



Northeastern University Vancouver Campus

STUDENT HANDBOOK

2022-2023



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Location and Hours

Location Northeastern University 410 West Georgia Street, Suite 1400 Vancouver, BC, V6B 1Z3 Canada	Contact Operations 604-328-7454 vancouver@northeastern.edu
Security 604-341-0359 236-521-9285 Located 24/7 in the building lobby.	Campus Hours Monday to Friday: 8:30 am to 9:30 pm Saturday/Statutory Holidays: 9:00 am to 4:00 pm Sunday: Closed

Campus Information

We acknowledge that our campus is situated on the beautiful unceded territories of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and Sel̓ilwítlh (Tsleil-Waututh) Nations.

Northeastern University – Vancouver campus is conveniently located in the Library district and operates to help demonstrate to our city and the world a creative, flexible, open-learning and collaborative workspace.

Vancouver students have an opportunity to build their network and study in the heart of the international superhub known as the Cascadia Innovation Corridor and home to companies like Amazon, Microsoft, SAP, Advanced Technology Group, Fortinet, and more.

This Vancouver Guide contains resources for student affairs and academic services at the Vancouver campus, as well as other locally relevant information. It contains information current as of the date of its release, however, is subject to change at the discretion of the University.

Equal Opportunity

The [Policy on Equal Opportunity](#) strictly prohibits discrimination or harassment on the basis of race, color, religion, religious creed, genetic information, sex, gender identity, sexual orientation, age, national origin, ancestry, veteran or disability status. The Annual Equal Opportunity Notice can be found online at https://www.northeastern.edu/policies/pdfs/Policy_on_Equal_Opportunity.pdf

Leadership and Support

Campus Administration	
Steve Eccles Regional Dean and CEO (Chief Executive Officer) s.eccles@northeastern.edu 778-928-0443	Carrie Chassels Associate Dean and Campus Administrator c.chassels@northeastern.edu 604-351-0850
Denise Katrak Associate Director of Marketing d.katrak@northeastern.edu 604-841-5959	Tiffany Duff Assistant Director of Student Recruitment & Enrollment t.duff@northeastern.edu 778-222-8978
Dominik Beckers Director of Strategic Partnerships d.beckers@northeastern.edu 604-240-3999	Bethany Edmunds Director of Computer Science - Khoury College b.edmunds@northeastern.edu 604-345-9294
Elyse Economides Marketing Manager e.economides@northeastern.edu 604-230-7790	Trinh Theresa Special Assistant to Dean t.trinh@northeastern.edu
Student Support and Academic Advisors	

Amber Zhou Assistant Director- Student Accounts ke.zhou@northeastern.edu	Serena Conlon Student Services Advisor s.conlon@northeastern.edu 604-999-6044
Nina Liu International Student Advisor - Office of Global Services n.liu@northeastern.edu 604-562-6331	Yueli Wang Compliance Specialist- Office of Global Services yeu.wang@northeastern.edu 604-612-1393
Mahya Payamshad Academic Student Advisor – Khoury College ma.paramshad@northeastern.edu 604-562-4074	Camila de Campos Miranda Academic & Professional Advisor- College of Professional Studies c.decamposmiranda@northeastern.edu
Antonio Fadda Academic Advisor- College of Engineering a.fadda@northeastern.edu	Joseph Clark Global Learner Support Specialist joe.clark@northeastern.edu
Victoria Williams Wellness Program Specialist v.williams@northeastern.edu	Amy Smith Assistant Director of Co-Op and Career Services Aman.smith@northeastern.edu 604-240-3194
Dinuka Gunaratne Director Of Career Development and Experiential Learning d.gunaratne@northeastern.edu 604-788-3097	Siyi Cheng Co-Op Faculty s.cheng@northeastern.edu 236-326-6457
Sherry Wang Career Services and Experiential Specialist y.wang@northeastern.edu 778-689-2125	
IT / AV Team regionalhelp@northeastern.edu	
Huzaifa Khalid IT/AV Specialist (PM Shift) m.khalid@northeastern.edu	Patrick Diaz IT/AV Specialist (AM Shift) pa.diaz@northeastern.edu
Campus Operations Team vancouver@northeastern.edu	
Chandra Stalker Director of Operations c.stalker@northeastern.edu 604-763-3012	Emily Lacanilao Campus Operations Specialist e.lacanilao@northeastern.edu 604-690-6105
Morgan Liang Campus Operations Specialist (Evening) x.liang@northeastern.edu 604-328-7454	May Yao (P/T) Operations Assistant j.yao@northeastern.edu 604-328-7454
Aashika Babu Operations Assistant a.babu@northeastern.edu 604-328-7454	Misa Zhang (P/T) Operations Assistant si.zhang@northeastern.edu 604-328-7454

