



Orientation Package

International Students

For students beginning their studies in British Columbia:

Surrey

Victoria

Kelowna

Welcome to Excel Career College

Moving to a new country to begin your studies is an important step, and we want to make that transition as smooth as possible. This Arrival Guide provides practical information to help you prepare for travel, reach your campus, understand what to expect in your first days, and access the services and supports available to you as an ECC student.



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Indigenous Peoples of British Columbia and Canada

Land Acknowledgement

Excel Career College respectfully acknowledges that its campuses operate on the traditional, ancestral, and unceded territories of Indigenous peoples in British Columbia. Students are encouraged to learn about the lands they are living and studying on and to approach this learning with respect.

ECC land acknowledgement

- Surrey campus: Semiahmoo, Katzie, Kwikwetlem, Kwantlen, Qayqayt, and Tsawwassen First Nations
- Victoria campus: Lekwungen peoples, including the Songhees, Esquimalt, and W̱SÁNEĆ First Nations
- Kelowna campus: Syilx / Okanagan Peoples

Why this matters

- Indigenous peoples have lived on these lands since time immemorial.
- Residential schools and colonial policies caused deep harm to Indigenous communities across Canada.
- Reconciliation includes learning, respect, and building relationships in the communities where we live and study.

Suggested ways to continue learning

- Explore Indigenous Tourism BC and local Indigenous cultural organizations.
- Use reliable educational resources from the Government of Canada and First Nations organizations.
- Take part respectfully in cultural learning opportunities offered in your community

Before You Travel

Before travelling to Canada, make sure your documents, travel plans, and accommodation arrangements are in place. Keep important documents in your carry-on luggage so they are easy to access at the airport.

Required documents

- Valid passport
- Study permit approval documents or letter of introduction
- Letter of Acceptance from Excel Career College
- Tuition receipt or proof of payment
- Health insurance information
- Address and contact details for your accommodation in British Columbia
- Any other academic, immigration, or relevant documents to your situation

Before you depart

- Confirm your accommodation before boarding your flight.
- Review your route from the airport to your campus city and save it on your phone.
- Ensure your phone can access email and maps on arrival, or plan to purchase a SIM card at the airport.
- Keep Student Services informed if your arrival plans change.
- Advise the College in advance if you require special accommodations related to disability, health, or accessibility.
- Keep emergency contact names and numbers with you in case your travel is delayed



Arrival Checklist



Accommodation confirmed



Important documents packed



Airport route reviewed



ECC contact details saved



Phone/data plan prepared

Arriving in Canada & Getting to Your Campus

When you arrive in Canada, follow airport signage to immigration, baggage claim, and customs. Keep your passport, study permit documents, and Letter of Acceptance ready. After clearing the airport, use the transportation option that best matches your campus location and arrival plans



Surrey Campus

130-9850 King George Blvd,
Surrey, BC V3T 0P9



At Vancouver International Airport (YVR)

- Proceed through immigration and present your study documents if requested.
- Collect your study permit at the border if it is issued on arrival.
- Pick up your baggage before exiting customs.
- Before leaving the airport, connect to Wi-Fi, confirm your route, and notify family or contacts that you have arrived safely.

Getting to Campus



Option 1: SkyTrain

From YVR Airport: → Take Canada Line → Waterfront Station → Transfer to Expo Line → King George Station → Walk to campus



Option 2: Taxi or ride-share

Take a taxi or ride-share directly from YVR to the Surrey campus or your accommodation.

Victoria Campus

225-1207 Douglas St,
Victoria, BC V8W 2E7



At Vancouver International Airport (YVR)

- Proceed through immigration and present your study documents if requested.
- Collect your study permit at the border if it is issued on arrival.
- Pick up your baggage before exiting customs.
- Before leaving the airport, connect to Wi-Fi, confirm your route, and notify family or contacts that you have arrived safely.

