

INTERNATIONAL STUDENT RESOURCES HANDBOOK



**Justice
Institute**
BRITISH COLUMBIA



We respectfully acknowledge the Justice Institute of British Columbia serves people across the province situated on Traditional, unceded, and Treaty Territories and the diverse Nations represented within the urban Indigenous population in British Columbia.

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WELCOME MESSAGE FROM THE PRESIDENT

Dear International Students,

Welcome to the JIBC community! We are honoured that you've chosen to begin your academic journey with us, and we recognize the courage and determination it takes to pursue your education far from home.

As a post-secondary institution dedicated to public safety professions, JIBC is proud to prepare future leaders in fields that serve and protect our communities – locally and globally. Your unique perspectives and experiences are a vital part of that mission. In public safety, diversity, cultural understanding, and global awareness are more important than ever. Your presence enriches classroom conversations, broadens our worldview, and strengthens our collective commitment to justice, safety, and service.

We are here to support you every step of the way. Whether you're studying law enforcement, emergency management, or another field, know that you belong here and that your contributions are deeply valued.

Thank you for choosing to be part of our community. We look forward to seeing all you will accomplish and the impact you'll make in Canada and beyond.

Warm regards,



A stylized, handwritten signature in black ink, consisting of a large 'L' and a cursive 'G'.

Len Goerke
President and CEO
Justice Institute of British Columbia



24 HOUR CRISIS LINES



24/7 LINES

9-8-8 Suicide Crisis Helpline

Having thoughts of suicide? Call or text 9-8-8
Experiencing a mental health crisis? Call 310-6789

Crisis Centre Chat

- Crisis support for anyone who is struggling to cope, having thoughts and/or plans of suicide, or worried about someone else who is having thoughts and/or plans of suicide.
- When you call or text 9-8-8, you will reach a trained responder at one of nearly 40 local, provincial and territorial, and national crisis lines, who co-deliver the service.

Here2Talk

Call: 1-877-857-3397 (Canada Wide)

+1-604-642-5212 (Outside of Canada, long distance fees may apply)

Online Chat: online text chat through the [Here2Talk app](#).

- A free, 24/7 service that connects students with mental health support.
- Open to all students registered in B.C. post-secondary institutions.
- There may be wait times depending on time of day.

Drug and Poison Control

Call: 1-800-567-8911

- 24-Hour Emergency line. Call if you are concerned about a possible poisoning or exposure to a toxic substance.

VictimLinkBC

Call or text: 1-800-563-0808

- A 24/7 confidential service. Provides information and referral services to all victims of crime and immediate crisis support to victims of family and sexual violence, including victims of human trafficking exploited for labour or sexual services.
- Services in up to 150 languages, including many North American Indigenous languages.



INDIGENOUS CRISIS LINES

KUU-US Crisis Line

Call: 1-800-588-8717

- BC Wide Indigenous Toll Free Crisis and Support Line
- Adults/Elders line: 250-723-4050
- Youth line: 250-723-2040
- Métis Line (1-833-638-4722)

Hope for Wellness

Call: 1-855-242-3310

Hope for Wellness Chat

- 24/7 service. Offers mental health counselling and crisis intervention to Indigenous people across Canada.

Indian Residential School Crisis Line

Call: 1-800-721-0066

- A 24/7 national service for anyone experiencing pain or distress as a result of their residential school experience.

InKamatsiaqtut Help Line

Call: 1-800-265-3333

- A 24/7 confidential Mental Health Support line for Northerners in Crisis.



2SLGBTQIA+ CRISIS LINES

Trans Lifeline (Canada)

Call: 1-877-330-6366

- Available Monday through Friday, 10 AM – 6 PM Pacific.

Battered Women's Support Services

Call: 1-855-687-1868 (24/7 crisis & intake line)

- Provides support and advocacy for women, trans women, and gender minorities who have experienced abuse.



