

**FIND
YOUR
VOICE**

STUDENT HANDBOOK



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Welcome to Columbia College!

We're thrilled to welcome you to Columbia College and support you in achieving your academic goals.

You are now part of a vibrant community of students from diverse backgrounds representing many countries across the globe. Our campus cultivates a supportive learning environment, and a dedicated faculty and staff are committed to your success. Our programs, small class sizes, and co-curricular activities ensure that you will have the best learning experience and build confidence for the future.



About Us

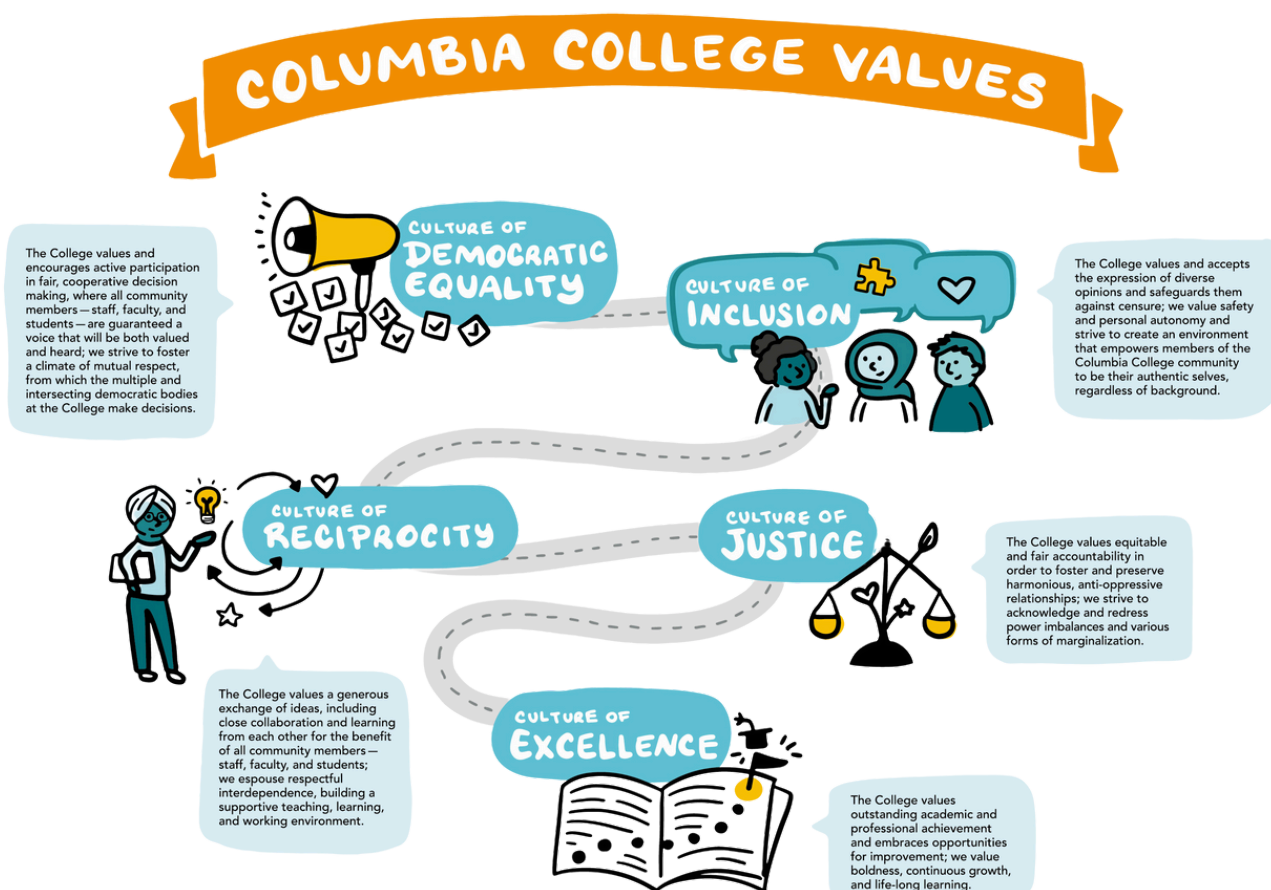
MISSION

Equip students to become responsible global citizens who can communicate, think critically, and make a positive impact in communities around the world.

VISION

An inclusive society where students can access the education of their choice and contribute to positive social change.

VALUES





About this Handbook

This handbook is the essential guide to our students starting their journey with Columbia College. Orientation is held before each semester and it's the introduction to both academic and social life at Columbia College. Students will have the opportunity to meet student volunteers from around the world who are here to support them from day one, offering tips on navigating campus, joining activities, and making friends before the semester begins.