Getting to Campus



Option 1: Ferry + Bus

From YVR Airport: → Take SkyTrain → Bridgeport Station → Take Bus #620 → Tsawwassen Ferry Terminal → Take Ferry → Swartz Bay (Victoria) → Take Bus #70 or #72 → Downtown Victoria → Walk to campus



Option 2: Flight

From YVR Airport: → Take a flight → Victoria International Airport (YYJ) → Take Bus #88 → McTavish Exchange → Bus #70 or #72 → Downtown Victoria → Walk to campus

Kelowna Campus

103-565 Bernard Ave,
Kelowna, BC V1Y 8R4



At Vancouver International Airport (YVR)

- Proceed through immigration and present your study documents if requested.
- Collect your study permit at the border if it is issued on arrival.
- Pick up your baggage before exiting customs.
- Before leaving the airport, connect to Wi-Fi, confirm your route, and notify family or contacts that you have arrived safely.

Getting to Campus



Option 1: Flight + Transit

From YVR Airport: → Take a flight → Kelowna International Airport (YLW) → Take Bus #23 → Downtown Kelowna → Walk to campus



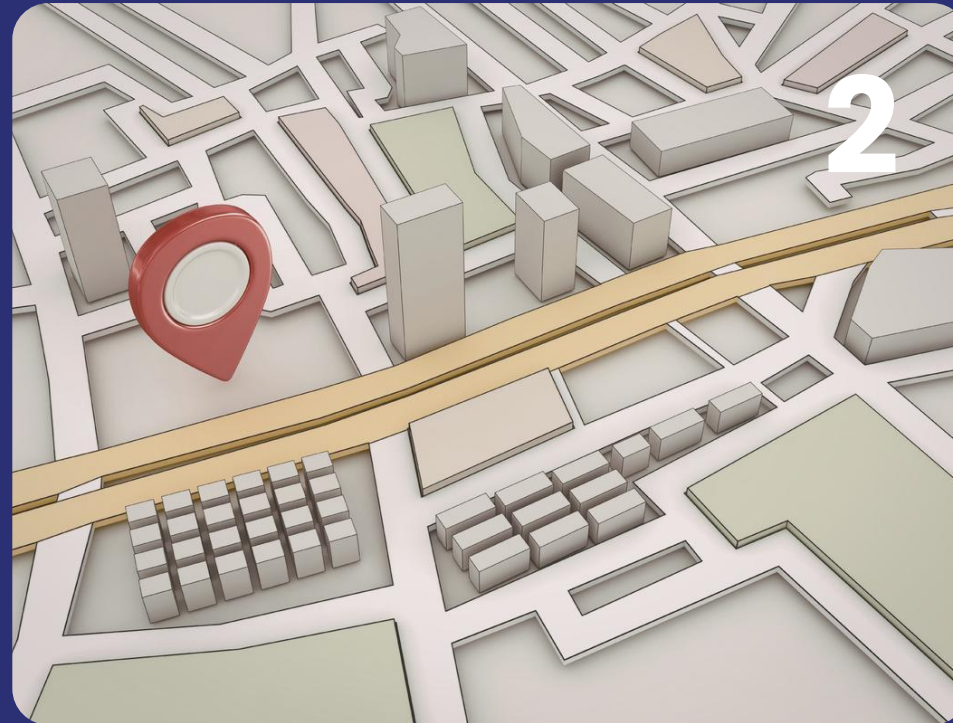
Option 2: Taxi or ride-share

Take a taxi or ride-share directly from the airport to your accommodation or the campus area.

Transit tips



Use a Compass Card in Metro Vancouver and a Umo card or app for transit in Victoria and Kelowna.



Check live schedules before travelling, especially if your arrival is late in the evening.



Keep your phone charged and your campus address saved in your maps app.

Orientation

First-Day Expectations and Student Support

Excel Career College provides an orientation for international students at the start of their program.

Orientation materials are provided to students by email and through an Orientation batch in ClassTrack (LMS), where key resources, including the International Student Orientation presentation and additional supporting documents, are available.

