ISIC)*

All full-time JIBC international students are entitled to receive an International Student Identity Card (ISIC). The ISIC allows for travel, accommodation, and entertainment discounts both locally and around the world. ISIC is the only internationally recognized form of student identification.

### *Student Price Card (SPC)*

Student Price Card (SPC) allows students to save on fashion, dining, and lifestyle purchase. Learn how to purchase, where to use, and what discounts the card allows at the SPC website [www.spccard.ca](http://www.spccard.ca). You can also download the SPC App from the iTunes Store.

## Public Transportation – Translink

Vancouver's regional public transit agency, *TransLink*, provides extensive transportation services in Metro Vancouver, including Bus (road passage), SeaBus (passenger ferry), SkyTrain (automated rapid transit system), and West Coast Express (commuter rail) services. Detailed information regarding schedules, maps, and fares can be found here: <http://www.translink.ca/>

Getting around the Vancouver area is easy with our efficient public transportation system.

Since most international students will not have access to a personal mode of transportation (such as a car), it is comforting to know that there are reliable transit systems at your fingertips.

## *Compass Card*

Compass is the reloadable fare card that works everywhere on transit in Metro Vancouver. It's convenient, easy to use, and secure. Simply load Stored Value or a pass onto your card and tap your way across the system.



**Where to load:** Load your Compass Card online at [compasscard.ca](http://compasscard.ca), at a Compass Vending Machine or by phone at 604.398.2042.

## *Customer Service & Information*

T: 604.953.3333

5:30 a.m. to 12:30 a.m. Monday to Friday

6:30 a.m. to 11:30 p.m. Saturday/Sunday

## *Airport Transportation*

If you plan to land at the *Vancouver International Airport* in Richmond, you have the option of taking a taxi, using a ride-share service or using *TransLink* public transportation to get to your next destination in the Metro Vancouver area. Rates vary, depending on your destination and your mode of

transportation. If you will be living in the city of New Westminister it is recommended that you take a taxi or use a ride-share service from the airport to your new home.

Be sure to have available an easily-accessible copy of the street address and city name that shows where you are headed to next.

Estimated costs of travelling from the Vancouver International Airport to New Westminister:

Transportation	Approx Travel time	Cost
Taxi	30 minutes	\$60 – \$75
Ride-Share (Uber or Lyft)	40 minutes	\$30 – \$40
Transit (Train & Bus)	1.50 hours	\$4.25 (+\$5* Canada Line YVR AddFare)

*\* \$5 Canada Line YVR AddFare applies single-use fares purchased at the YVR-Airport.*

## Dress for the Weather

Metro Vancouver has four seasons: Winter (December-March), Spring (April-June), Summer (July-August), and Fall (September-November). Metro Vancouver is also known for its mild climate and rainy weather. Unlike many areas of Canada,

Metro Vancouver gets very little snow. During the Fall and Winter, you will need warm and rainproof clothing. Dressing in layers is always a good idea.

# Medical Assistance and Advice

## Calling a Nurse, Dietician or Pharmacist

By dialing 8-1-1, you can access nurses, dieticians or pharmacists to get health-related information. **Translation is available in 130 languages**, so you can always get the help you need, when you need it.

For a listing of publication in languages other than English, visit: Health Link BC Translated Resources

## Clinics

There are 'Walk-in Clinics' throughout Metro Vancouver. These clinics are often open in the evenings and on weekends and see patients on a "first-come, first-served" basis. For a listing of clinics and their current wait times, visit <https://medimap.ca/>. Simply enter your city or address and a list of walk-in clinics in your area will be given. When you click on the website of an individual clinic, you'll find their location, contact information, hours, and languages they provide assistance in. It is recommended that you locate a walk-in clinic near your housing before you are sick and need to go for medical assistance.

## Hospitals (for emergencies only)

There are several hospitals with emergency departments in Metro Vancouver. To know the current wait times for each hospital visit Emergency Wait Times.



# Medical Insurance

In Canada, health care can be very expensive if you are not covered with proper medical insurance. This is the reason that the JIBC automatically enrolls you in a health insurance program for the first 90-days of your program. JIBC manages a group medical insurance plan for international students through Guard.me International Insurance for the first three months, in British Columbia. After three months and for the duration of your stay in British Columbia, you are enrolled in the BC Medical Services Plan (MSP).

## Your First Semester

Once registered into an international program, you will be automatically enrolled and receive a **Guard.me** Health Insurance card that covers your first three months in British Columbia. This card can be used at a walk-in clinic approved by Guard.me.

If you choose to use a walk-in clinic or hospital that hasn't been approved by Guard.me then you will need to pay for the doctor's fees at the time of your visit. Students must pay for all medical costs (i.e. prescriptions, x-rays, blood or lab tests) and then submit a claim for reimbursement to Guard.me. Please note: Claims for a pre-existing condition may not be covered. It is recommended that you read and understand your policy so you understand the limitations and exceptions to your medical coverage.

You can access complete information on JIBC's Travel Medical Insurance Policy and coverage under the plan by [clicking here](#).

# Understanding Canada

Canada is a diverse nation with people of many different backgrounds. The suggestions below are general guidelines to help you navigate your way through the Canadian culture.

## Individuality and Privacy



March 6, 2014 – New Westminster- Photos for the Justice Institute of BC.  
Photo by Jimmy Jeong

Canadian society encourages individualism. As a result, Canadians are likely to look out for themselves and their immediate family members. They may not feel a strong sense of obligation towards public institutions and hold loose bonds with their community. Canadians value privacy and would generally prefer that you contact them to arrange a visit rather than dropping by unannounced.