We're excited to help you succeed as a Columbia College student! This handbook covers everything from orientation and registration to valuable tips for your academic journey. Welcome aboard and get ready to thrive in our supportive and encouraging environment!

Academic Schedule

FALL 2024

- August 14 to 16:** Early Registration for continuing High School Students
- August 19 to 22:** Early Registration for continuing University Transfer Students
- August 26 to September 6:** Orientation and Registration for New Students
- September 2:** Labour Day - College Closed
- September 9:** Fall 2024 classes start
First day of course changes and late registration
- September 16:** Last day to register and to add or change courses
Last day to drop classes
Last day to claim refunds (subject to [Refund Policies](#))
- September 30:** National Day for Truth & Reconciliation - College Closed
- October 12 & 14:** Thanksgiving Weekend - College Closed
- October 25:** BCTF Professional Development Day for High School Instructors –
No High School Classes
- November 11:** Remembrance Day - College Closed
- November 12:** Last day for course withdrawals
- December 7:** Last day of classes
- December 9 to 14:** Final Exams
- December 16 to 18:** Registration for continuing High School Students
- December 18 to 23:** Early Registration for continuing University Transfer Students
- December 24 to 28:** Christmas Break - College Closed
- January 1 (2025):** New Year Day - College Closed
- January 2 to January 10 (2025):** Orientation and Registration for New Students
- January 13 (2025):** Winter 2025 classes start

Academic Schedule

WINTER 2025

December 16 to 18 (2024): Registration for continuing High School Students

December 18 to 23 (2024): Early Registration for continuing
University Transfer Students

December 24 to 28 (2024): Christmas Break - College Closed

December 30 & 31 (2024): Orientation and Registration for New students

January 1: New Year Break - College Closed

January 2 to 10: Orientation and Registration for New Students

January 13: Winter 2025 classes start

First day of course changes and late registration

January 20: Last day to register and to add or change courses

Last day to drop courses

Last day to claim refunds (subject to [Refund Policies](#))

February 14: Professional Development Day - Classes Cancelled

February 15 & 17: Family Day Weekend - College Closed

March 12: Limitless: Student Conference - University Classes Cancelled

March 17: Last day for course withdrawals

April 6: Last day of classes

April 14 to 19: Final Exams

April 18: Good Friday - College Closed

April 21 to 22: Registration for continuing High School Students

April 23 to 28: Early Registration for continuing University Transfer Students

April 29 to May 9: Orientation and Registration for New Students

May 12: Summer 2023 classes start



scan for the academic calendar

Important Policies

The Academic Board determines academic policies. If you need clarification on these policies, please get in touch with our Rights & Responsibilities Coordinator.

If you wish to challenge a College academic policy or its application, submit your concern in writing to the Academic Board. You can expect a written response within two weeks. If you disagree with their decision, you can appeal to the Board of Governors.

Languages Canada is available for students seeking a final appeal option. For assistance with disputes involving the College, contact them at info@languagescanada.ca.



ATTENDANCE

Attendance is mandatory for all classes, lectures, and labs. Missing numerous classes may lead to the Academic Board barring students from future sessions. The Board's decision is final, and refunds will follow the policy in place.

The Academic Board will review any disruptive behaviour, which could result in failing grades or even expulsion from the College in extreme cases. Students may need a medical certificate for absences due to illness.

Students are expected to behave respectfully both on and off campus, showing consideration for others and College property. Misconduct may lead to probation or dismissal from the College.

STUDENTS WITH SPECIAL NEEDS OR DISABILITIES

Students with disabilities or special needs should contact Columbia College as soon as possible to discuss their situation. They need to provide medical or psycho-educational documentation, including a recent formal diagnosis (within three years) explaining the nature and extent of their disability or special needs. This information helps our counsellors work with the student to determine appropriate accommodations. To avoid delays, it's best if students acquire this documentation before arriving in Canada.

Once accommodations are agreed upon, Columbia College will make reasonable adjustments to support these students. This may include preferential seating, alternative ways of receiving lectures, a quiet environment for tests and exams, permission to record lectures, extended time for completing assignments, and regular breaks.

Please note that students are responsible for all costs related to diagnosis, obtaining documentation, and ensuring accommodations for their special needs or disabilities.

CHEATING & PLAGIARISM

Plagiarism and cheating are considered misconduct at Columbia College. Plagiarism involves presenting another person's work as your own. Other dishonest practices include falsifying data, cheating, and making false statements for personal gain. Students should review the College's "Cheating and Plagiarism Policy and Protocols" from Student Services. Electronic devices, except approved calculators, are not allowed in exams and will be considered cheating.

If an instructor suspects plagiarism, they will contact the Rights & Responsibilities Coordinator. The Coordinator will email the student within one business day, starting a 7-day appeal period. The email will include details of the charge, consequences, appeal rights, and the requirement to see a Counsellor before returning to class.