The purpose of orientation is to support students in their transition to study and life in Canada.

Student portal: www.loginecc.com



What orientation materials cover

- The International Student Orientation presentation
- Key policies and procedures
- Information on attendance, academic expectations, and student conduct
- Practical settlement information for living and studying in British Columbia
- Student support, emergency support, and contact information



What to expect on your first day

- Arrive on time and bring your required identification and study documents.
- Review your schedule, class delivery method, and student expectations.
- Make sure you can access your student portal and class links.
- Be prepared to participate professionally and ask questions if anything is unclear.



Learning management system

We use ClassTrack as a primary learning management system. Students use it to access schedules, attendance records, grades, course materials, assignments, and class links. Students are expected to check their portal and email regularly for schedule updates and important notices.



Student support services at ECC

- Course planning and enrolment assistance
- Access to digital learning materials & resources
- Career planning and job search support
- Administrative support for attendance, progression, and student records
- Work-integrated learning information, where applicable to the program

Attendance

Regular attendance and active participation are essential to student success. International students are expected to maintain full-time study and remain engaged throughout their program.

Attendance expectations

- International students are required to maintain an attendance rate of at least 70% of each module.
- Attendance is recorded daily by instructors in the learning management system.
- Students must contact their instructor if they will be absent or late, including for online classes.

Late arrivals and missed class time

- Students who arrive 10 minutes late may be required to wait until the first scheduled break before entering class.
- If a student returns late from a break, they may be required to wait until the next break or the next class, depending on the timing.
- Time missed due to lateness is recorded.

Academic Progression

Academic progression and standing

- All weighted courses must be passed to earn a credential.
- If a student's attendance falls below the minimum required to pass a course, the student may be required to retake it.
- A course retake fee may apply. In some medically supported situations, a retake fee may be waived at the discretion of the Campus Operations Lead.
- A Student Improvement Plan (SIP) may be used to support students who are experiencing academic, attendance, or behavioural challenges.

Withdrawal and dismissal related to attendance

- Any student who is absent for two consecutive calendar weeks of study is considered withdrawn.
- Students are expected to maintain full-time participation in their program and should contact Student Services early if they are having difficulty meeting attendance requirements.
- Repeated failure to meet attendance, academic, conduct, or financial expectations may result in warnings, probation, or dismissal in accordance with College policy.

Academic Progression

Academic integrity

- All submitted work must be the student's own. If unsure, students should consult their instructor before submission.
- Plagiarism includes using someone else's words, ideas, or work without proper credit, including material from articles, books, classmates, websites, or digital tools.
- Cheating includes copying or giving answers during exams, using unauthorized materials, submitting false information, or reusing work in multiple courses without permission.

Use of artificial intelligence (AI)

- Students must follow the College's Artificial Intelligence policy and any specific directions given by their instructor.
- Using AI tools for work that is meant to be completed independently may be treated as unauthorized collaboration and academic misconduct.
- Students should not assume that AI use is permitted simply because a tool is publicly available

Classroom Expectations

Online and combined-delivery expectations

- Cameras are expected to be on during online class sessions, attendance, lectures, discussions, quizzes, tests, and examinations, unless prior approval for an exception has been granted.
- Students should attend online classes from a quiet space with a stable internet connection and minimal distractions.
- Professional conduct is expected in both in-person and virtual learning environments.