## Directness

While Canadians are generally considered polite, they can be direct with their opinions and preferences. They may feel free

to contradict others or to say “no” when they disagree or do not like what is proposed. Canadians, both male and female, believe that steady eye contact is a sign of self-confidence and trustworthiness.

## Punctuality

At school and work, Canadians expect you to be on time. If you show up more than five minutes late for a meeting, it is considered polite to provide an apology and a reason for your lateness. If you have to miss an appointment, let the person know ahead of time.

## Physical Space

Most Canadians do not often kiss or hug when greeting friends. However, it is customary to shake hands when being introduced. Generally, adults only hold hands in public when they are in an intimate relationship.

## Informality

Canadian culture emphasizes equality and cooperation and does not encourage class, gender, or age distinctions. As a result, relationships are informal and relaxed: it is common to address instructors or supervisors by their first name. However, informality does not mean that marks of respect are not valued.

# Learning to Care for Yourself and Your Community

At JIBC, we are committed to supporting the well-being of all students. It is important for you to be conscious and aware of your personal health and wellness and the well-being of the community in order to be successful in your program. Given the hectic nature of college life, you may find this to be the most challenging aspect of your time here.

You will need to work hard to ensure that you get adequate sleep, regular exercise, and time for reflection. If you do not take care of yourself, taking care of others and meeting the challenges of the program will become very difficult.

In addition to taking care of yourself, you will need to reflect on your studies and your participation in all aspects of your program. This includes thinking about how you interact with others and taking responsibility to build a respectful and inclusive community.

## Cultural Adjustment

Living in a new environment can be both exciting and challenging. It is common for international students, no matter what country they are from, to go through ups and downs while adjusting to life in Canada. Understanding this adjustment process and getting support during this time will

help you have a more fulfilling experience while at JIBC and in Canada.

### *Culture Shock*

“Culture shock” is a common experience that describes the feelings of confusion and stress that happen when in an unfamiliar culture. Not everyone has the same reactions to cultural adjustment. Different people will experience the symptoms of culture shock in varying degrees and at different times.

Some common reactions to culture shock include:

- Extreme homesickness
- Avoiding social situations
- Sleep difficulties
- Difficulty with course work and lack of concentration
- Becoming angry over minor irritations
- Significant nervousness and anxiety

### *Coping Strategies to Help with the Adjustment Process*

- Keep active. Become involved in sports, music, or another activity. Being involved will give you

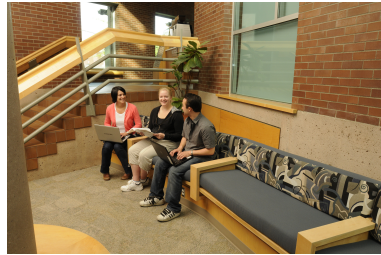
opportunities to meet people and help you learn about Canada.

- Be open-minded and curious. Allow yourself to be curious about the way things are perceived and done.
- Stay healthy by exercising, eating good food, and getting adequate sleep.
- Read, listen, and speak in English. It is easier to understand a culture when you understand and speak the language.
- Spend time with people. Introduce yourself to other international students so you can help support each other.
- Find someone to talk to such as a family member, a counsellor, or another student. Having someone to share your ideas or help clarify things is a great support.
- Be patient. It is important to remember that feelings of anxiousness or frustration are normal and temporary. Give yourself time to adjust!

Adapting to a new culture is an ongoing process so being patient is of utmost importance. It can be challenging at times but this process of adjustment will help develop your confidence in dealing with new situations. It can also lead to a greater appreciation of your own culture.

## Group Gatherings and Teamwork

From time to time throughout your studies, there may be large group meetings, functions, or team assignments. These gatherings and teamwork provide opportunities for the



whole group to discuss ideas and issues that are relevant to everyone and provides experience of working in teams. These activities also provide an opportunity to practice conflict resolution, public speaking, and active listening in a group setting. The intent of these activities is to benefit from the wisdom of the whole group before making major decisions and for problem-solving.

## Peace and Conflict Resolution

Learning to resolve differences respectfully through conflict resolution and other related skills are an important part of every student's experience and development at JIBC. These skills are acquired by: training and practicing these skills, sharing spaces with other students, learning to discuss issues and course content in the classroom, working alongside others during activities, participating in group gatherings, and various other daily interactions.

# Learning Through Academics

JIBC provides many resources to help support your success. In order to help you adjust to the education system in Canada and make the most of your JIBC experience, we encourage you to become familiar with the resources available on campus and online.

## Classroom & Study Expectations

You may experience some differences between the education system in your home country and Canada. It is important to understand the expectations of students and how to interact with others in the Canadian post-secondary system in order to support your success and meet your educational goals.

**Note:** Many JIBC programs are based on a cohort model. This means that a group of students move through a series of courses together. The key to success in a cohort is for each person to attend and pass each course so that s/he can continue and graduate with their fellow classmates.

Some of the classroom and study expectations at the JIBC include:

- Arrive on time (ahead of time is preferred) and attend class. Some programs and classes have strict attendance requirements so make sure that you understand and abide by these requirements.
- Turn off cell phones during class so that you can focus

your attention and participate fully in class. Many classes have class participation as a graded component for your overall course mark.