Students accused of cheating or plagiarism should contact the Rights & Responsibilities Coordinator immediately. They will review the policy and offer advice. Minor issues may be resolved informally if both parties agree. The instructor will recommend a penalty for severe cases, which can be appealed to the Cheating and Plagiarism Appeal Committee.

A student expelled for plagiarism will receive F grades in all courses for that semester. Records of plagiarism are kept in the student's file, but the student can apply to the Academic Board to remove the record after three years.

ACADEMIC PROBATION

Students are placed on academic probation if their semester GPA is below 1.7 in University Transfer (UT) courses, or their average mark is below 55% in high school courses. To be removed from probation, students must raise their GPA to at least 1.7 (or 55% in high school courses) in the following semester.

Students on academic probation for two consecutive semesters need permission from the Academic Probation Committee to register for another semester. Students are urged to seek guidance from the Rights & Responsibilities Coordinator. Students on probation for misconduct must show satisfactory conduct and meet the required academic standards (GPA of 1.7 or above in UT courses or 55% or above in high school courses) to continue studying at the College.

Students on probation are usually limited to 12 secondary credits (3 courses) or 12 university credits per semester. There are no course withdrawal limits for students in the UT Program on academic probation.

HONOUR ROLL

Each semester, full-time University Transfer students with at least 12 credits and a GPA of 3.7 or higher, and full-time High School students with a semester average of 3.5 or higher, will be placed on the College Honour Roll and receive Honour Roll Certificates.



Student Resources

STUDENT SERVICES

Student Services is your one-stop solution for all student life matters. Located on the 2nd floor of the Main Building, Student Services includes Academic Advisors, Immigration Advisors, Career Advisors, Counselors, Student Life Coordinators, and College Nurses. Whether you need help planning your courses, want to participate in student activities, seek career advice, or require healthcare guidance, our experienced and friendly staff are here to assist you. Drop by to share your suggestions or seek advice—we're dedicated to supporting every aspect of your education experience.

ACADEMIC SERVICES

Academic Advisors offer a safe and confidential space to answer your questions and provide expert guidance on your academic and career goals. They can assist with course planning, GPA and academic probation, class attendance concerns, withdrawal policies, plagiarism issues, leave policies, university transfers, grade appeals, and complaints.

LEARNING CENTRE

The Learning Centre supports students in their coursework, offering tutoring in English, Mathematics, Sciences, and learning strategies. They also provide Academic Coaching and help students with their study schedule, note-taking, and effective studying techniques. Students can book up to two free 30-minute tutoring sessions per week. For questions or to meet the tutors, visit Room 140 on the ground floor of the main campus.



MENTAL HEALTH COUNSELLORS

Student wellness is a top priority at Columbia College. If you're feeling stressed with schoolwork or facing personal challenges, you are not alone. Our counsellors are here to support you with a wide range of mental health concerns. They're skilled in helping students with anxiety, depression, addiction, grief, stress, and adjusting to life in Canada. Your sessions are confidential, but counsellors are mandated by law to intervene if there's imminent danger to you or others.

CAREER SERVICES

Career Services at Columbia College supports current and graduated students with personalized assistance in their job search. They help improve resumes and cover letters, conduct mock interviews, and host interactive workshops throughout each semester. Students can also meet employers from different industries and learn about the trends of British Columbia's job market. Those unsure about their career path can visit our Career Advisor in Room 220 of Student Services for guidance.

STUDENT LIFE

Columbia College has a diverse student body, ensuring you'll discover opportunities to make friends, learn new skills, or explore hobbies. Taking breaks is crucial in our busy lives, and to support this, Student Life Coordinators plan exciting events every semester. Stay updated by checking the events calendar at www.columbiacollege.ca/events.

Our coordinators also oversee various student clubs, which offer students across all programs a chance to socialize outside of classes and join in free weekly activities. Explore all clubs listed at www.columbiacollege.ca/clubs

To schedule an appointment online for academic advising, career advising, immigration advising, or counselling, students can easily book an individual session with our staff through the student portal.

STUDENT ASSOCIATION

By being enrolled at Columbia College, you are automatically a member of the CCSA. Every Winter semester, campus-wide elections are held to elect twelve members to the CCSA Executive Committee. Successful candidates will then join additional subcommittees.

- Events & Promotions Committee – plans, promote and executes college-wide events
- Student Advocacy Committee – listens to students options and complaints to help advocate for student rights
- Health & Wellness Committee – focuses on the physical and mental health of the students
- Public Outreach Committee – recruits and trains volunteers to help run events and initiatives

LIBRARY

The Library supports students with collections, services, and spaces that enhance learning. We aim to give you the foundation needed to achieve your goals.