DISTRESS SUPPORTS

[Access & Assessment Centre \(AAC\)](#)

Call: 1-604-675-3700

Visit: 803 West 12th Avenue Vancouver, BC

- Walk-in: 7:30 a.m. to 9:30 p.m. 7 days a week. Phone availability: 7:30 a.m. to 10:00 p.m. 365 days a year.
- The AAC helps individuals and families access mental health and substance use services in Vancouver. Services include referral intake, on-site assessment, crisis intervention, and short-term treatment.

Battered Woman Support Service (BWSS)

Call: 1-855-687-1868

- Monday to Friday, 9 am to 5 pm.
- Non-profit organization that provides emotional support, resources in the community, to assess women in their coping strategies, to highlight their strengths and to help create a safety plan for women who are dealing with violence and/or the effects of abuse.

Racist Incident Helpline

Call: 1-833-HLP-LINE (1-833-457-5463)

- Open Monday to Friday, 9 am to 5 pm, excluding statutory holidays.
- A trauma-informed helpline for people who have experienced or witnessed an act of racism in BC. The helpline provides free and confidential access to information and safe supports from anywhere in BC, in over 240 languages.



MENTAL HEALTH SUPPORTS & RESOURCES



SUBSTANCE USE SUPPORTS

Alcohol & Drug Information Referral Service

Call Toll Free: 1-800-663-1441

Call: 604-660-9382 (in the Lower Mainland)

- Provides information about substance misuse treatments or supports in your area.

BC Mental Health and Substance Use Services

Provide health care services to people with complex needs, including severe and persistent mental health and substance misuse issues.

Mind Your Mind

Includes information on mental health & substance misuse by topic. Works with youth and young adults (aged 14 to 29) to co-create interactive tools and innovative resources to build capacity and resilience.

Help Starts Here

Important contacts for accessing mental health and substance misuse support, crisis support, and hate crime or victim support in BC.



EATING DISORDER SUPPORTS

The National Eating Disorder Information Centre (NEDIC)

1-866-633-4220 (toll free)

- Provides information, resources, and a helpline for people worried about disordered eating and weight preoccupation. Online chat available.



2SLGBTQIA+ RESOURCES

QMUNITY

- A non-profit organization based in Vancouver, BC that works to improve queer, trans, and Two-Spirit lives. We provide a safer space for 2SLGBTQIA+ people and their allies to fully self-express while feeling welcome and included. Our building serves as a catalyst for community initiatives and collective strength. Offers a legal clinic, gender affirming programs (GAP), youth services, seniors & older adults services, and a low-cost counselling program.

PFLAG

- Helps 2SLGBTQ+ people & loved ones connect with resources & find a supportive community. The Pflag Canada network provides peer support, education and advocacy for a Canada that affirms respects and values all sexualities, genders and gender expressions.

QCHAT

Call: 1-855-956-1777 (toll free in BC, Sat-Thurs from 6pm–9pm)

QChat Online (Sat-Thurs from 6pm–9pm)

- QCHAT is an LGBTQIA2S+ peer support association made up of peer volunteers across British Columbia, and our organization exists to provide peer support and referral services to youth residing within the province.

Trans Care BC (BC-wide)

- Aims to improve gender-affirming care across BC by supporting the delivery of equitable and accessible care, surgical planning, and peer and community support for trans people across the province.

Trans Rights BC

- Aims to disseminate human rights information that is accurate, accessible, and relevant to the safety and well-being of trans and gender-diverse individuals and their supportive allies across British Columbia.



INDIGENOUS & RACIALIZED RESOURCES

First Nations Virtual Doctor of the Day

1-855-344-3800 (Call to book an appointment)

- Provides virtual health care and referral support for people who do not have a doctor or are unable to get an appointment. It is for all First Nations people living in BC and their family members, including family members who are not Indigenous.

Doctors are available by video or phone from 8:30 a.m. to 4:30 p.m. every day.

First Nations Health Authority: Mental Health and Cultural Supports

- Provides free counselling to people of Indigenous heritage.