Ankit Lather Operations Assistant (P/T) a.ankit@northeastern.edu 604-604-328-7454	Amy Ajani Operations Assistant (P/T) a.ajani@northeastern.edu 604-328-7454
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Getting to Campus

Transit

The campus is accessible through multiple methods of public transportation. Route information can be found on the [Translink](#) website.

- Skytrain (Canada Line & Expo Line)
- West Coast Express which runs from Mission, BC through multiple suburb locations directly to Waterfront Station
- SeaBus which crosses the inlet from North Vancouver to arrive at Waterfront Station

Parking

Parking is in the underground parkade. Gate will be open for general/public/guest access. Gate hours TBC. Parking is managed by Reef Parking. The parking facility will have meters for visitors/students to purchase parking. The rates are:

Daily Rates, Plus Applicable Taxes:

\$3 per half hour

\$6 per hour

\$18 All Day until 6pm
\$10 Evening, 6pm to Close

Monthly Rates

Random Public \$350, plus taxes
Reserved Public \$450, plus taxes

Students can register for monthly parking if they wish by calling Reef's Monthly Department for registration at 604-909-3787, Advanced Parking Lot code 337. They can select either rate 'Random Public \$350' or 'Reserved Public \$450'. Provide parker information: full name, vehicle plate, random or reserved, start date.

Bike lockers

Bike elevator is available and staffed with bike concierge. Access to the elevator and bike storage is with the Paladin security access card. Please email [Vancouver](#) Ops team to request access. Spaces are limited and assigned each semester through a lottery draw. Once the parking is full, you will need to find alternative space off campus/outside the building. We cannot guarantee space.

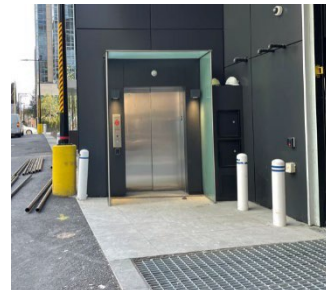
For students who are assigned space, we will confirm when the access card is updated. It may take up to 48 hours for access to be available once confirmed.

The bike room can be accessed via the bike elevator located in the lane way off West Georgia Street (see below image of Bike Elevator). Directions to the room can be found in the attached [map](#).

Please note bikes or electric scooters are not permitted in the lobby, main elevators, or within the leased premises at any time.

Airport Travel

Vancouver International Airport is in Richmond and is accessible by Transit, Taxi, Uber, and Lift. Alternative airports within the Lower Mainland and Fraser Valley include Abbotsford International Airport (YXX) and Harbour Air (Seaplane travel).



Access Information and Procedures

Students have access to campus during the hours of 9:00 am to 9:30 pm, Monday through Friday.

Building Access Cards

Access pass cards are issued to students when they start with Northeastern Vancouver. Students are required to return their cards upon graduation but are always welcome to return to campus as a guest.

All students and employees are responsible to safeguard their cards and remember to bring them to the building each time. We do not issue temporary access cards and replacement cards cost \$25.00. Cards should never be shared or swapped as each one is linked to the specific cardholder through official building ID for security purposes. If a card is lost or stolen, please report it to the Operations team right away.

Husky Card

All students must always have in their possession the officially approved and properly validated photo identification card, the “Husky Card.” It will be necessary to show this card as a means of identification and everyone is encouraged to wear them on the lanyard provided. All members of the community should be prepared and willing to identify themselves and their guests upon request by authorized personnel. An official photo identification card will be issued to new students at their initial orientation and registration periods. Replacements for lost cards can be obtained for a nominal fee through our Campus Operations Manager, Chandra Stalker.

Guests

Students are welcome to bring guests to campus, but they must check in to our Envoy system and must always wear their visitor badge. Students are responsible for their guests while on campus and must not leave them unattended.