What the library offers:

- Textbooks: Borrow required textbooks for up to 3 hours. We recommend buying your own copies.
- Librarian Assistance: Get help with finding research sources and using the library's databases.
- Technology: Printers and computers are available for student use.
- Citation Guides: Find guides on the library's website.
- Online Resources: Access over 1,000 online journals and high-quality articles from various publications.
- Print Books: Borrow books for up to 3 weeks.

To print or borrow something from the Library, students must use their Student Cards. Scan below for more information.



Student Portal

The student portal is a central hub for students to manage various academic and personal tasks. Through the portal, students can:

- Register for courses
- View final grades
- Book appointments with tutors or advisors
- Check their tuition balance
- Update personal information, such as their home address and emergency contact details

The student portal makes it easier for students to stay organized and informed throughout their time at Columbia College.

How to Log in:

1. Visit: student.columbiacollege.ca
2. Username: Student ID Number
3. Password: cc! + birthday (MMDDYY)
4. (ex. Cc!051401 – if your birthday is May 14, 2001)

How to Change Your Password

1. Click on the top right corner of the screen and select "Change Password" from the drop-down menu.
2. Enter your current password.
3. Type in your new password.
4. Confirm and submit your new password.



How to Update Your Contact Information

1. Click on the top right corner of the screen and select "Edit Profile" from the drop-down menu.
2. Select "Edit" under the action on the page.
3. Edit the necessary information and press "Update."

How to Check Your Financial Statement

1. Select the "Admin" tab on the top menu bar and choose "My Ledger" from the drop-down menu.
2. Your billing statement will be displayed on the page.
3. To make a payment, click the "Make a Payment" button, which will redirect you to Flywire.

For any questions or further assistance with the student portal, please contact Student Services. Scan below to access the Student Portal.



Microsoft 365

What is Microsoft 365?

Microsoft 365 (formerly Office 365) is a suite of productivity tools that includes popular Office apps like Word, PowerPoint, and Excel, as well as collaboration services such as Microsoft Teams and OneDrive.

Who Can Use Microsoft 365?

- Current CC Faculty, Staff, and Students: Eligible to install Microsoft 365 for free on up to 5 devices (laptop, tablet, smartphone). Note that availability of specific apps may vary. For details, please see IT Services.
- CC Retirees, Emeritus, and Adjunct Professors: Eligible for Office 365 online, which includes Office services but does not support desktop installs. The suite is accessible via a browser.

How to Install Microsoft 365

- For Individual Use: Current CC faculty, staff, and students can install Microsoft 365 on their personal devices. Follow the Getting Started page for sign-in and installation instructions.
- For College-Managed Devices: Faculty and staff with college-managed devices should have Office apps pre-installed. For assistance, contact the IT Service Desk at helpdesk@columbiacollege.ca.

What's Included?

- Microsoft Office: Includes Word, PowerPoint, Excel, OneNote, Outlook, and Publisher. Available to CC faculty, staff, and students.
- Microsoft OneDrive: A file storage and synchronization service for CC faculty, staff, and students. It lets you securely store, share, and access your files from any device.
- Microsoft Teams: A collaboration app for CC faculty, staff, and graduate students that integrates with Office and OneDrive for virtual connection.

Visit microsoft.com to learn more.

GETTING STARTED WITH MICROSOFT

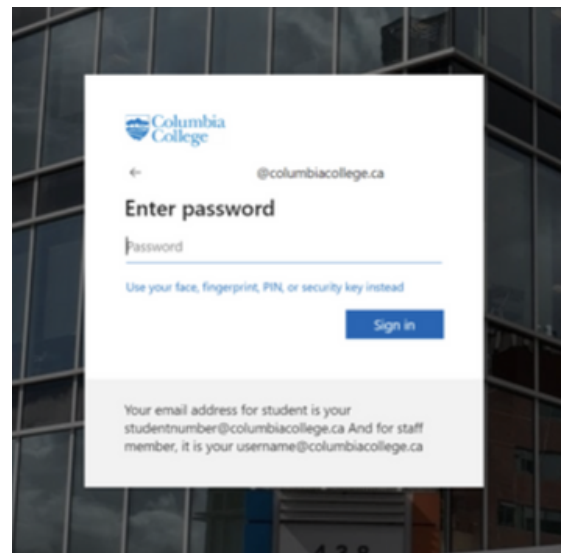
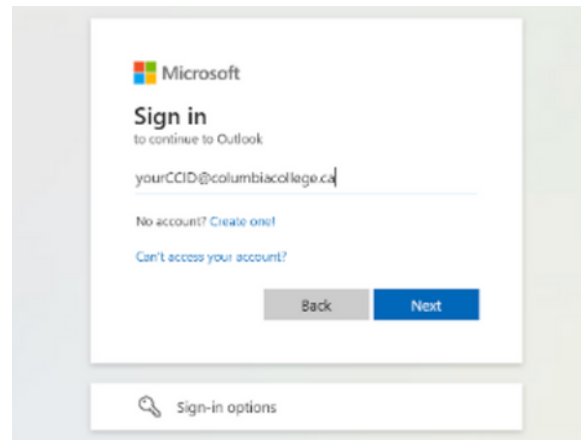
GETTING STARTED