- Speak English only in the classroom setting. English is the one common and inclusive language within our diverse community.
- Read and understand course outlines and any departmental handbooks or guides. The course outcomes and instructor expectations are included in the course outline.
- Complete homework and reading before class so you can participate in class discussion and activities. Ask questions for clarification, to challenge information, and to extend your thinking.
- Ask for help when you have a problem or are unsure. Ask your instructor, another student, visit the library, or participate in a learning workshop. There are many resources available to support you.

Program areas will typically review the course outlines and instructor expectations during the first week of classes. If you don't understand, ask and get clarification from the beginning.

## Canadian Learning Ways

Make sure that you introduce yourself to your fellow students and faculty. Feel free to ask your classmates questions, invite them to study with you, or share notes if you are sick.



Canadian faculty and instructors value independent thinking. In the classroom, participate in class discussions, ask questions, and contribute your ideas and opinions. Outside of class, meet with your instructors during their office hours. Ask questions about the course or get feedback on an assignment or paper.

In Canada, you are expected to take control of your own learning. Review the course outline so you are familiar with the expectations and evaluation methods used in the course.

Plagiarism and cheating is not allowed in Canada. Make sure you always reference the authors, books, journal articles, or websites where you have found your ideas for your papers and essays. You should contact the JIBC Library for guides and assistance with citing your sources.

## Getting Organized for your First Week

Here is a checklist to help you get organized the first week before classes start:

- Participate in the International Student Orientation.
- Bring your study permit to the JIBC Office of International Affairs (if studying for more than six months).
- Introduce yourself to fellow students and JIBC Faculty.
- Buy a long-distance phone card so you can call home and buy a local SIM card with a local phone number.
- Make a note of important dates for the semester.
- Log into myJIBC to check your classes and stay informed.
- Purchase any required textbooks.
- If you will be taking transit, purchase a transit pass.
- Shop for household items and school supplies that you may need.

- Open a bank account (optional).
- Learn your Canadian address, including the postal code.
- Apply for a British Columbia Identity Card (optional).

## Academic Support

Students often face challenges managing the workload in the postsecondary setting. They often have difficulty with time management, procrastination, study skills, reading, note-taking, and memorization. Students also run into challenges with test-taking particularly multiple choice tests and test anxiety.

The Student Support provides help with study habits, writing essays, exam preparation and more.

## Services for Students with Disabilities

JIBC is committed to providing a safe, inclusive, and accessible environment for students with disabilities. A disability may include any long-term or recurring mobility, hearing, visual, or learning disability, as well as a mental or physical health condition that affects learning. The Manager of Student Learning Support and Disability Resources works with faculty and staff to remove barriers so that students with disabilities can pursue educational goals with dignity, independence, and full participation within the JIBC community.

**Eligibility for academic accommodation** It is recommended that you advise JIBC of your disability when you register. To contact the Manager of Student Learning Supports and Disability Resources call 604.528.5884, toll free 1.877.275.4331, or email [studentresources@jjbc.ca](mailto:studentresources@jjbc.ca). The Manager of Student

Learning Support and Disability Resources will work with you to determine eligibility, and will guide you through the process of getting the accommodations you require. As some academic accommodations take time to arrange, we recommend you begin this process early. If you have a disability or suspect you may have a disability that affects your learning, the disability coordinator can help. Contact with students is strictly confidential unless the student provides written consent to disclose information.

## Developing Your Academic Skills

Visit the Study & Writing Subject Guide at [http://libguides.jibc.ca/Study\\_and\\_Writing\\_Skills](http://libguides.jibc.ca/Study_and_Writing_Skills)

### *Study Habits*

Dedicating time to regular study so you can keep up with coursework and prepare for exams is a good idea. Try to study in a quiet, comfortable environment without distractions. Concentration is easier without visual distractions, so face a blank wall if possible. Plan to study in short sessions of an hour each day, rather than one six hour session each week. If there's anything you don't understand, ask for help right away. Don't try to keep up on your own without assistance. Studying with a small group of peers can also help reinforce information that requires memorization, or that might be difficult to understand on your own.

## *Reading Skills*

Reading for fun is not the same as reading for school. With most textbooks, it is more important to understand the main concepts than to memorize everything. When you have a lot of reading to do for a course, learn to skim articles and books for the overall content or the main points. Keep a dictionary nearby to check definitions while reading to save time and frustration. Improving your vocabulary will help you to decipher technical or difficult words much easier, and will increase your reading speed. With practice, you will learn to evaluate and understand the content as you read it.

## *Note-taking*

The amount of information presented in-class can be overwhelming at times. It is best to develop a note-taking system that you can refer to later during your study time. It can be difficult however to know what information you should take note of. Prepare for each lecture by consulting your course syllabus for the topic of the day and any related readings for reference before class. During the lecture, listen for facts versus opinions;

and try to take note of only the information relevant to the topic for the day. Organize your notes as an outline:

1. Main topic
  - a. Subtopic
    - i. Support information (definitions, explanations, definitions, examples, or opinions)

Create shorthand symbols for short or common words to focus on the main themes of the lecture. Take time to review your notes after class and expand on any ideas while the lecture is still fresh in your memory.

JIBC supports the use of technology to enhance and enrich their learning experiences. Use of laptops in class helps students take good notes and look up research described by the instructor during a class. JIBC Library lends laptops and iPads to students registered in JIBC Certificate/Diploma/Degree Programs, actively taking courses (Library account must be in good standing).