In-person delivery expectations

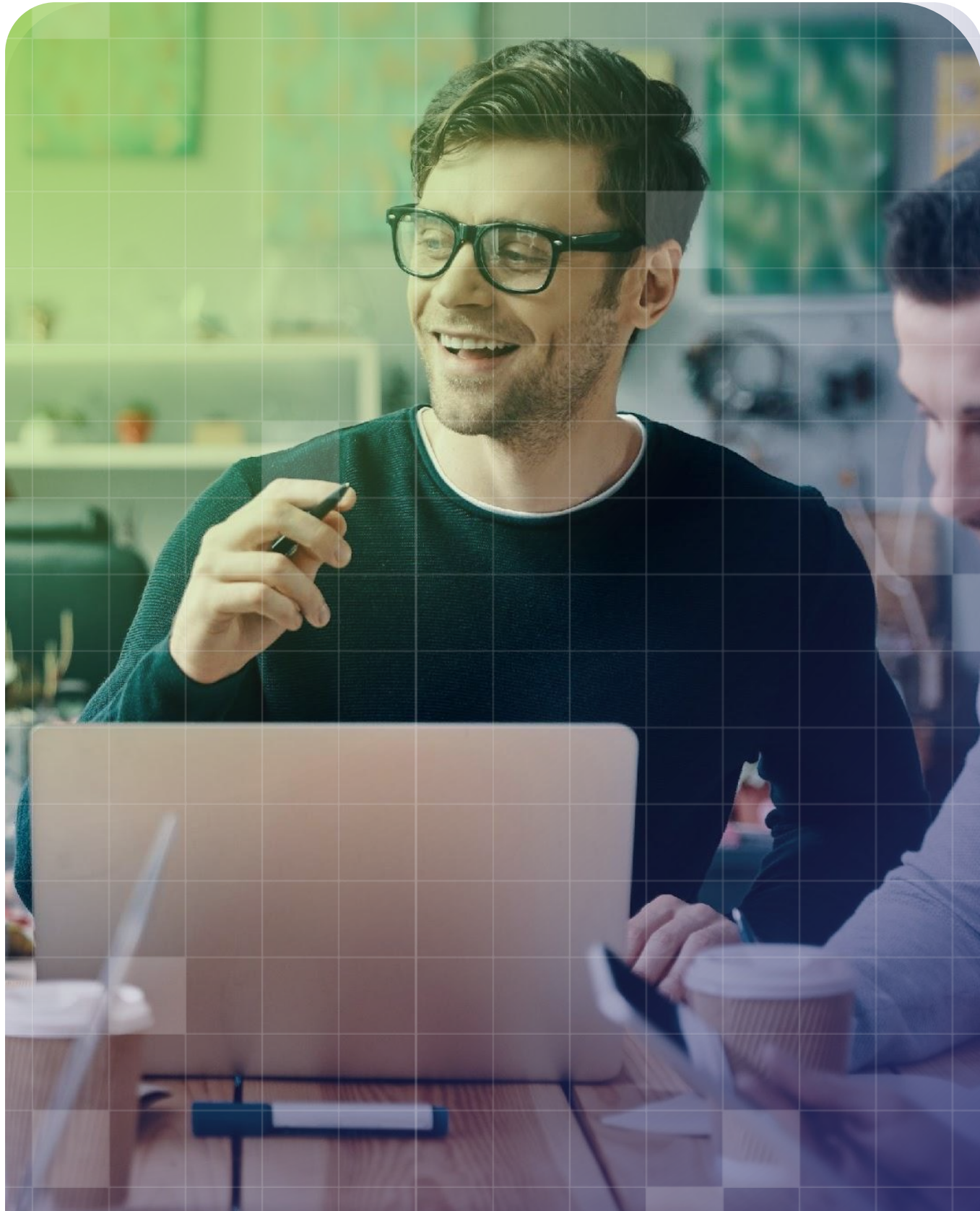
- Dress appropriately for class; Clothing should be neat and suitable for a professional learning environment.
- Food is not permitted in the classroom; only water bottles and sealed drink containers are allowed.
- Be punctual by arriving on time and returning promptly from breaks.
- Keep cell phones on silent and use them only when permitted for learning purposes.
- Maintain a respectful learning environment by participating appropriately, avoiding disruptions, and keeping personal belongings out of walkways.

Complaints, Appeals, and Key Student Policies

Students have the right to fair and respectful treatment and to access Excel Career College's policies and dispute resolution processes without retaliation.