DIVERSEcity Community Resources Society

- Call: 604-597-0205 Offers peer support and mental health and substance misuse services to newcomers and racialized people.

Multicultural Mental Health Resource Centre

- Provides resources in multiple languages to support culturally safe and competent mental health care for Canada's diverse population.



FIRST RESPONDER RESOURCES

After the Call

- Offers tools and resources to promote mental wellness in first responders.
- First Responders First: PTSD Toolkit Provides resources and services for first responders to understand PTSD and the steps of PTSD programs.

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First Responder Health

- Committed to developing specialised services for both first responders and healthcare providers.

BC First Responders' Mental Health

- A multi-agency committee that works to promote positive mental health and provide mental health and wellness education, training, and support to first responders, their loved ones, and their communities.



COUNSELLING & SELF-HELP RESOURCES



SUBSTANCE USE SUPPORTS

[The Foundry](#)

- Counselling, health and wellness services and resources for youth ages 12-24.

[Willow Tree Counselling](#)

- A resource list of lower-cost, sliding-scale and free counselling services in Metro Vancouver (primarily Vancouver). Updated quarterly.



SELF-HELP APPS & ONLINE RESOURCES

Headspace

Practice mindfulness to cultivate positive mental health.

Mind Your Mood

Keep track of your mood.

HabitBull

Customise goals and create positive habits and routines. A habit-tracking app that encourages you to reach your goals.

SAM App for Anxiety

A tool to help you monitor anxious thoughts, practice relaxation, and develop a self-help toolkit you can use.

BounceBack

Canadian Mental Health Association (CMHA) offers free coaching on learning to manage stress, low mood, depression, and anxiety. Coaching is offered by phone, online, or in video format.

CTRI Stress Reduction Resources

Includes guided grounding and mindful breathing exercises.

BC Crisis Centre Guided Mindfulness

Tools Provides guided mindfulness exercises and resources. Recommends helpful apps to help you practice mindfulness.



ADDITIONAL SUPPORTS



HOUSING RESOURCES

- **Tenant Resources & Advisory Centre**: Your online guide to better understanding tenant-landlord law in British Columbia

You can take free courses to gain knowledge on your rights, what's considered legal versus illegal, how to dispute an eviction, etc.

- **Rental Websites:**

- liv.rent
- [Zumper](https://www.zumper.com)
- [Zillow](https://www.zillow.com)
- [Kijiji](https://www.kijiji.ca)
- [Rentals.ca](https://www.rentals.ca)
- [PadMapper](https://www.padmapper.com)
- [Facebook Marketplace/Groups](https://www.facebook.com/marketplace/groups)
- **BC Residential Tenancies Guide**
- **Canada Mortgage and Housing Rental Guide**



TRANSPORTATION (TRANSLINK)

Click [here](#) to visit the Tranlink website for more information.

Purchase the blue compass card:



Understanding Transit Zones*:

CASH FARES				CASH
PASS TYPE	1-ZONE	2-ZONE	3-ZONE	
Adult	\$3.20	\$4.65	\$6.35	
Concession	\$2.15	\$3.15	\$4.35	

CONTACTLESS PAYMENT FARES				TAP TO PAY
PASS TYPE	1-ZONE	2-ZONE	3-ZONE	
Adult	\$3.20	\$4.65	\$6.35	

STORED VALUE				COMPASS CARD
PASS TYPE	1-ZONE	2-ZONE	3-ZONE	
Adult	\$2.60	\$3.85	\$4.90	
Concession	\$2.15	\$3.15	\$4.35	

MONTHLY PASSES				COMPASS CARD
PASS TYPE	1-ZONE	2-ZONE	3-ZONE	
Adult	\$107.30	\$143.50	\$193.80	
Concession	-	-	\$61.35	



*Please note that rates above can change, please visit [translink](#) website for updated rates.