### *Time Management*

Make sure your desk is always tidy so no time is wasted looking through clutter. Assess your day and plan a

rough schedule or to-do list so you know what you need to get done that day. Schedule specific times to use your phone or social networking sites so you aren't distracted throughout the day. Make a point of setting aside a few minutes daily to relax and focus on tasks. Try to be flexible with your time for unexpected emergencies. If you have trouble finishing everything on your list, keep a time log to assess where the time is going.

### *Avoiding Plagiarism*

Plagiarism is presenting someone else's creation, such as words, charts, graphics, calculations, or ideas, as your own without referring to the original author. The JIBC Student Code of Conduct Policy states "plagiarism, which includes but is not limited to presenting the ideas or works of another person as one's own and using another person's work without proper attribution." The main goal of any essay is to present your thinking on a topic, not to copy someone else's ideas.

Citing your sources is a key part of your essay or assignment. It shows that you are giving credit to the person with the original idea. It also helps the reader find the source of your information.

### **Examples of plagiarism include:**

- The use of a quote from a source without citing the original work.
- Paraphrasing a passage from a source without citing the original work.
- Cutting and pasting a passage from a source directly into your own work without citing the original work.
- Passing another student's paper off as your own work.
- Purchasing a paper from an online service.

### *Exam Preparation*

Avoid test anxiety by being prepared well ahead of exam day. Take care to eat well and get enough sleep the night before. By reading through your notes and class readings as part of your regular study plan, you will feel better prepared at exam time. To study before the exam, read your notes or textbook and test yourself to see if you can remember the main points. Repeat this process until you can remember all the necessary information before continuing to a new section. Go back and test yourself to make sure you remember what you've read. At the exam, take a moment to flip through the pages and read all the instructions carefully so you know what your instructor is looking

for. There are a few different styles of testing at JIBC, such as:

- **Objective tests** do not require you to write a lot. True/false, multiple choice or matching questions make up the exam and test your ability to recognize the right answer when you see it. When studying, look for information that can be answered objectively, such as names and dates. Create flash cards for memorization practice.
- **Essay tests** require you to remember details and organize the information into essay form. Review the course outline to refresh your memory of the topics covered throughout the course. During the exam, create an outline of all the main points you want to cover, and then write what you know about each. Keep an eye on the clock so you have enough time to cover everything.
- **Short answer tests** require concise answers to the questions, usually in just a few sentences. Review lecture notes and the textbook to understand the topics your instructor emphasized in class. Make sure you know the definitions of key terms

## *Writing Skills*

Understanding how to organize and communicate your ideas will make the writing process easier. Make sure to read the assignment carefully and highlight key instructions. Ensure you understand the topic your instructor wants you to write about or develop a thesis for. A thesis is the argument you want to prove. Use your research and reading to create an outline of topics that support your thesis. Using the outline as your guide, begin writing the first draft with supporting facts from your research. Proofread, or have someone else read your first draft to make sure the thesis is answered or supported. Make changes or revisions as need be. The final draft should be free of grammatical and structural errors, and formatted according to assignment requirements.

**Writing Centre:** Any JIBC student can get writing support through JIBC Writing Centre located in room CL201 on the New Westminster campus. There are two ways to do this. You can meet with a peer tutor in person for a 45 minute session OR you can have a tutor review your writing through email. The tutor will not write your paper for you but they will help you develop your writing skills and improve your overall technique. For more information, please contact the Writing Centre Coordinator at [writingcentre@jibc.ca](mailto:writingcentre@jibc.ca)

## Using the Library

The best place to start your research is at the JIBC Library. The Library's collection includes books, DVDs, journals, and audio-

CDs. In addition, the Library provides access to eResources such as eJournals, eBooks, article databases, streaming media, case law, legislation, codes, and standards.

**Contact us:**

Phone: 604.528.5599

Website: [www.jibc.ca/library](http://www.jibc.ca/library)

Email: [library@jibc.ca](mailto:library@jibc.ca)

## *Library Services*

Library services and resources are available to students at all JIBC campuses and also to online learners. A free mailing service is provided to students registered in JIBC programs, within Canada.

The Library catalogue and other online resources may be searched while on or off campus. The licensed eResources require a Username/Password for off-campus access. Librarians are available to help you find information for your assignments and to give tips on how to cite your sources.

The JIBC Library participates in AskAway, an online chat reference service that allows students to contact a BC post-secondary librarian during regular hours, in addition to evenings and weekends.

## *Computers & Internet*

The 20-plus computers available for student use in the Library all have Microsoft Office and Internet access. Laptops and iPads are available for overnight loan to students registered in JIBC Certificate/Diploma/Degree Programs, actively taking courses.

Group study rooms in the Library are equipped with a computer, a 40-inch monitor, connectors for various devices, and a DVD player. Visit, e-mail or call the Library to book a room. The room may be booked for a 2-hour block, with an option to extend if no one else has reserved it. Printer, photocopier, and fax services are available for a nominal fee.