Guests will need to be met in the lobby and escorted up to the 14th floor.

Meeting Rooms

Robin is the booking platform for our room and desk booking system. You will be able to see all bookable spaces throughout the campus and reserve them. A few points to note:

- Bookings can only be made 60 days in advance
- Room bookings are limited to 2-hour time blocks. Priority is given for student interviews, group project work, advising sessions
- Students, faculty, and staff have their own user groups, so you will only be able to book spaces that you have access to

All Teams-ready rooms have calendars synchronized with Robin so bookings and availability will reflect the calendar of the respective rooms.

You can also download the Robin phone app to book rooms and desks. Sign-in process is like the web version.

See attached [Robin Documentation.docx](#) on how to use Robin.

Students have access to book 1429 and 1430 located in the quiet, study area and the booths located in the collaboration area.

Gym Access

Students are welcome to use the gym space located in P1. Please email vancouver@northeastern.edu to request access.

Alumni Visits

Graduated students are welcome to come to campus. Please email vancouver@northeastern.edu to request access.

General Campus Information

Kitchen Use

We are happy to provide students with the following amenities while on campus:

- Coffee/tea/sparkling water
- Filtered water
- Fruit and snacks (limit one per person)
- Cutlery
- Dishwasher
- Microwaves

Student must bring their own water bottles and/or travel mugs as these are not provided.

Students are responsible to wash their own dishes after use. Items left to dry will be put on the lost and found each evening. Any personal items left in the sink will be discarded.

This is a community kitchen so please take care of this space and keep it clean for the next user.

The large silver refrigerator is for catering and event use only.

Campus facility issues

If you notice a light burnt out, something broken, or a problem with a furniture item?

All facilities related requests may be sent to Vancouver operational staff at vancouver@northeastern.edu.

Staff will submit a ticket and follow up on the request and ensure adequate support from the building's management team.

Building Security

Building Security is on site 24 hours a day, 7 days a week. Security guards provide regular patrol throughout the building including our campus, gym, bike facilities, and parking lots.

To reach Security call 604-341-0359 or 236-521-9285. Please call if you need assistance at any time.

Safewalk is available by calling Security to arrange. A guard will provide a one block escort to transit or a nearby parkade upon request.

Campus Health and Safety

The campus health and safety committee ensure that the campus space and its operations are safe for all students, faculty, and staff. Any safety concerns can be brought forward to the committee through [Reporting a Safety Concern](#) form.

Building Emergency Procedures

In the event of an emergency or fire alarm, remain calm and listen to the instructions from the public address system. Floor wardens will be present to help direct people to the nearest stairwell exits. **Do not use the elevators.**

In the event of an earthquake, remain in your room if possible and take cover under desks, tables, or strong doorways until the shaking stops. Keep away from windows and other glass, shelves, and high-stacked materials. Follow the directions of the floor wardens.

In the event of an act of violence, remain calm, dial “911”, and wait for further instructions. Tenants may be instructed to shelter in place or evacuate.

Rave Alerts

Rave is the Northeastern Alert system for emergency situations. The site is: <https://www.getrave.com/login/northeastern> and access to send alerts is provided by the NEU (Northeastern University) Police Dept. All staff and student receive the emergency alerts to work and personal emails. Please ensure your contact information is updated in the Student Hub.

First Aid

Please see a member of our Operations Team if you need first aid assistance or access to first aid supplies.

A defibrillator is available in the elevator lobby entrance. If someone needs medical assistance due to illness or injury, follow these steps:

- Call 9-1-1. Provide address, floor, and suite information. You may be asked to provide condition of the person in distress.
- Call building security 24/7 at 604-341-0359 or 236-521-9285.
- Have someone available in the main building lobby to lead medical personnel, if able.

Lost and Found

Members and visitors should safeguard their personal belongings while on site. Northeastern is not responsible for lost items, however, items may still be reported through this [Lost and Found Form](#) in case they have been recovered.

General Safety Guidelines

If you notice anything or anyone suspicious, first, please report it to a Northeastern staff and faculty member immediately. If you are unable to reach them, contact Security. If you feel you are in danger call security or 911.