Student documents and policies

- On enrolment, students receive their enrolment contract, program outline, student handbook, and key policy information.
- Important policies include attendance, grade appeal, dispute resolution, dismissal, withdrawal, respectful and fair treatment, sexual misconduct, harassment and anti-racism, health and safety, acceptable computer and internet use, plagiarism, artificial intelligence, and the camera-on policy for online learning.



Complaints, Appeals, and Key Student Policies

Respectful and fair treatment

- Students are expected to contribute to a learning environment that is respectful, inclusive, and safe.
- Bullying, discrimination, harassment, threats, unsafe conduct, and unauthorized sharing of personal information are not acceptable.
- If a concern cannot be resolved directly or it is not appropriate to address it directly, students should report it to Student Services or the Campus Operations Lead.

Harassment and Anti-Racism

- Harassment, racism, discrimination, and racial harassment are not tolerated at Excel Career College.
- This includes unwelcome comments, intimidation, racist remarks, or conduct that creates a hostile or unsafe learning environment.
- Students who experience or witness this type of behaviour should report it to the Campus Operations Lead.
- The College will review complaints fairly and take appropriate corrective action when concerns are substantiated.

International Student Complaint Resolution

- Students should first try an informal resolution directly with the individual or department involved, where appropriate.
- If not resolved, a formal complaint can be submitted in writing via email to the Campus Operations Lead.
- Students are protected against retaliation for making a complaint.
- Complaints may be escalated through the Campus Operations Lead, the Administrative Manager or external bodies as outlined in the document.

Complaints, Appeals, and Key Student Policies

Critical Incidents and Crisis Situations

- In an emergency, students should call 9-1-1 first and then notify the campus as soon as possible.
- Critical incidents may include medical emergencies, fire, severe weather, lockdown situations, or other urgent safety concerns.
- Students are expected to follow campus emergency procedures, including evacuation routes and staff instructions.
- In active threats situations, the College uses the **RUN, HIDE, FIGHT** emergency response principle.

Dismissal Policy

- Students may be dismissed if they do not meet the College's academic, attendance, conduct, or financial requirements.
- Before dismissal, students may receive warnings, support, or an opportunity to correct the issue, where appropriate.
- If dismissal occurs, the student will receive written notice outlining the reason and any next steps.
- Students may refer to the College's policies for information on re-entry, appeals, or other related processes

Health, safety, and privacy

- Students are expected to act professionally, respectfully, and in a way that supports a safe learning environment.
- Emergency procedures, including evacuation routes, are posted on campus.
- Critical incident procedures and lockdown procedures are part of the College's health and safety framework.
- Personal information is handled through College systems and processes designed to protect student privacy

Living in British Columbia

Starting life in a new city involves practical setup tasks as well as budgeting for day-to-day living. The information below brings together common steps and planning points for international students in British Columbia.

Cost of living and budgeting

- Living costs vary by city, neighbourhood, and lifestyle. Students should build a budget for accommodation, food, transportation, communication, and personal expenses.
- Published prices often do not include taxes. In BC, most purchases include a 5% Goods and Services Tax (GST), and many items also include a 7% Provincial Sales Tax (PST).
- Use the WorkBC cost of living calculator and current local listings when planning your budget.

Setting up in your first week

- Open a Canadian bank account. Most banks will ask for identification and proof of address.
- Apply for a Social Insurance Number (SIN) if your study permit allows you to work in Canada.
- Apply for a BCID to get a provincial photo identification card.
- Set up a cell phone plan that matches your needs and budget.
- Purchase a transit card or mobile transit pass if you plan to use public transportation regularly.
- Complete your MSP application as soon as possible after arrival if you are eligible

Living in British Columbia

Housing and accommodation

- Rental costs vary significantly. Shared accommodation is often less expensive than renting a private unit.
- Arrange temporary or long-term housing before arrival whenever possible.
- Use caution when responding to online rental advertisements, and avoid sending money before you have confirmed the legitimacy of the listing.
- Keep copies of rental agreements, receipts, and landlord contact details.
- Student guides recommend comparing neighbourhoods, setting a budget, and considering shared housing or home-stay where suitable.
- Common rental search tools used by students include Craigslist, PadMapper, Zumper, Rentals.ca, Kijiji, and Facebook Marketplace.
- Consider whether renters insurance would be appropriate for your situation, especially if you are bringing valuable electronics or equipment.