## *Research Tips*

- Visit the Study & Writing Help Subject Guide  
[http://libguides.jibc.ca/Study\\_and\\_Writing\\_Skills](http://libguides.jibc.ca/Study_and_Writing_Skills)
- Define your topic and write a research question.
- Determine what information you need based on assignment requirements.
- Search for information on your research question, keeping a research log of terms you used in your search.
- Evaluate your findings, to see if your sources are relevant and appropriate.
- Cite all your information sources using **APA citation style**.
- Contact a JIBC Librarian: [library@jibc.ca](mailto:library@jibc.ca) or 604-528-5599

# Learning to Live Responsibly and Independently

While you are at JIBC, we are committed to regular and timely communication with you about your program and any other matters that support your success. As members of the JIBC community, students can expect to be treated fairly and with respect, and to be able to study and learn in an environment that is free from discrimination and harassment. Students also assume responsibility for their behaviour and academic progress. JIBC's expectations for student behaviour and protections for students' rights are set out in a series of policies and procedures. It is your responsibility as a student to review and understand these policies, and to ask for information and assistance when you need it. All members of our community are required to abide by the following policies both in spirit and in action at all times. The descriptions that follow are summaries of the policies.

Please note: Policies are periodically reviewed and updated. To ensure that you are familiar with the most updated version, please check the Policies page on the JIBC website.

# My JIBC Portal log-in instructions

The **myJIBC Portal** is where you can:

- View your financial information and download receipts
- Check your grades and unofficial transcript
- Access your online courses and register for more continuing studies courses

## *Log-in Instructions*

1. Open an internet browser, such as Google Chrome or Microsoft Edge.
2. Type in the URL address: [www.myjibc.ca](http://www.myjibc.ca)
3. Enter your JIBC student number. The number begins with a lower case 'j' followed by 7 digits, such as j1234567.
4. Use the temporary password that you received via email to access your account. If you have not received a password, please follow the Password reset instructions.
5. Once you are logged into your myJIBC portal, under SELF-SERVICE MENU, click on WEBADVISOR FOR STUDENTS.
6. Click on USER ACCOUNT.
7. Click on CHANGE PASSWORD. You will be required to enter your temporary password into the old password field. Proceed with setting a password that will be more familiar to you.
8. Once logged into the MYJIBC portal, you will be able to access your financial information, class schedule, etc.

## *Password Reset Instructions*

1. From the myjibc.ca log-in page, click on re-set your password near the bottom of the page.

2. Enter your JIBC student number and the email address associated with your record at JIBC. Your password can only be reset using this email address.
3. An email will be sent to you with a new temporary password.
4. Using the new temporary password, log into your account as per the log-in instructions.
5. Should you not receive a temporary password, do not know your student number, or have a different email address, please contact the Student Services office via telephone.

### *Student Services Office Hours*

#### **IN PERSON:**

Monday, Tuesday, Wednesday and Friday

8:00 a.m. – 4:00 p.m.

Thursdays

9:30 a.m. – 4:00 p.m.

#### **PHONE:**

Monday, Tuesday, Wednesday and Friday

8:15 a.m. – 3:45 p.m.

Thursdays

9:30 a.m. – 3:45 p.m.

Phone: 604.528.5590

Toll-free from within Canada: 1.877.528.5591 (Toll-Free, North America Only)

Email: [register@jibc.ca](mailto:register@jibc.ca)

## Important Dates at JIBC

Important dates can be statutory holidays, convocation dates, or when the JIBC is closed over the holiday break in December. For a complete list of important dates throughout the year, review the JIBC Academic Calendar. Note: Other important dates like examinations and assignment due dates are given by instructors.

## Suggestions for Mature Students

Whether you are returning to school to upgrade or starting a new career, the mature student faces unique challenges. The following suggestions are provided for your consideration.

### *Academic Skills*

How do you learn best? Are you an auditory or visual learner? Perhaps reading and writing work better for you, or you learn best through experiential, hands on methods.

What are your study methods? If you need to review study tips, time management, or test preparation skills, these resources are available to you through Student Services.

Remember to pace yourself. If you feel overwhelmed, speak with your instructor or contact Student Services:  
<https://www.jibc.ca/student-service>

## *Juggling Roles*

- **Be flexible.** Recognize that you may have to let go of some of your responsibilities because of your current role as a student. Think about delegating.
- **Prioritize.** Review your personal, social, academic and employment commitments and revise as necessary.
- **Try to lead a balanced life.** Proper nutrition, sleep, and regular exercise enhance learning and help manage stress.
- **If you start to feel overwhelmed or discouraged, ask for help.** The Student Advising department offers free, confidential personal, career and academic counseling. The earlier you seek support, the better.
- **Focus on one task or role at a time.** This will help enhance your concentration and improve your time management and effectiveness.
- **Balance Family and Social Relationships.** Inform family and friends about your course demands. Ask for their support and understanding. Remember to set aside time for family, friends and relaxation.

## *Relating to Other Students*

Seek out like-minded people who share your values and your desire to learn. These qualities transcend age, cultural, and experiential differences.

Speak with other mature students to share challenges and strategies.

Take advantage of the opportunities to network and develop professional relationships.

Be patient with yourself and your learning experience. It may take you a couple of courses before you adjust and meet your performance expectations. Enjoy the satisfaction of professional development. Being in school is an accomplishment. Congratulate yourself.

### *Support From Instructors/Faculty*

Instructors are here to teach you and support your learning. Many have had experience in your field, and can relate to juggling family, work and school. Instructors want you to succeed and need to know if you have questions, difficulties or concerns. Ask for help when you need it.

## Online Learning Support

Research and experience has proven that when students are well prepared for their online course, they are much more successful at achieving desired results. Online learning is a great option for students who require flexibility because of work schedules or other daytime classes. However, along with the freedom it offers, there are some challenges to overcome. To participate in an online course, you must be technically and mentally prepared.