Information Technology Services (ITS) Resources

Printing/Copying/Scanning

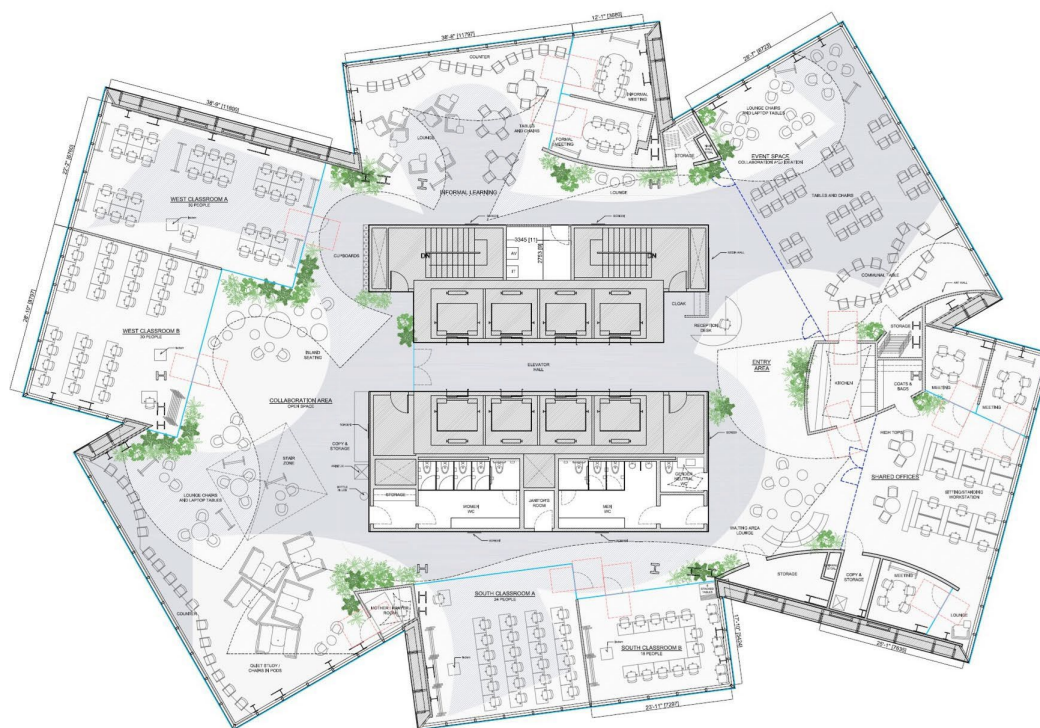
Northeastern has one printer available exclusively for its students in the collaboration area. Students will be required to load funds onto their Husky card accounts to print. Printer information is in the Resources section of the Campus Canvas page.

WIFI Access

Wi-Fi is NUWave. The username and password are your Northeastern network login. For additional ITS resources at Northeastern, visit the website at its.northeastern.edu.

Campus Floor Plan

14th Floor



- Event Space
- Classrooms
- Informal Learning & Collaboration
- Meeting Rooms
- Washrooms
- Wellness Room
- Resource area
- Kitchen
- Administration



Student Services

Office of Global Services

The [Office of Global Services](#) (OGS) supports all international students on campus studying on a study permit in Canada. This office provides holistic support on all compliance and cultural matters. Students are encouraged to attend cultural programs throughout the year to meet new people and learn about new cultures.

Their FAQ section for Canadian students provides information related to traveling during the COVID-19 pandemic as well as resources for Vancouver students that are required to self-isolate/quarantine.

Global Learner Support

[Global Learner Support](#) (GLS) serves all students, scholars, faculty, and staff across Northeastern University's global campus network. Their mission is to provide learners with high-quality language, cultural, and academic support while promoting the development of intercultural competence and global understanding.

Global Student Success

[Global Student Success](#) (GSS) is dedicated to helping international and non-native English-speaking students through a variety of services and resources. For more information about these programs and how to connect, please visit the GSS website. Online consultations are available.

Student Support Services

The Associate Director of Student Services, based at the Vancouver campus, is available to direct students to appropriate resources in Vancouver or the university more broadly, and to address any issues that arise with respect to a Vancouver student experience. Students additionally may reach out to any Northeastern faculty and staff member, who will provide guidance in navigating the campus resources and support services.