To get started with Microsoft 365 at CC, follow the steps below:

1. Log in at Microsoft 365 Portal

STEP 1. LOG IN TO THE MICROSOFT 365 PORTAL

1. To sign in, visit the Microsoft 365 Portal.
2. At the Microsoft login screen, enter your **Columbia College email address** (i.e., *yourCCID@columbiacollege.ca*).
3. To sign in, visit the Microsoft 365 Portal.
4. At the Microsoft login screen, enter your Columbia College email address (i.e., *yourCCID@columbiacollege.ca*).
5. You will be re-directed to the CC login screen. Log in using your CC ID and password.



STEP 2. INSTALL MICROSOFT 365 APPS ON PERSONAL DEVICES (OPTIONAL)

All current CC faculty, staff and students are eligible to install Microsoft 365 for free on up to 5 individual-use devices, such as a laptop, tablet, or smartphone.

1. Log in to the Microsoft 365 Portal. Please refer to the section above for log in instructions.
2. Select Install Office, located at the upper right corner of the page.
3. Choose Office 365 apps from the drop-down menu.
4. Follow the on-screen directions to complete the installation.

For a step-by-step illustration on how to install Microsoft 365 on a PC or Mac, please visit Microsoft's Support Page.



IT Help Desk Support

The IT Help Desk provides a centralized point of contact for information technology support and computing issues for the College. The Help Desk teams support faculty, staff, and students by troubleshooting, identifying and attempting to resolve problems quickly. When quick resolution is not available or achievable, the IT Help Desk will collaborate with IT technical experts to find a workable solution.

The Help Desk assists with service requests and inquiries to IT Services and the College.

There are many ways to attain support.

1. Visit our Help Desk Portal to browse our knowledgebase articles, review our uptime status, request support or review the progress of your existing open tickets.
2. Send an email at helpdesk@columbiacollege.ca
3. Visit It Services in person on the 4th floor of the main campus.

REGISTRATION PROCESS

ENGLISH & MATH PLACEMENTS

Your courses will be determined by your

- English Placement
- Math Placement
- Program
- Concentration

Placement Information: English

Students without an external test score such as IELTS or TOEFL are required to take our Language & Writing Assessment (LWA). The LWA is two and a half hours long and consists of two parts: a multiple choice grammar test, and an essay component.

Following the LWA, Some students may be asked to take the English Placement Test (EPT) to further determine their English level. When you arrive for your registration, you will be informed if you are required to take this test.

Placement Information: Math

All students registering for university-level mathematics, science, computer science, and economics classes at Columbia College must take a Math Placement Test (MPT) on their registration day, unless they have a prerequisite course from another Canadian institution.

The required MPT depends on your highest level of completed high school math:

- MPT 1 (75 minutes): For students who do NOT have Math 12 (minimum grade C)
- MPT 2 (100 minutes): For students who have taken Math 12 (minimum grade C)

Your MPT score will determine the appropriate Math course placement. The MPT can be retaken once, 12 weeks after the first attempt if you do not take a Math course in your first semester.



Scan to learn more
about English
Placements



Scan to learn more
about Math
Placements

REGISTRATION



If you plan to complete an Associate Degree, any university-transferable courses you take in your first semester will count toward your degree requirements. If you are in the University Transfer Program, consult an academic advisor for course planning. Be sure to read each course description in the Academic Calendar to confirm your interest and ensure you meet the prerequisites.

Columbia College offers classes from Monday to Saturday and most classes are usually an hour and 55 minutes long. Most classes begin at 8am

Creating your timetable

1. Choose Courses: Select 3 to 4 courses you want to take (e.g., ENG 100, ANTH 110, MATH 110).
2. Check Sections: Many courses have multiple sections (e.g., ART 100 at 8 AM, 10 AM, 3 PM, or 6 PM) on different days or times.
3. Plan for Alternatives: Some courses may fill up quickly, so have backup options ready.
4. Avoid Conflicts: Ensure no courses are scheduled on the same day and time.
5. Schedule Breaks: Don't schedule more than 8 hours of class in a row. Plan to include breaks for eating, studying, and resting.
6. English Requirement: Remember to take an English course by your third semester.

Finding Course Information on the Student Portal

1. Sign In: Go to student.columbiacollege.ca and sign in.
2. Navigate to Course Offerings: Click on the "Admin" tab and select "Course Offering."
3. Filter Courses: Select the "Show Filter" option to filter courses by days, departments, etc.
4. Apply Filters: Click on "Apply Filter" to see the courses offered based on your criteria.