**Getting Started**

Before taking an online course, you should check your browser. If you have never taken an online course before and want to see how suitable it will be for you, review some of the tips we provide on our website. We use Blackboard as our Learning Management System. To learn more about Blackboard check Blackboard Help for Students.

## Smoking



The term “smoking” as used in this document is deemed to include, without limitation: smoking cigarettes, cigarillos, and cigars; smoking using pipes, hookahs, shishas, and other smoking devices, including but not limited to the use of electronic cigarettes, for example vaporizers. You must be 19 years old to smoke and buy tobacco in BC. There are strict rules regarding its usage. You may not smoke within 5 meters of a public space and it is illegal to give tobacco to anyone under the age of 19 years. When at the JIBC, you may only smoke in the designated smoking area (at the New Westminster Campus in the covered area outside at the west

end of the building pasted the cafeteria) and never inside or near a building.

## Use of Alcohol and Cannabis on JIBC Campuses

While on campus at JIBC, it is essential that you understand that the consumption and use of alcohol and/or cannabis is not allowed, regardless of your age. Additionally, students are not permitted to attend class while impaired by alcohol, cannabis, or any other drugs. The laws of British Columbia prohibit the consumption and purchase of alcohol, cannabis, and tobacco by anyone under the age of 19. In addition, the distribution of alcohol, cannabis, and tobacco to anyone under this age is a serious offence. For full details, refer to the Student Code of Conduct Policy.

## Behaviours that Harm or Endanger Others

At JIBC, we are committed to a safe and respectful experience, free from harassment for every individual. Students who use physical force towards others, who become involved in theft, hazing, bullying, other anti-social behavior, or who act willfully in a way that endangers the health and safety of others, may be dismissed from the JIBC. The policy and procedures for dealing with incidents of drug and alcohol use, sexual violence and harassment, and anti-social behavior are outlined in the following JIBC policies: Student Code of Conduct, Sexual Misconduct, Harassment, and Equity and Diversity.

In the event of an incident, you are encouraged to notify an

adult you trust as soon as possible so that you can receive support and the JIBC can activate our protocols to ensure the incident is handled appropriately.

## Academic Honesty

It is required that assignments are completed to the best of your ability and by the set deadlines. The JIBC recognizes the importance of intellectual property. As such, it is a serious offence to cheat, collude or plagiarize. The policy that outlines our expectations for academic honesty is Student Academic Integrity.

## Acceptable Use of Information and Educational Technology

JIBC has policy, standards, and expectations for the acceptable use of information and educational technology. A violation of this policy may include loss of access to information technology resources. In more serious cases, violations may result in dismissal from the JIBC. Please note that the JIBC provides access to computers and the internet but you are encouraged to have your own laptop.

# Campuses & Store

## New Westminster Campus

*715 McBride Boulevard, New Westminster, BC V3L 5T4*

Our main campus is the administrative hub of the Institute. Even if you do not attend classes here, you will likely interact with staff at this location to register for courses, request an official



transcript, or seek out Library and counselling services. The JIBC Store is also located at this campus.

Designed by Vancouver architect Richard Henriquez, the New Westminster Campus is comprised of two distinctive buildings. They are a unique blend of curves and sharp angles, brick, concrete, and steel, and include the main classroom office building and the Dr. Donald B. Rix Public Safety Simulation Building.

### *Campus Hours*

Monday – Friday	6:00 am – 10:00 pm
Saturday – Sunday	7:30 am – 5:30 pm
Statutory Holidays	Closed

## *Getting Here*

**Transit** – The campus is located on several bus routes that connect with Skytrain. For specific transit directions visit Translink website.

**Cycle** – A sheltered bicycle rack is located outside the gymnasium entrance.

**Taxi** – A direct phone line to Royal City Taxi (604.521.6666) is located beside the pay phone in the hallway leading from the atrium to classrooms CL120-139.

**Drive** – We encourage you to make a green commuting choice, but if you decide to drive, consider carpooling. Free parking is available. Designated parking for disabled persons is located near both main entrances. Overflow parking is accommodated at the Canada Games Pool lot south of the campus.

## *Food Service Options*

Full cafeteria service, with hot meals, sandwiches, and snacks, is available from 7:00 a.m. to 4:00 p.m., Monday through Friday (July & August: 7:00 a.m. to 3:00 p.m.). Microwaves are provided for your use at the far end of the cafeteria.

Tim Hortons is located in the main atrium serving coffee and a selection of fresh baked goods. Hours are 7:30 am – 3:00 pm, September through June.

Limited cafeteria service may be available on weekends – check with your instructor or program manager.

Vending machines for snack food items and beverages are located in the hallway near the gymnasium.

## Gymnasium and Fitness Room

The fitness room is available for use by all students between the hours of 8:00 a.m. and 4:00 p.m. daily. It is located close to the gymnasium in room AD 136. To use this facility, you are required to sign out an access card at the main information desk. You will be asked to leave photo ID or car keys at the desk until you return the access card. The fitness room is not staffed so please use the equipment appropriately, and with courtesy to others. Use the equipment at your own risk as JIBC is not responsible for personal injuries. Men's and women's student lockers and shower rooms are located on the basement level, below the gymnasium.

## Canada Games Pool and Centennial Community Centre

Located adjacent to JIBC's campus at 65 Sixth Avenue East, this recreational complex contains an Olympic sized pool and a 5,000 square foot fitness area with a selection of free weights, strength equipment and cardiovascular machines. Membership available.