FOOD SECURITY:

- [New Westminster Food Resources and Survival Guide](#)
- [BC.211.ca: Food and Basic Goods](#)
- [Sources Food Bank](#)



VIRTUAL DOCTORS:

- [Tia Health](#)
- [Virtual Clinic](#)
- [Rocket Doctor](#)
- [Virtual Physicians at HealthLink BC](#)



VOLUNTEER OPPORTUNITIES:

- [Charity Village](#)
- [Work In Non-Profits](#)
- [Go Volunteer](#)
- [City of Surrey](#)
- [City of Vancouver](#)
 - [Vancouver Police Department](#)
- [City of Delta](#)
 - [Delta Police](#)
- [Surrey Crime Prevention](#)
- [Richmond Police/RCMP](#)
- [City of New Westminster](#)
- [WorkBC \(free employment services\)](#)



211 BRITISH COLUMBIA

BC211

- 211 is a free and confidential service that connects people to helpful and vital resources in their community.
- They provide information and referral to a broad range of community, government, and social services that assist with:
 - basic needs like food and shelter
 - mental health and addictions support
 - legal and financial assistance



FREE OR LOW-COST COUNSELLING:

- [Stenberg Wellness](#)
- [Free Counselling Canada](#)
- [HeadsUpGuys](#)
 - The website offers self-help tips, recovery stories, and self-guided courses, along with screening tests, a Therapist Directory, and advice for friends and family.
- [Moving Forward Family Services](#)
 - Moving Forward is a non-profit charity organization that offers free short-term and affordable long-term counselling options to folks across British Columbia.



STUDENT SERVICES SUPPORT

Victoria Ansell (she/her), Disability Services Manager

- Academic Accommodations
 - Testing
 - In-class/assignments
 - Alternate format materials
 - Maintaining learning outcomes
- Intake process
 - Self-assessment
 - Medical documentation
 - Consultation
- Confidentiality
 - Academic Accommodation agreement
- Speaks: English

Room CL 203A (New Westminster Campus)
studentresources@jibc.ca
604-528-5792

Scott Ostertag (he/him), Financial Aid Officer & Student Awards

- Support with questions regarding JIBC awards, bursaries, scholarships, provincial tuition waiver programs, RESP documents, Service Canada Documents, and other queries
- JIBC's Financial Aid office is open Monday to Friday from 8:30am to 4:00pm

Room CL 129 (New Westminster Campus)

financialaid@jibc.ca

604-528-5762 and 1-877-275-4332

Ashna Kumar (she/her), International Student Services Coordinator

- Supports & resources for international students
 - Includes Life Coaching, Career Coaching, Mental Health supports and more
- Speaks English and Hindi

Room CL 203B (New Westminster Campus)

internationalsupport@jibc.ca

604-999-8602

Sam Matychuk (they/them), Senior Manager, Student Learning Supports & Disability Resources

- Study skills & test-taking strategies
 - Resources and consultation
- Academic standing
- Speaks: English & French

Room CL 201 (New Westminster Campus)

studentresources@jibc.ca

604-528-5884

Hunter Hastings (he/him), Writing Centre

- Free, individualized support with academic writing, APA Style formatting, and different paper styles.
- Email Peer Review and 1-hour Tutor Sessions (online or in-person), drop-in events, scheduled workshops, tip sheets, instructional videos, and more!
- Speaks: English

Room CL 123 (New Westminster Campus)

writingcentre@jibc.ca



LIBRARY SERVICES (ONLINE/DISTANCE)

Supports Include

- Research help
- Assignment help
- Equipment borrowing
 - Books & DVDs
 - 4-week loan
 - Mailing service
 - Course text - on reserve
- APA citations
 - Monday - Friday, 9am - 5pm

Contact

- In-person (New Westminster Campus)
- Phone: 604-528-5599

- Email: library@jibc.ca
- Book an appointment
- Online chat – [AskAway](#) – *longer hours (evenings and weekends)*

Resources Include:

- Books
- Journal articles
- eBooks and Audiobooks
- Case Law and Legislation
- Streaming Media
- APA Workshops



RELEVANT INFORMATION



IMPORTANT PHONE NUMBERS

For emergency situations, including immediate risk of harm to yourself or someone else, **immediately call 9-1-1** or visit your nearest emergency room.