How to Register for a Course

1. Sign In: Go to student.columbiacollege.ca and sign in. Ensure you select the correct term (e.g., "Fall 2024").
2. Allow Pop-Ups: Disable your browser's pop-up blocker. If prompted, select "always allow" pop-ups.
3. Access Registration: Click on the "Admin" tab and select "Registration."
4. View Available Courses: If registering at the correct date and time, you will see a list of available courses.
5. Search for Courses: Enter the course number in the search box. For example, for Computer Science 225, find CSCI and type 225.
6. Add Courses: Click the "Add" box to add the class to your registration list.
7. Check Requirements: Ensure you have met both the prerequisites and co-requisites for the course (see the Academic Calendar for details).
8. Finalize Registration: Click the blue "Process Registration" button. You will be led to a "Registration Checkout" page showing your class schedule.

How to Add or Drop Courses

1. Open Registration Window: You will see a dialog box showing all registered courses for the term.
2. Add Courses: Search for the course you wish to add by entering the course ID in the search box. Click the "Add" button next to the course name. The portal will hold the course for 30 minutes for you to pay and complete registration.
3. Drop Courses: Check the "drop" box next to the course you want to drop, click "Process Registration," and then click the "Complete Registration" button to finalize adding or dropping courses.

If you have questions or need more help regarding course registration, please contact Student Services.

Resources for International Students

IMMIGRATION

Canadian regulations. This includes having a valid Study Permit and, depending on your country of origin, a Temporary Resident Visa (TRV) or an Electronic Travel Authorization (eTA). Ensure these documents are accurate and up to date. Typically, Canadian immigration documents cannot extend beyond your passport's expiry date. This handbook section details these documents and how to apply for renewals.



scan to learn more

COMMUNICATION WITH IRCC

Immigration, Refugees & Citizenship Canada (IRCC)

IRCC, formerly known as Citizenship & Immigration Canada (CIC), is the Canadian federal department responsible for immigration, refugee protection, and programs to help newcomers settle in Canada.

Processing Times

Processing times vary depending on the application type and time of year. To check current processing times, visit the IRCC processing times page.

Contacting IRCC

By Phone

If you have questions about your situation or application, call the IRCC Call Centre at 1-888-242-2100 (within Canada). The Call Centre is open Monday through Friday, 8 am to 4 pm local time. Expect hold times. Calling early in the morning is recommended. Record the date, time, agent's name, and information given during the call.

By Case-Specific Enquiry Portal

Use the Case-Specific Enquiry form to amend application information, such as contact details or adding documents. You will need access to your MyCIC account.

Changing Your Designated Learning Institution (DLI)

Students must stay enrolled and make timely progress in their programs. Designated learning institutions report enrollment and progress to IRCC. Non-compliance can lead to removal from Canada.

Use your MyCIC account to notify IRCC of a change in institutions. Instructions are available on the IRCC study permit page.

LOST OR STOLEN DOCUMENTS

If your study or work permit is lost or stolen, request a replacement through the IRCC website. There is a \$30 processing fee. You can continue studying or working while waiting for the replacement but should only leave Canada once you receive it.



If your passport is lost or stolen, replace it immediately. You will need your new passport to apply for any new immigration documents.

scan to learn more

ACCOMODATIONS

Homestay

The College arranges the Homestay Program for students to stay with one of our host families. Students will be accommodated in a private room in the home of a Canadian family, and three meals will be provided per day. Our Homestay Coordinator will personally match you with a caring homestay family to help you settle in and meet your needs. You'll have the chance to experience new customs and traditions. Visit columbiacollege.ca/homestay for more information.

Custodianship

A custodian is a Canadian citizen or permanent resident over 25 years old appointed by parents to care for and support their minor child while studying in Canada. Canadian regulations require students under 19 to have a custodian. Columbia College can arrange homestay placements and, if needed, will also match you with a custodian. Both custodians and homestay families are carefully selected. For more information, visit columbiacollege.ca/homestay/custodianship.

GEC Affordable Housing

Columbia College now offers off-campus accommodation in partnership with GEC at 4589 Gladstone Street, Vancouver, just a 25-minute commute from campus. Limited spaces are available. Private rooms are \$965, and shared rooms are for \$725 per month. These rooms are fully furnished with amenities such as a shared kitchen, high-speed internet, in-suite laundry and more!

Off-Campus Housing

Columbia College partnered with Places4Students Inc. to offer an online selection of top-notch housing options for our students. Visit their website to explore rental listings near Columbia College, complete with home descriptions, photos, and contact details. More information visit columbiacollege.ca/off-campus-housing.