## Quiet Time

For meditation, prayer or quiet time, room CL308A, located in the classroom wing on the third floor, is available for use by students and staff members at any time during the day. The room has cushions and small prayer carpets, and is intended exclusively for quiet activity.

## Lounging Around

A student lounge area is located in the atrium behind the main staircase. Couches provide a comfortable area for study, conversation, relaxation, and rest. The garden courtyard outside the cafeteria also serves as a central meeting place for students, faculty, and staff.

## Staying Connected

Free wireless Internet access covers the entire New Westminster Campus. Stop by the Library or the main information desk to get your login information.

There is a phone located in the Library. Fax and photocopy services are offered in the Library for a fee.

A Canada Post mailbox is located on the sidewalk near the gymnasium entrance.

A student notice board is located in the hallway between the main information desk and the cafeteria. Postings of housing options, items for sale, and upcoming events are displayed here. Information desk staff will receive and date stamp any notices which may be posted for 30 days.

An ATM is available in the hallway near the main information desk and across from the JIBC Store.

## Staying Safe and Secure

If you leave campus buildings after dark, you are encouraged to walk with a friend or colleague using the 'buddy system' to

watch out for each other. Take time to familiarize yourself with the layout of the campus and the surrounding environment so you know where you are at all times. The campus is patrolled by security after business hours. If you are studying late at night on a JIBC campus with security, you can request an escort to your car from the security personnel. Report problems or anything suspicious to your instructor or the security guard at 604.818.6922.

The main information desk maintains Lost & Found. After business hours, leave a note describing the item at the information desk or with the security office.

## Scent-free

Out of respect for fellow students, staff and instructors, please refrain from wearing strongly scented perfume, cologne, aftershave or lotion at every campus of JIBC. Many people are allergic to scents which can have a significant impact on those with certain health conditions such as asthma.

## Parking

Please park only in designated spaces. Motorcyclists are requested to park in designated motorcycle stalls. Illegally parked vehicles will be towed at the owner's expense by New Westminster Towing.

To report illegally parked vehicles, please contact campus security at 604.818.6922 or email: [securityguardoffice@jibc.ca](mailto:securityguardoffice@jibc.ca).

## JIBC Store

Located at the New Westminster Campus, the JIBC Store can be found near the main information desk.

### **Hours of Operation**

Monday-Friday      12:00 pm – 3:00 pm

Weekends/Holidays    Closed

The store carries high-quality crested clothing, equipment and course books for many JIBC programs. The store also offers diploma frames, grad rings and a selection of giftware.

Other services such as special orders for custom clothing, gifts and promotional items are also available.

For student convenience, products may be ordered and shipped. Contact the store during regular business hours at 604.528.5870 or [jibcstore@jibc.ca](mailto:jibcstore@jibc.ca).

# Working While Studying and After Graduation

There are three options for international students to work: one while a full-time student, one while doing program-required practicums, and one after graduating as a full-time student.

## Working Off-Campus

International students are eligible to work part-time (up to 20 hours per week) during their studies and full-time during scheduled program breaks provided:

- You have a valid Study Permit (no work permit required; however, conditions of your Study Permit must allow for work off-campus).
- You are currently registered as a full-time JIBC student in a career or academic program at least six months in length.
- You make continuous progress towards completing your program of study.

For more information about working off-campus while studying, visit: [Work off campus as an international student](#)

## Practicum Work Permit

International students in a program with a practicum

component that is an essential part of their program completion will need to apply for this specific purpose, fee exempt work permit. All students requiring this work permit for their program should contact the JIBC Office of International Affairs for assistance with the necessary documentation to apply.

For more information about the program-specific work permit, visit: [Work as a co-op student or intern](#)

## Post-Graduation Work Permit (PGWP)

International students who graduate from JIBC may be eligible for a PGWP provided they:

- Have continuously studied full-time in Canada in a study program at least eight months long.
- Have completed and passes the program of study and received a notification that they are eligible to obtain their degree, diploma, or certificate.
- Apply for the work permit within 180 days of completing their program.

For information about the Post-Graduation Work Permit, visit: [Post-Graduation Work Permit Program \(PGWPP\)](#)

## Social Insurance Number

A social insurance number (SIN) is required for anyone who has the legal authorization to work in Canada as it is needed for an employer to legally pay an employee. You can apply for a SIN from Service Canada. The SIN must be provided to any employer within 3 days of starting employment.

For more information on how to apply for a SIN card as an international student, how to keep your SIN safe, and what to do if your SIN is lost or stolen, visit: [Social Insurance Number – Overview](#)

## Income Tax

The Canada Revenue Agency (CRA) offers an informative video series as well as web links that provide tax-related information for international students studying in Canada.

[Video Series: International Students & Income Tax](#)

[International students studying in Canada](#)

## Employment Standards

Fact sheets are available in a variety of languages to explain many aspects of the British Columbia Employment Standards Act and Regulations, visit: [Employment Standards](#)

# Emergency Protocols and Procedures

It is important for you to understand how to call for help in a serious or life-threatening situation. In most of Canada, the telephone number is **9-1-1**. This number will be answered by an emergency call-taker who will ask you the nature of your emergency and direct your call to the appropriate local emergency service.