Banking, phone plans, and everyday setup

- Most major Canadian banks offer student-friendly accounts with online and mobile banking options.
- Students commonly compare prepaid and contract phone plans based on data, calling, and device needs.
- Keep your address, phone number, and emergency contact information up to date with the College.

Living in British Columbia

Healthcare, MSP, SIN, and BCID

- International students studying in B.C. on a valid study permit for six months or more must apply for the Medical Services Plan (MSP) as soon as they arrive.
- New residents generally complete a wait period before MSP coverage begins, so students should maintain private health insurance while waiting.
- International students enrolled in MSP are also required to pay the B.C. International Student Health Fee.
- ECC student guides reference StudyInsured as private coverage support during the initial period before MSP begins.
- A SIN is required to work in Canada and to access certain government services. Students should keep their SIN secure and only provide it where legally required.
- A BCID can be useful for banking, identification, and everyday services if you do not have a B.C. driver's licence.

Transportation, groceries, and daily life

- Compass Card is used in Metro Vancouver, including Surrey.
- BC Transit operates public transit in Victoria and Kelowna, including Umo as a fare product or app.
- Students should check schedules and route maps before travelling, particularly when moving between the airport, ferry terminal, and campus city.
- Student guides also include practical information about grocery shopping, neighbourhoods, and common city services to help students settle in more confidently

Community Integration

Settling into a new place takes time. Community participation, access to support, and knowing where to go for help can make your transition smoother.

Community integration

- Attend student events whenever possible.
- Explore your city using public transit and community resources.
- Make time to build healthy routines, including sleep, meals, movement, and study habits.
- Seek help early if you are feeling overwhelmed academically, financially, or emotionally.

Everyday support ideas

- Use student guides to identify grocery stores, major service centres, and helpful city resources near your campus.
- Build a support network by staying connected with classmates, instructors, and Student Services.
- Keep a copy of your class schedule, campus address, and emergency contacts available on your phone

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Community Integration

Cultural Adjustment

- Build connections by exploring local events, libraries, recreation centres, and cultural programs in your city.
- Organizations like [PICS](#) and [Latincouver](#) offers newcomer, settlement, employment and international student support services.
- Students may also find student discounts at stores, restaurants, and services near campus upon presenting their Student ID or proof of enrollment

Recreation Centers Near Your Campus

Recreation centres can be a great way for students to stay active, join community activities, and meet people outside the classroom. There are options near all campuses:

- **Surrey:** Chuck Bailey Recreation Centre; Guildford Recreation Centre; Newton Recreation Centre
- **Victoria:** Crystal Pool & Fitness Centre; Cedar Hill Recreation Centre; Oak Bay Recreation Centre
- **Kelowna:** Parkinson Recreation Centre; H2O Adventure + Fitness Centre; Rutland Activity Centre.

Tenancy Rights in British Columbia

Students renting in British Columbia are protected by the Residential Tenancy Act in most standard rental situations. Understanding the basics of a tenancy can help you avoid misunderstandings and protect your rights.

Key tenancy basics

- A landlord can usually charge up to one-half of one month's rent as a security deposit at the start of a tenancy.
- If pets are allowed, a separate pet damage deposit may also apply.
- Tenancy agreements should clearly state the address, rent amount, services included, and the terms of the tenancy.
- Landlords are responsible for providing safe, clean, and well-maintained housing.