For more about anything above please contact Sara Gill, Housing Coordinator, at sgill@columbiacollege.ca.

HEALTH & WELLNESS

Private Medical Care: GuardMe

When you arrive at Columbia College and complete registration, you will be enrolled in guard.me medical insurance. The College covers the cost for your first semester. Starting your second semester, there will be a \$190 fee for the insurance unless you show proof of MSP coverage.

The guard.me insurance covers up to CAD \$5,000,000 and lets you visit walk-in clinics across Vancouver and the Lower Mainland for free with your Insurance Card.

You'll learn how to use the insurance and handle emergencies during the Health and Wellness session on the second day of Orientation and on the Columbia College website. You'll also receive a guard.me card with your ID card—always keep it with you for emergencies.



Columbia College
Guard.Me Portal



BC Medical Service Plan (MSP)

During Orientation, you'll receive information on how to apply for the BC Medical Services Plan (MSP). All students must apply for MSP when they first arrive in Canada. The processing time is about three months. It's your responsibility to apply for MSP.

Remember to show your MSP card to a Student Services staff member to avoid being charged for both Guard.me and MSP insurance.



Apply for MSP

Upload an electronic copy of your study permit, ensuring it meets these requirements:

- Valid for six months or longer
- Entire page visible (corner to corner)
- Not in PDF format (use JPG, PNG, GIF, or BMP)
- Clear text and focused photo

To get a copy of your study permit from the Student Portal:

1. Log in to the Student Portal.
2. Click on "Student Portal" and then "Document Tracking."
3. Find your Study Permit and click "IMG."
4. Save the image and convert it to .jpg format if needed.

Please see Student Services if you need further assistance.

HEALTH & WELLNESS

If You Are Not Feeling Well

On Campus

- See the Columbia College Nurse, a Counsellor, Security Guard, or a certified First Aid Attendant. Check the Nurse’s office door for more information.

Medical Care

- With Guard.me Coverage: Visit [this clinic search tool](#) to find a nearby clinic.
- With MSP Coverage: You can visit any clinic without paying.

Emergency Situations

- Go directly to the nearest hospital using a taxi or ambulance (dial 911).

Nearby Medical Clinics

With Guard.me Coverage: You can also find clinics closer to your home and access emergency numbers and claim submission instructions at www.guard.me/columbiacollege.ca.

With MSP Coverage: You can visit most walk-in clinics without additional charges.

| Clinic Name | Address & Phone Number | Hours |
|-------------------------|-----------------------------------------------------------|--------------------------------------------------------------|
| Stein Medical Clinic | 777 Hornby St, Suite 800, Vancouver V6Z 1S4 | Monday – Thursday, 9 am to 4 pm; Friday 9 am to 1 pm |
| Yaletown Medical Clinic | 1296 Pacific Boulevard, Vancouver V6Z 2V1 T: 604-633-2474 | Hours vary. Please call before going. |
| CBI Care Point | 1623 Commercial Drive, Vancouver V5L 3Y3 T: 604-254-5554 | Monday-Friday, 9 am to 9 pm Saturday or Sunday, 9 am to 6 pm |
| CBI Care Point | 5138 Joyce Street, Vancouver V5R 4H1 | Monday-Friday, 9 am to 9 pm Saturday or Sunday, 9 am to 6 pm |



Find a Walk-In Clinic

HEALTH & WELLNESS

If you have a medical emergency, you should visit a hospital. These are the hospitals in Vancouver:

- Vancouver General Hospital
- St. Paul's Hospital
- Mount St. Joseph's Hospital
- BC Women's and Children's
- UBC Hospital

If you have MSP coverage, you won't need to pay for hospital fees. With guard.me coverage, you might have to pay first and claim the costs later. Be sure to keep all your receipts and documents.

Dental work is not covered under your medical insurance

See the School Nurse for information about Dentists in the Lower Mainland. It is a good idea to ask for the dentist's fee before having any dental work.

You can get dental treatment for less money at the UBC Faculty of Dentistry. Call **604-822-2112** to arrange an appointment but be prepared for a long wait. There is emergency dental care at the extended care unit, UBC and the phone number is **604-822-2112**.

HOW TO GET A SIN CARD

Nearest Office to Columbia College

The nearest Service Canada Centre is at the Sinclair Centre: Suite 415, 757 West Hastings Street, Vancouver.

Processing Time

Getting your SIN number is quick, but there is often a long queue. It's recommended to go early. Once you have waited in line, you will receive your SIN immediately on a piece of paper. Keep this document safe and do not share your SIN with anyone.

Cost: Getting a SIN is free.

Required Documents

Bring the following original documents (photocopies are not accepted):

- Passport
- Study Permit
 - If your study permit allows you to work 20 hours a week, bring a Confirmation of Enrolment Letter from the college.
 - If your study permit prohibits work, bring a Confirmation Document from CIC.

