

Student Support & Community Resources



Health, safety, mental health, and overdose supports

Emergency & immediate help:

9-8-8 Suicide Crisis Helpline (call or text 24/7). <https://988.ca/>

310-6789 Mental Health Support (no area code, BC-wide, 24/7).
<https://www.crisiscentre.bc.ca/get-support/crisis-lines/>

9-1-1 for any life-threatening emergency. <https://www.ecomm911.ca/>

8-1-1 HealthLink BC (nurses, dietitians & pharmacists, 24/7).
<https://www.healthlinkbc.ca/>

Mental health counselling for post-secondary students in BC

Here2Talk:

Free, 24/7 phone, chat, and app-based counselling for **all** students registered at **public or private** BC post-secondary institutions.
here2talk.ca

Youth & young adults (ages 12–24)

Foundry BC:

Integrated mental health, substance-use, physical health and social services; nearest centre is Foundry Vancouver-Granville (1260 Granville St). [Foundryprovidencehealthcare.org](https://foundryprovidencehealthcare.org)

Overdose prevention & Naloxone

Free Naloxone kits & training:

BC's Take Home Naloxone program offers no-cost kits and quick online training (Naloxone 101). Site finder lists pharmacies and community locations near you. [Government of British Columbia toward the heart.com](https://www2.gov.bc.ca/gov/content/health/communicable-disease-prevention-and-control/naloxone-101)

Lifeguard App:

Safety app that auto-calls 9-1-1 if you become unresponsive while using alone. [HelpStartsHere](https://lifeguardapp.com)

On-campus Naloxone:

Free kits are available at Reception and Student Services. Staff in these areas are trained to assist

Government health & safety guidance

For current public-health priorities in BC (e.g., communicable-disease guidance), see the Provincial Health Officer updates and BCCDC resources.

Note: the COVID-19 public-health emergency in BC ended **July 26, 2024**; routine communicable-disease precautions remain advised. [Government of British Columbia worksafebc.com](https://www2.gov.bc.ca/gov/content/health/communicable-disease-prevention-and-control/naloxone-101)

Learning support services

Tutoring & study skills:

Book 1:1 tutoring; join weekly study groups; access time-management and exam-prep workshops.

Accessibility & accommodations:

Confidential support and reasonable academic accommodations in line with BC standards—contact **centre director** tvaccaro@bayswater.ac to get started.

Digital tools:

Free access to learning platforms and software; monthly workshops, orientation, on going support.

Local community integration supports

211 BC:

Live navigators who connect you to community services (housing, food, legal, counselling, etc.). Chat, text, or call. [211 British Columbia](#)

Settlement agencies (newcomers & temporary residents welcome):

ISSofBC:

Settlement, language & employment services across Metro Vancouver. issbc.org

MOSAIC:

Settlement, employment, legal info; program stream for temporary residents (incl. students). [MOSAIC+1](#)

Libraries & community centres:

Vancouver Public Library (VPL):

Get a library card for books, study space, and settlement info. [Vancouver Public Library](#)

City community centres:

24 centres offering fitness, classes, and events to meet people locally. [City of Vancouver](#)



Education / program progression assistance

We'll help you map your path from Day 1 to graduation.

Academic advising:

Personalized program planning, course selection, and term-by-term checkpoints.

Progress reviews:

Mid-term and end-of-term progress checks; early alerts with study plans if you fall behind.

Pathways & next steps:

Guidance on pathways (e.g., college/university partners), credential planning, graduation applications, and alumni next-step coaching.

Documentation:

Letters for study-permit extensions, enrollment verifications, and official transcripts.

Appeals & feedback:

Clear processes for academic appeals and concern resolution (see our Policies page).



Tap-in system for bus, SkyTrain, and SeaBus; buy cards and passes online, at vending machines, or retailers. translink.ca+ 1

Government-funded program that helps families find licensed child care and understand fee supports. [Government of British Columbia](#)

Compare plans and understand your rights (number porting, low-cost options, cancellation fees) with the **CRTC's** consumer guidance.

Your rights, acceptable ID, and how to open an account (even with \$0 to start) from the **Financial Consumer Agency of Canada**.
[Government of Canada](#)

Required to work in Canada; apply online or at Service Canada.
Government of Canada

If you'll live in BC **6+ months**, you must apply for **BC Medical Services Plan (MSP)** as soon as you arrive (3-month wait applies; use private insurance until MSP starts). [Government of British Columbia](#)

Bayswater works with **GUARDME**, please see student services for more information.

All students renting housing in BC have rights and responsibilities under the Residential Tenancy Act.

[Read the full Act here \(Government of BC\)](#)

Residential Tenancy Branch (for questions and dispute resolution).

Free information and legal education for tenants.

Our Critical Incident and Crisis Management Policy outlines how we respond to emergencies affecting students, staff, or the campus community.

Medical emergencies, fire, natural disasters, or campus safety incidents.

How information is relayed to students, staff, and emergency services.

Counselling and follow-up services offered after an incident.

All incidents must be reported promptly to Student Services or Campus Management.

**Copies of the full policy
are available at Student
Services or by emailing
vancouver@bayswater.ac**

Orientation Program for International Students

All new international students attend our Orientation Program which is held on the Monday of arrival from 8:15–10:00am, which helps you settle into life in Canada and succeed academically.

The program includes:

Campus life & student services:

Introductions to health, safety, counselling, and learning supports.

Academic success:

Policies, program progression guidance, and learning resources.

Daily life in Canada:

Banking, transportation, communications, and tenancy rights.

Community integration:

Volunteer opportunities, city tours, and cultural activities.

Immigration & compliance:

Study permit reminders, work eligibility, and MSP health coverage.

Tour of the school and surrounding areas.

Need help?

Visit Student Services on campus, email Vancouver@bayswater.ac. We'll connect you to the right support—on campus or in the community.