Good practices for student renters

- Always ask for a written rental agreement.
- Keep records of rent payments, deposits, and communication with your landlord.
- Inspect the unit when moving in and document any damage.
- Provide your forwarding address when moving out so the process for returning deposits can begin properly.
- Be cautious about listings that request large upfront payments, wire transfers, or deposits before you have verified that the accommodation is legitimate.

Housing support resources

- The Residential Tenancy Branch (RTB) provides legal information, policy guidance, and dispute resolution.
- The Tenant Resource and Advisory Centre (TRAC) offers tenant education and information.

Naloxone Training and Overdose Response

Excel Career College encourages students to become familiar with naloxone training and overdose response resources available in British Columbia. Naloxone is a medication that can temporarily reverse the effects of opioid poisoning and may help save a life in an emergency. In B.C., free take-home naloxone kits and training are available through the provincial Take Home Naloxone program at many community pharmacies, health sites, and other approved locations. Students can also access online naloxone education resources through B.C. harm reduction programs. In any suspected overdose or drug poisoning emergency, Call 9-1-1 immediately

For more information, [Click Here](#)

Overdose response

- Recognize Overdose Signs: Slow or no breathing, blue lips/fingertips, unconsciousness, snoring/gurgling sounds, not responding to stimulation
- Call for Help Immediately: Dial 911 and alert campus staff or security right away
- Administer Naloxone: Use the naloxone kit as directed (spray or injection) to temporarily reverse opioid effects
- Provide Basic Care: Place person in recovery position, monitor breathing, and stay with them until help arrives
- Support Emergency Response: Give clear information to paramedics about what happened and what was administered
- Follow Up: Ensure incident is reported according to campus emergency procedures and seek further medical attention for the individual
- Free Naloxone 101 Training Course:
www.towardtheheart.com/naloxone-course

Employment Rights & Workplace Safety in British Columbia

Many international students work while studying. Before accepting employment, make sure your study permit allows you to work and understand the basic protections provided under British Columbia law.

Basic employment standards

- As of June 1, 2025, the general minimum wage in British Columbia is \$17.85 per hour. The province updates minimum wage annually, so students should check the current rate if they are reviewing this package later
- Most employees must be paid at least minimum wage regardless of whether they are paid hourly, salary, commission, or by incentive.
- Eligible employees can access paid sick leave after meeting the required employment threshold.
- Overtime rules apply in British Columbia. In many situations, employees are paid time-and-a-half for overtime and double-time for extended daily overtime.

Employment Rights & Workplace Safety in British Columbia

Your responsibilities as a worker

- Read your work schedule, pay records, and workplace policies carefully.
- Keep copies of job offers, contracts, pay statements, and schedules.
- Ask questions if you do not understand your duties, hours, or pay.
- Do not begin any work that your permit does not authorize.

Workplace safety

- WorkSafeBC oversees workplace health and safety in British Columbia.
- Workers have the right to know about workplace hazards, to participate in health and safety activities, and to refuse unsafe work.
- If you are injured at work, report it immediately to your employer and follow the workplace reporting process.

Scam Awareness

International students may be targeted by scams involving immigration, housing, tuition, banking, employment, or personal information. Scammers often create urgency, pressure people to act quickly, or pretend to represent a government office, bank, landlord, employer, or school. If something feels suspicious, stop, verify the information independently, and ask for help before taking any action

Common Signs of a Scam

- The person pressures you to act immediately
- You are asked to send money quickly
- You are threatened with arrest, deportation, account suspension, or legal action
- You are asked to share personal information by phone, email, or text
- The message contains suspicious links, poor grammar, or unusual payment instructions
- The offer sounds too good to be true

Online Safety Tips

- Use strong passwords and do not reuse them across accounts
- Turn on two-factor authentication when possible
- Keep your phone, laptop, and apps updated
- Be careful about what personal information you share online
- Adjust privacy settings on social media accounts
- Do not send photos of personal documents unless you know exactly who is requesting them and why