GETTING AROUND VANCOUVER

Vancouver's transit system, Translink, includes buses, SkyTrain, and the SeaBus spanning from West Vancouver to Langley.

- SkyTrain: The nearest station to Columbia College is Main Street-Science World.
- Bus: Main Street offers walking-distance bus connections to all Metro Vancouver areas.

Compass Cards & Wristbands

Load these with your preferred fare, such as Monthly Passes or Stored Value, with a \$6 deposit per Compass Card. Load them:

- Online at compasscard.ca
- At Compass Vending Machines in all SkyTrain stations
- London Drug stores
- Compass Customer Service Centre at Stadium-Chinatown SkyTrain Station

aCCess Benefit Program

This program is for students aged 19 and above and they will receive \$104.90 in stored value per semester, equivalent to a Monthly Pass or transit credit. Scan below to learn more.



GETTING AROUND VANCOUVER

Driving

International Driving Permit

This may be used for a period of 12 months from your date of entry into Canada if you also have a valid driver's license from the same country that issued the International Driver's Permit.

Learning to Drive

If you are under age 19, you must have your parents' permission (in writing) to learn to drive.

Driver's licenses are issued by the Motor Vehicle Department; you must take both a written test and a road test to qualify for a British Columbia driver's license.

If you have a learner's driving license, you are only allowed to drive during the day and when a license holder 19 years or over is in the car.

What to Do in Case of a Car Accident

1. Report to the police either by phone or in person. At this time, you will receive a police number. You will need this number when you call the ICBC (Insurance Corporation of British Columbia) Dial-a-Claim.
2. Report to ICBC Dial-a-Claim— 604-520-8222. They will make an appointment with you to look at your car, discuss the accident, and determine damages and costs.
3. Report to the ICBC Claim Centre at the appointment time.

Do NOT Drink and Drive

The laws concerning alcohol and driving in British Columbia are the strictest in North America. If you drink alcohol and then drive, you may be driving impaired. If you are asked to ride in a vehicle driven by someone who has been drinking, say no, and do not allow that person to drive.

In B.C. it is a criminal offence to drive after drinking more than a very small amount of alcohol.

You must be 19 or older to drink legally in B.C. In other provinces and states, the age limit is different. For example, in Washington and Oregon the legal drinking age is 21. When you buy liquor in British Columbia, you may be asked to show identification containing your date of birth and photo to prove you are 19 or older.

OPENING A BANK ACCOUNT

In Canada, you have the right to open a bank account with proper identification. You can open an account even if you don't have a job or money to deposit immediately.

To open an account, you typically need to:

- Visit a financial institution in person.
- Provide acceptable identification documents.

You must present original identification documents, usually two pieces from the following list:

- Valid Canadian driver's license
- Passport
- Social Insurance Number (SIN) card
- Provincial or territorial health insurance card (if allowed by local laws)
- Permanent Resident Card
- Study Permit
- Debit or bank card with your name and signature

HOW TO GET A CELLPHONE PLAN

To get a cell phone plan in Vancouver, you need two pieces of ID. Your passport is mandatory, and the second piece can be a government-issued ID card, study permit, SIN card, or a valid credit card in your name. Additionally, you need an accommodation letter or rental agreement as proof of address, as phone companies typically will only activate your plan with it.

Here's what you need to consider:

Plan Options:

- Monthly Plans without Contract: Ideal for short-term students, many phone companies offer exclusive student plans that are cheaper and better. Check out the student plans offered by different providers.

Payment Methods:

- Prepaid: You pay upfront, and the service lasts for 30 days. Your phone service stops unless you add more money after it runs out.
- Postpaid: You use the service first and pay later. Be cautious; your service won't be cut off, and your bill will keep increasing. Not paying on time can affect your credit score. Check the late payment fees with your phone company if you choose a postpaid plan.

Contact Information

DEPARTMENT CONTACTS

For academic information, please email your instructor:
[First Letter of First Name] [Last Name] [@columbiacollege.ca]
Example: Instructor's name is Lorem Pencil

Email: lpencil@columbiacollege.ca

For Student Services: ssa@columbiacollege.ca

For Administration: administration@columbiacollege.ca

For IT: helpdesk@columbiacollege.ca

Legal Information

If you need legal information or advice, you can contact:
UBC Legal Clinic 604-822-5791
Lawyer Referral Service 604-687-3221

Finally, if you wish any further information about any of these topics, feel free to contact a counsellor in Student Services. We would be glad to help in any way we can.

EMERGENCY NUMBERS

Greater Vancouver Emergency Numbers

Police 911

Fire & Rescue 911

Ambulance 911

Vancouver Police Department Non-Emergency Numbers

General Inquiry? 311

Report a Crime? 604-717-3321



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