For more information on our Vancouver Student Support Staff, please visit our student life website.

OPEN

The [Office of Prevention and Education](#) at Northeastern provides prevention and education services on the topics of alcohol and other drugs, sexual violence, and sexual health. Please find additional information from OPEN for international students here.

OSCCR (Office of Student Conduct and Conflict Resolution)

The [Office of Student Conduct and Conflict Resolution](#) supports our community by upholding standards for behavior by promoting accountability for actions, encouraging responsible decision-making, providing a space for self-reflection, and instilling the values of integrity and civility.

QUEC

The [Office for University Equity and Compliance](#) is committed to supplying learning and work environment that is safe and free from discrimination and harassment. They lead efforts to keep the University's compliance with all laws pertaining to anti-discrimination, the Americans with Disabilities Act, and Title IX.

Anyone who experiences or is aware of discriminatory conduct is urged to report the matter at once to the Office for appropriate response. The University's policies prohibit retaliation against an individual for reporting perceived discrimination or taking part in a resulting investigation.

Student Financial Services

Registrar

The [Registrar Office](#) maintains all the academic records and transcripts. If you have any questions about registration, records, or transcripts this office can help.

Access to myNortheastern

Get to know your [myNortheastern](#) portal service. Through your myNortheastern account, you can access course catalog, the student employment portal, and much more! Please be aware that you may authorize access to the myNortheastern Parent Portal so that parents/guardians can view certain types of information.

To learn more about claiming your account and changing passwords, please visit the website.

Northeastern University Library (virtual)

All Vancouver students have access to Northeastern University [Library](#) resources and librarians. The library has a vast choice of electronic resources to support you. To view a complete list of research databases, find more information or see upcoming events visit their website or [chat online](#) with a librarian 24/7.

Vancouver Public Library (local)

The city's grand central library, with a colonnaded surround reminiscent of a Roman amphitheater is located blocks away from campus.

- Website: <http://www.vpl.ca/>
- Address: 350 West Georgia Street, Vancouver, BC, V6B 6B1
- Phone: 604 331 3603
- Email: info@vpl.ca
- Hours
 - Monday to Thursday 10:00AM to 9:00PM
 - Friday to Saturday 10:00AM to 6:00PM
 - Sunday 11:00AM to 6:00PM

Student Resources

Public Transport tickets and passes

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



Where to buy Compass cards and tickets

- Compass Vending Machines (CVMs) at:
 - SkyTrain, SeaBus, and West Coast Express stations
 - 18 London Drugs stores
 - BC Ferries Tsawwassen and Horseshoe Bay terminals
- Pre-loaded Compass Cards are available on major BC Ferries routes for \$16 (\$10 of Stored Value and \$6 for the refundable deposit). Compass DayPass Tickets are also available on these routes.
- Online at compasscard.ca
- By calling 604.398.2042
- Compass Customer Service Centre at Stadium–Chinatown SkyTrain Station
- West Coast Express Customer Service, 2nd floor, Waterfront Station
- Compass Vending Machines (CVM) accept cash, debit, and credit.

Online payment and Autoload enrollment can be done with Debit Mastercard, Visa Debit, American Express, Mastercard, and Visa. It can take up to two hours for your Compass product to be available for use. If you buy fare products at a CVM, they will be available for use at once.

For more information, please visit [here](#).

Health and Well-Being

Medical Service and Insurance

You must have medical insurance for the entire duration of your studies. If family members are accompanying you, they should have adequate medical insurance during their stay in Canada. The medical services can be expensive if you are not insured.

As an international student at Northeastern University Vancouver with a Study Permit valid for more than 6 months, you are eligible to apply for the BC Medical Services Plan (MSP) after 90 days of arrival. MSP is a primary medical insurance legally required for all residents of British Columbia. It covers the cost of medically necessary insured doctor services, such as visits to doctors, hospital stays and diagnostic medical testing. From January 2020, it is free of charge to all BC residents.

How to apply for MSP

Apply Online: <https://my.gov.bc.ca/msp/application/prepare>

my.gov.bc.ca/msp/application/prepare

BRITISH COLUMBIA Apply for MSP

1 Check Eligibility 2 Personal Info 3 Contact Info 4 Review & Submit

If you already have Medical Services Plan (MSP) coverage and received a letter notifying you to renew your BC Services Card, you do not have to submit a new Application for MSP Enrolment; you only need to renew your BC Services Card. Follow the instructions on the letter to renew your card.