How to Protect Yourself

- Pause before responding to urgent requests
- Verify information using official websites and phone numbers
- Ask questions if something is unclear
- Keep records of suspicious calls, texts, emails, or payment requests
- Speak to Student Services or a trusted College contact if you are unsure

Scam Awareness

Immigration and Visa Scams

- Only use authorized and trustworthy sources for immigration information
- Be cautious of anyone claiming they can “guarantee” a visa, permit, or immigration result
- Do not trust callers or emails claiming to be from immigration unless you verify them independently
- Never send money or personal documents to someone just because they say your study permit or status is at risk
- If you are unsure, verify directly through official government channels

SIN Fraud and Identity Scams

- Your Social Insurance Number (SIN) is private and should only be shared when legally required
- Do not give your SIN over the phone, by text, or by email unless you are certain the request is legitimate
- Government agencies will not threaten you for your SIN
- Be cautious of messages claiming your SIN has been “suspended”, “frozen” or “used in a crime”
- Never click suspicious links asking you to confirm identity information

Housing and Rental Scams

- Do not send money for housing before confirming the rental is real
- Be cautious if a landlord refuses to meet, show the property, or provide a written agreement
- Watch for listings that seem unusually cheap compared to the local market
- Avoid paying deposits through unusual methods such as gift cards or cryptocurrency
- Whenever possible, view the property in person or ask a trusted person to verify it
- Keep copies of rental agreements, receipts, and messages

Scam Awareness

Phone, Text and Email Scams

- Be cautious of calls, texts, or emails demanding immediate payment
- Do not click links or open attachments from unknown or suspicious senders
- Do not trust caller ID alone — scammers can make calls appear official
- Hang up and contact the organization directly using its official website or phone number
- Banks, government offices, and schools do not normally demand urgent payment by phone

Banking and Payment Scams

- Never share your online banking password, PIN, or verification codes
- Be cautious of fake bank messages asking you to “verify” or “unlock” your account
- Do not deposit cheques for strangers or transfer money on someone else’s behalf
- Review your bank transactions regularly
- Contact your bank directly if you notice suspicious activity

Employment Scams

- Be cautious of job offers that promise very high pay for little work
- Do not pay money to get a job
- Be careful if an employer asks for personal documents before a real interview or offer
- Avoid jobs that ask you to receive or transfer money through your own bank account
- Verify the employer, workplace, and contact details before accepting the job

Scam Awareness

If you think you have been Scammed

- Stop communicating with the person immediately
- Do not send any more money or information
- Save emails, text messages, screenshots, receipts, and phone numbers
- Contact your bank right away if money or account information was shared
- Change passwords if you believe your accounts were compromised
- Report this issue to the appropriate authority and inform the College if it affects your studies, housing, finances, or safety

Excel Career College contacts

Contact	Details
Student Services	studentsupport@excelcareercollege.com
Campus Operations Lead	operations@excelcareercollege.com
Vice President, Academic Affairs	rob.fahlman@excelcareercollege.com
Surrey Campus	130-9850 King George Blvd, Surrey, BC V3T 0P9
Victoria Campus	225-1207 Douglas St, Victoria, BC V8W 2E7
Kelowna Campus	103-565 Bernard Ave, Kelowna, BC V1Y 8R4
Main phone	778-802-9235

Emergency and support resources

Service	Details
Emergency	911
HealthLink BC	8-1-1
Here2Talk	1-877-857-3397 here2talk.ca
Crisis line / 1-800-SUICIDE	1-800-784-2433 or 9-8-8
Trans Lifeline (Canada)	1-877-330-6366 translifeline.org
Residential Tenancy Branch	gov.bc.ca/landlordtenant
WorkSafeBC	worksafebc.com
MSP information	gov.bc.ca/msp
Service Canada SIN	canada.ca/sin
WorkBC cost of living calculator	costofliving.workbc.ca



Need help after reading this package?

Contact Student Services early if you need support with your arrival, attendance, schedule, technology access, or understanding College expectations. Asking for help early is one of the best ways to stay on track.