When in crisis (but not emergency situations), please call one of the following provincial crisis lines:

- **9-8-8 Suicide Crisis Helpline:** Call or text 9-8-8
- **Mental Health Support Line:** 310-6789 (No area code required).
- **Here2Talk:** 1-877-857-3397 (A 24-hour phone and chat counseling support for BC postsecondary students).

Security Services - New Westminster Campus (non-emergency)

- **Phone Number:** 604-818-6922



ARE YOU PREPARED FOR AN EMERGENCY IN YOUR CLASS?

This handbook contains a crisis-response checklist and important information that could help you in the event of an on-campus emergency. An emergency or crisis can take many forms. This checklist will help you feel prepared and ready to act in case of an emergency.

Personal Awareness Checklist

I leave my schedule with a family member. I include specific information about the times and locations of my courses and how to reach me in an emergency.

- ☐ I am aware of the location of fire extinguishers and other fire and life safety equipment (i.e) pull stations in my surrounding area when on campus.
- ☐ I know to call Security to report an on-campus emergency (medical, security, safety)

If I am in a lab, I know the location and proper use of safety equipment, and have checked each piece to ensure it is in working order.

- ☐ For each room where I take classes, I know and communicate to my peers and instructor the nearest emergency exit and a different exit to use if that is blocked.
- ☐ I know the nearest emergency exit for each class/lab.
- ☐ I will advise my peers not to use elevators during a building evacuation.
- ☐ I will await proper clearance from authorized personnel for re-entry.

During an earthquake, I will drop, cover, and hold on.

- ☐ If I am an individual with disabilities such as hearing, vision, or mobility impairments, I have preplanned assistance and identified the best exit. I know to advise the floor warden of the location of any peers who must use a stairwell area of refuge.
- ☐ I am aware of who is trained in CPR and/or First Aid and could help in a crisis (eg. Security).

- ☐ Security phone numbers:
 - New Westminster: 604.818.6922
 - Maple Ridge 604.735.3457
 - Okanagan 250.307.4574
 - Langford 250.217.8465
 - Chilliwack 236.477.2441
 - Pitt Meadows 1.833.296.7693
- ☐ I am aware of and have subscribed to JIBC Alerts so that I may receive urgent notifications from the College. I have been notified of the JIBC Alerts
- ☐ I keep a personal emergency preparedness kit at school/in my vehicle containing a flashlight, non-perishable food, bottled water, walking shoes and other items.
- ☐ Student Services offers supports and resources to students in crisis situations. Contact Student Services department to access this support.
- ☐ I know at least one member of JIBC's student services staff by name to make a referral or contact for a student having problems.
- ☐ I am aware of [JIBC policies](#) such as:
 - Sexual Violence and Misconduct
 - Harassment - Students
 - Student Code of Conduct
 - Additional information can be found at:
<https://www.jibc.ca/student-services/jibcsafe>



JIBC|SAFE APP AND ALERT

Download from the [Apple App Store](#) or from [Google Play](#).

Provides access to important safety information whenever you need it and notifies users with alerts when there is a disruption to campus activity. It is available to everyone in the JIBC community - staff, faculty, and students!

Features: Direct Dial Contacts for campus & emergency services; Emergency Guides; Maps; Issue/Concern Reporting; Friend Walk; WorkAlone Check-in Tool.