See if you qualify for public health care in B.C.

Do you currently live in British Columbia (i.e. Do you have an address here)?

☐ Yes ☐ No

Will you or anyone in your immediate family (included on this application) be away from B.C. for more than 30 days in total over the next six months?

☐ Yes ☐ No

Is anyone you're applying for

- A student returning to your home province at the end of a course or program; or
- A minor (under the age of 16) who needs to have their own individual account; or
- Seeking refugee status and is not approved yet

☐ Yes ☐ No

BRITISH COLUMBIA Apply for MSP

1 Check Eligibility 2 Personal Info 3 Contact Info 4 Review & Submit

Tell us about who is applying and upload official documents

Main Applicant (Account Holder)

Your Status in Canada

- ☐ Canadian citizen
- ☐ Permanent resident
- ☒ Temporary permit holder or diplomat
 - ☐ Working in B.C.
 - ☒ Studying in B.C.
 - ☐ Religious worker
 - ☐ Diplomat

Your ID requirements

You need to include **one** of the following with your application:

- Study permit [Open sample](#)

Has your name changed since your ID was issued due to marriage or a legal name change?

If so, include **one** or more of the following:

- Marriage Certificate [Open sample](#)
- Legal Name Change Certificate [Open sample](#)

Upload your documents

Scan the document, or take a photo of it. Make sure that it's:

- The entire document, from corner to corner
- At least 1000 pixels wide x 1500 pixels tall
- Rotated correctly (not upside down or sideways)
- In focus and easy to read
- A JPG, PNG, GIF or BMP file (not a PDF)

Select a file

Please upload required ID documents

You can also apply by mail by downloading the [application form](#) and mailing the completed form to:

Health Insurance BC
Medical Services Plan
PO Box 9678 Stn Prov Govt
Victoria BC V8W 9P7

For the first 90 days of arrival, and to also extend health insurance coverage (e.g., dental, vision, prescription medication etc.), you need to buy extended-health insurance packages. For more information, please contact the Student Services Advisor.

Walk-in Clinic near campus

**Call to confirm they accept walk-ins during COVID-19*

Medisys Preventive Health Clinic 900 W Hastings St #800, Vancouver, BC (604) 681-2400	Keefer Walk-In and Medical Clinic Address: 118 Keefer St, Vancouver, BC V6A 1X4 Phone: (604) 674-7403	Coast Medical Seymour Address: 1018 Seymour St, Vancouver, BC V6B 3M6 Phone: (604) 569-3632
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Hospitals near campus

**For minor illness or conditions, e.g., flu, cold, please visit a walk-in clinic to avoid long wait times.*

St. Paul's Hospital Address: 1081 Burrard St, Vancouver Phone: (604) 682-2344 Hours: 24hours	Vancouver General Hospital Address: 899 W 12th Ave, Vancouver Phone: (604) 875-4111 Hours: 24hours
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Important Phone numbers

- **9-1-1** if you are in an emergency
- **8-1-1** is a free of charge provincial health information and advice phone line available in British Columbia for non-emergency health information and advice.
- **1-800-SUICIDE** (1-800-784-2433) if you are having a crisis or are concerned about someone who may be. Available 24 hours a day
- **310Mental Health Support** at 310-6789 (no area code needed) for emotional support, information, and resources specific to mental health
- **Alcohol & Drug Information and Referral Service** at 1-800-663-1441 (toll-free in B.C.) or 604-660-9382 (in the Lower Mainland) to find resources and support

Mental Health

Counselling Service via Boston Campus

Vancouver students can receive 24/7 mental health support through [Find@Northeastern](#). They provide support and resources to help you find yourself, your peace of mind and your distinctive path. Supports are available in a variety of formats.

Crisis Text Line

Provides free, 24/7 emotional support via text. Text 686868 when you are in crisis/need to talk. A live, trained counselor will respond promptly and be available to provide support and assistance.

<https://www.crisistextline.ca/>

Support for BC Students

Through the [Here2Talk](#) program, all students currently registered in a B.C. post-secondary institution have access to free, confidential counselling and community referral services, conveniently available 24/7 via app, phone, and web.