For instance, if you are assisting someone who has fallen and cannot get up due to a possible broken leg, you would call **9-1-1**. When the call is answered by the emergency call-taker, you will need to describe the situation and the call-taker will direct your call to the ambulance service – British Columbia Ambulance Service (BCAS), who would then keep you on the line and ask further questions while the ambulance is on-route to your incident.

It is very important that you know how to call for help in emergencies.

## *9-1-1 Protocol*

1. Call 9-1-1 if you have an emergency that requires immediate action from the Police, Fire or Ambulance, if someone's health, safety, or property is in jeopardy or if a crime is in progress.

2. Know your location at all times.
3. Do not program **9-1-1** into your phone.
4. If you **call 9-1-1** accidentally, stay on the line with the call-taker.

### *Important things to know about 9-1-1*

- Police, ambulance, or fire? That is the first question asked by the dispatcher (operator) so that the appropriate emergency response is dispatched.
- In a stressful situation it can be difficult to think in English. Tell the dispatcher (operator) what language you speak in English (e.g. “I speak Spanish/Mandarin/Punjabi...”). 9-1-1 dispatchers have access to 140 languages to ensure that in an emergency people can get the help they need.
- Calling 9-1-1 from a pay phone is free.
- When calling from a cell phone you must tell them your location – city, province, and specific location either the address, building, or street location (e.g. “I am in New Westminster, British Columbia at the Moody Park Arena”).

# Community Resources

Emergency Phone Number (Police, Fire and Paramedic): 9-1-1

**New Westminster Police Department Non-emergency:**  
604-525-5411

**Metro Vancouver Transit Police:** 604-515-8300

**New Westminster Victim Services:** 604-529-2525

**New Westminster Mental Health Centre:** 604-777-6800

**POISON Control Centre:** 1-800-567-8911

## **Crisis Counselling & Suicide Prevention:**

1-800-SUICIDE (1-800-784-2433)

Vancouver: 604.872.3311 (24 hours)

Surrey: 604.951.8855 (24 hours)

Richmond: 604.279.7070 (9:00 a.m. – midnight)

Tri-Cities: 604.540.2221 (24 hours)

**Fraser Health Crisis Line:** 1 877-820-7444



## **Women Against Violence Against Women**

### **(WAVAW) Rape Crisis Centre**

**Information Line:** 604.255.6228

24-hour Crisis Line: 604.255.6344 [www.wavaw.ca](http://www.wavaw.ca)

### **Youth in BC Crisis Line: 1-866-661-3311**

**Youth Online Crisis Hotline** [www.youthinbc.com](http://www.youthinbc.com)

### **Family Violence Spouse Abuse (Transition Houses)**

Vancouver: 604.872.7774 (24 hours)

Burnaby: 604.298.3454 (24 hours)

Richmond: 604.270.4911 (10:00 a.m. – 9:00 p.m.)

North Vancouver: 604.987.3374 (24 hours)

### **Alcohol and Drug Information and Referral Service**

Lower Mainland: 604.660.9382 (24 hours)

Outside Lower Mainland: 1.800.663.1441 (24 hours)

### **Emergency Department, Vancouver General Hospital**

920 West 10th Avenue, Vancouver: 604.875.4995 (24 hours)

Also offers a 24-hour sexual assault support team

## **Royal Columbian Hospital**

330 East Columbia Street, New Westminster 604.520.4253  
24-hour emergency department

## **Crime and Violence Crisis Support and Information**

Support and information regarding family violence, sexual violence, and other crimes Province-wide: 1.800.563.0808 (24 hours)

**Problem Gambling Help Line Province-wide:** 1.888.795.6111 (24 hours)

## **Social or Government Services**

211 is free, confidential, multi-lingual and answered by professional staff 24 hours a day, seven days a week.  
[www.bc211.ca](http://www.bc211.ca)

Email: [help@bc211.ca](mailto:help@bc211.ca)

TTY: 604.875.0805

Text: 604.836.6381

# References

**International Student Handbook**, JIBC

(<https://pressbooks.bccampus.ca/ishjibc/>)

**International Studies**, JIBC (<https://www.jibc.ca/student-services/international-studies>)

**Study Permit**, Government of Canada (<https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/study-permit.html>)

**Student Visa/ Electronic Travel Authorization**, Government of Canada (<https://www.cic.gc.ca/english/visit/visas.asp>)

**Border Restrictions**, Canada Border Service Agency (<https://www.cbsa-asfc.gc.ca/travel-voyage/ifcrc-rpcrc-eng.html>)

**Immigration Scams**, Canadian Anti-Fraud Centre (<https://www.cbsa-asfc.gc.ca/travel-voyage/ifcrc-rpcrc-eng.html>)

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(<https://www.newwestcity.ca/>)

**Maps**, City of New Westminister (<https://www.newwestcity.ca/discover-new-west/city-maps>)

**Transportation**, City of New Westminister  
(<https://www.newwestcity.ca/transportation/getting-around>)

**JIBC Webpage**, JIBC (<https://www.jibc.ca/>)

**Housing & Hotels**, JIBC (<https://www.jibc.ca/student-services/housing-hotels>)

**Homestay**, Liane's Vancouver Homestay  
(<http://www.lvhomestay.com/>)

**Student Housing**, Search4StudentHousing  
(<https://www.search4studenthousing.com/>)

**Apartment rental in New Westminister**, Apartment Love  
(<https://apartmentlove.com/british-columbia/new-westminister/>)

**Guard.me**, JIBC Insurance <https://www.guard.me/jibc>