EMERGENCY PROCEDURES FOR ALL CAMPUSES:



New Westminster Campus Emergency Procedures

FIRE

IF YOU DISCOVER FIRE, PULL FIRE ALARM and CALL 911

- Provide your name, location (see address below) and room number
- If possible, alert Security at **604.818.6922**
- If the fire is small, use an extinguisher, if trained. Pull, Aim, Squeeze, Sweep
- Evacuate building, closing doors and windows on your way out if safe to do so. Report to Assembly Area in parking lot

MEDICAL EMERGENCY

CALL 911 for AMBULANCE if life-threatening or CALL FIRST AID at 604.528.5678

- Provide your name, location (see address below) and room number
- Assess scene, ensure your safety
- Provide life saving first aid/AED if trained
- Alert Security at **604.818.6922**

HAZARDOUS MATERIAL SPILL

IF SPILL IS BEYOND ABILITY TO MANAGE, CALL SECURITY at 604.818.6922

- Secure the area and warn others
- If toxic material has spread, evacuate building

ALARM NOTIFICATION

LISTEN TO and FOLLOW INSTRUCTIONS on SPEAKER SYSTEM IF ALARM ONLY, EVACUATE

- Proceed to nearest safe exit. Do not use elevators
- If unable to evacuate, shelter in stairwell AREA of REFUGE to await firefighter assistance
- Report to Assembly Area in parking lot
- Do not leave campus without informing instructor or supervisor
- Do not re-enter building until directed by Fire Department

SUSPICIOUS PERSON or SITUATION

IMMEDIATELY CALL SECURITY at 604.818.6922

- Ask unknown person for name and ID
- Do not confront a violent or potentially violent person
- Do not touch or disturb a suspicious object

GAS SMELL

DO NOT PULL FIRE ALARM, LEAVE AREA, CALL SECURITY at 604.818.6922

- Follow direction from Security or Facilities to SHELTER-IN-PLACE or EVACUATE
- Avoid using electronic devices as spark could cause explosion
- Evacuate to Assembly Area in parking lot. Do not re-enter building until directed by Fire Department

EARTHQUAKE

DROP, COVER and HOLD ON

- Cover head, neck and shelter under table, desk or against an inside wall
- When shaking stops, stay where you are - count to 60 and assess situation
- Evacuate only if hazards are identified in the building. Listen for directions from Security or Facilities
- Prepare for aftershocks
- DO NOT PULL FIRE ALARM (unless you discover a FIRE)

VIOLENT SITUATION or ACTIVE THREAT

RUN, HIDE, or FIGHT CALL 911 as soon as safely possible

- RUN AWAY from the threat. Warn others to do the same. When Police arrive, keep hands up and follow direction
- HIDE if escape is not possible:
 - Shelter in room, lock and move away from door, close blinds, stay low, hide
 - Be quiet, silence phone
 - If fire alarm sounds, stay where you are
 - Do not respond or open door for anyone
- FIGHT only as a last resort if life is in imminent danger. Work together. Commit to your actions. Use objects as weapons for self-defense

BUILDING FLOOD

DO NOT WALK THROUGH FLOOD WATER it could be electrically charged or contaminated CALL SECURITY at 604.818.6922

- If possible, shut off power to affected area
- Move all hazardous materials or vulnerable equipment above anticipated water line

COYOTE SIGHTING

BACK AWAY SLOWLY

- Give animal a clear escape route
- Make yourself appear LARGE (e.g. open umbrella)
- Alert Security at **604.818.6922**

POWER OUTAGE

TURN OFF COMPUTERS and OTHER VOLTAGE-SENSITIVE EQUIPMENT Use cell phone to CALL SECURITY at 604.818.6922

- If power resumption is delayed, Security or Facilities will advise to evacuate
- Move cautiously to an illuminated emergency exit
- Evacuate to Assembly Area in parking lot. Do not re-enter building until directed by Security or Facilities

POLICE, FIRE, AMBULANCE: 911 • SECURITY: 604.818.6922 • FIRST AID: 604.528.5678
LOCATION: Justice Institute of British Columbia, 715 McBride Boulevard, New Westminster



jibc.ca



@justiceinstitutebc



@JIBCnews



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Justice Institute of British Columbia