Student Discounts

Students can also sign up for an [ISIC Canada Card](#) for \$20 annual membership, or an [SPC Card](#) for \$10 annual membership – both offering discounts at participating locations. Make sure you always carry your student ID with you, as you never know whether an establishment does student discounts.

Housing

Currently Northeastern University Vancouver does not offer on-campus housing. You may start searching before you come to Vancouver and arrive a few weeks before starting classes to give yourself time to find a suitable place to live.

[Renting it Right](#) is a free online course created by Tenant Resource & Advisory Centre and Justice Education Society that can help guide you throughout the process of finding suitable accommodation.

If you are planning to move or store your belongings, there are companies offer storage services for a fee.

Housing Scams

Internet web sites and other third-party rental resources are great for searching for roommates, apartments, and subletting. However, this is no guarantee they are free from scams. Be cautious when completing transactions with prospective roommates, tenants, property owners, etc. Learn about common scam techniques and avoid becoming a victim.

Here are some guidelines to help keep you scam free:

- Never rent a place you or a friend cannot view in advance
- Never wire funds via Western Union or MoneyGram
- Never make payments in the form of cash. Use a credit card or bank check that can be tracked. Many credit cards offer fraud protection
- Never give out financial or personal information such as social security numbers, bank account numbers, or credit card information
- Be mindful of fraudulent checks and money orders

Housing advertisement terminology

Appl/appliances: stove, refrigerator (fridge) and dishwasher

Apt: apartment

Bdrm or br: bedroom(s), usually preceded by a number. Bedrooms are separate from the kitchen and living room.

Bsmt: basement, below the main floor of the building; usually a self-contained suite in the bottom part of a house

cable: extra channels for your television; sometimes included in cost of rent
drapes: curtains
f: prefer female occupant only
f&s: fridge and stove only, no other appliances
hydro: electricity
hot plate: heating elements for cooking but no oven
gas: natural gas (heating)
gdn lvl: Garden level means a basement suite which may be partially above ground
incl util: Price includes cost of utilities (heat, hot water)
m: prefer male occupant only
n/d: non-drinker (of alcohol)
n/p: no pets
n/s: no smoking
prkg: parking
pvt ent: private entrance
r&b or rb: room and board (cooked meals provided)
refs: references required
ste or suite: set of rooms
w/d: washer and dryer
w/w: wall-to-wall carpeting

Community Resources

Community Centres

Community centres provide various recreational, social, and cultural activities. It is a terrific way to learn new skills, meet new friends, and become a part of your new community. They also offer volunteering opportunities if you wish to gain some work experience.

Community Centers near campus:

<u>Coal Harbour Community Centre</u> 480 Broughton St, Vancouver Phone: 604 718 8222	<u>Gathering Place Community Centre</u> 609 Helmcken Street, Vancouver Phone: 604-665-2391
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MOSAIC

[MOSAIC](#) is a registered charity serving immigrant, refugee, migrant and mainstream communities in Greater Vancouver and the Fraser Valley as well as throughout the province of BC and overseas via online programs. Their services are delivered from 31 client-accessible sites and include settlement assistance, English language training, employment programs, interpretation & translation, counselling services, community outreach for families and individuals.

MOSAIC also offers services for the LGBTQ and migrant worker communities.

QMUNITY

[QMUNITY](#) is a non-profit organization based in Vancouver, BC that works to improve queer, trans, and Two-Spirit lives. They provide a safer space for LGBTQ2SAI+ people and their allies to fully self-express

while feeling welcome and included. Their building serves as a catalyst for community initiatives and collective strength.

S.U.C.C.E.S.S.

The United Chinese Community Enrichment Services Society ([S.U.C.C.E.S.S.](#)) is a non-partisan and non-profit charitable organization serving immigrant, newcomer, and refugee communities in BC. It has 20 locations in BC and internationally, offering a wide range of programs and services: settlement services, community services, housing services, multi-level care society, employment services, family and youth, health services and language services etc.

Arrival Advisor

A free phone app, created by PeaceGeeks, a non-profit organization based in Vancouver, is a digital tool to help you navigate your new life in Canada. Can be downloaded on Google Play and App Store.

