

An aerial photograph of Vancouver, British Columbia, taken during the "golden hour" of sunset. The city's dense skyline of skyscrapers is visible in the background, with the sun low on the horizon casting a warm, golden glow over the entire scene. In the foreground, a large, lush green forested area (likely Stanley Park) is visible, with a winding road and a body of water (False Creek) in the lower left. The text "INTERNATIONAL STUDENT GUIDE" is overlaid in large, white, bold, sans-serif capital letters across the center of the image.

# **INTERNATIONAL STUDENT GUIDE**

**Vancouver School of Healing Arts**

# Table of Contents

This guide is designed to assist international students at the Vancouver School of Healing Arts (VSOHA) in navigating their journey to and through Canada. Below is an overview of the topics covered in this document. We encourage you to review all sections to ensure a smooth transition and successful academic experience.

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# Message to International Students

Welcome to Vancouver School of Healing Arts in Vancouver, British Columbia!

VSOHA is dedicated to holistic health and education, blending traditional wisdom with modern practices to meet the needs of today's wellness industry. With small class sizes, experiential learning, and faculty who are both experts in their fields and deeply compassionate, VSOHA provides a supportive environment where students grow personally and professionally.

As an international student, you bring unique perspectives, cultures, and lived experiences that enrich our classrooms and our community. We know that moving to a new country and educational system is a big step. This guide is designed to support you: before you arrive in Canada, during your studies at VSOHA, and as you prepare for your next steps after graduation.

We are honoured that you are considering, or have chosen, VSOHA as part of your educational journey.

Warmly,

Ben Colling, MA Leadership

President, Vancouver School of Healing Arts

## Quick Facts for International Students

VSOHA focuses on professional training in bodywork therapy, yoga therapy, and other healing arts, offering holistic, experiential programs that prepare students to support wellness in diverse communities.



**Immigration:** VSOHA programs are **not currently eligible for the Post-Graduation Work Permit (PGWP)**.



**Programs:** Bodywork Therapy & C-IAYT Yoga Therapy



**Support:** Dedicated international student contacts, Student Success Supervisors, counselling services, and a Student Hub.



**Location:** Central Vancouver campus at 116 W 6th Avenue, close to transit, shops, and services.



**Delivery:** All programs for international students are blended.

# Leadership & Key Contacts

## Executive Leadership

### Ben Colling

President, MA Leadership

### Brian Parker

Vice-President, BM

## Key Contacts for International Students

### International Student Specialist

Domenica Milillo

[domenica@vsoha.ca](mailto:domenica@vsoha.ca)

### Registrar, International Students

Betty Chen

[betty@vsoha.ca](mailto:betty@vsoha.ca)

### International Student Admissions Coordinator / Enrolment Supervisor

Lauryne Hartman

[lhartman@vsoha.ca](mailto:lhartman@vsoha.ca)

### Director of Student and Alumni Services

Janice Prinsloo

[janice@vsoha.ca](mailto:janice@vsoha.ca)

## Administration

### Program Director, Yoga Therapy

Rebekka Walker

[rebekka@vsoha.ca](mailto:rebekka@vsoha.ca)

### Program Director, Bodywork Therapy

Marie Salton

[marie@vsoha.ca](mailto:marie@vsoha.ca)

## Faculty

VSOHA's faculty includes experienced massage therapists, bodywork practitioners, yoga therapists, and other healing arts professionals. They bring clinical and studio experience, community practice, and a deep commitment to holistic, experiential education.

[Click here for the most up-to-date faculty list and biographies.](#)



# Programs for International Students

Below is a high-level overview of VSOHA programs eligible to host international students with study permits, followed by a tuition and fees summary. Start dates are not listed here because they change regularly; please contact Admissions or visit our website for current intake dates.



## Bodywork Therapy Program

A 700-hour, Bodywork Therapy Program that prepares you to work as a professional bodywork and spa practitioner. You study anatomy, physiology, pathology, and kinesiology, learn a range of relaxation and therapeutic massage and spa techniques, and develop strong client communication and professionalism. Through VSOHA's supervised student clinic, you work with real clients in a supportive setting so you graduate ready for entry-level roles in spas, wellness clinics, and other holistic health environments.



## C-IAYT Yoga Therapy

An 800-hour, Yoga Therapy Program accredited by the International Association of Yoga Therapists (IAYT). You learn to assess and address physical, mental, emotional, energetic, and spiritual imbalances using yogic tools (asana, pranayama, mudra, mantra, meditation), study both Eastern and Western approaches to health, and work with diverse and trauma-affected populations. The program combines Foundations and Advanced Yoga Therapy with a case study and additional student clinic sessions, where you offer one-to-one yoga therapy to the public under supervision.

Program	Length (weeks / hours)	Total Tuition (CAD)	Delivery
Bodywork Therapy Program	700 hrs	\$13,240.00	Blended (50% On Campus)
C-IAYT Yoga Therapy Program	800 hrs	\$13,910.00	Blended (50% On Campus)

# Studying in Canada & Immigration

## Study Permits & Immigration

Most international students who study in Canada for more than six months require a study permit from [Immigration, Refugees and Citizenship Canada \(IRCC\)](#). Requirements may include:

- A Letter of Acceptance (LOA) from VSOHA (a Designated Learning Institution – DLI)
- Proof of sufficient funds for tuition and living expenses
- A valid passport
- Other documents requested by IRCC

You must always refer to the official IRCC website or a licensed immigration professional for the most current requirements.

## Post-Graduation Work Permit (PGWP)

### **Important: PGWP Eligibility**

**VSOHA programs are not currently eligible for the Post-Graduation Work Permit (PGWP).**

This means:

- You can still apply for a study permit using your LOA from VSOHA.
- You will not qualify for a PGWP after graduation based on VSOHA studies alone.

If working in Canada after your studies is important to you, you must:

- Carefully review IRCC's PGWP criteria
- Consider other immigration or work pathways
- Seek professional immigration advice where needed

VSOHA cannot provide legal immigration advice and does not guarantee any immigration outcomes.

# Campus Location & Transportation



## Campus Address

### Vancouver School of Healing Arts – Main Campus

116 W 6th Avenue, Vancouver, BC V5Y 1K6, Canada

Located in the Mount Pleasant / Olympic Village area, the campus is close to cafés, shops, and creative studios.



## Getting Here by Public Transit

### From Main Street–Science World Station (Expo Line)

- Exit the station.
- Take the #3 Main or #8 Fraser bus south.
- Get off at Main St @ East 6th Ave.
- Walk 3–5 minutes west along West 6th Avenue to reach campus.

### From Olympic Village Station (Canada Line)

- Exit toward West 2nd Avenue / Cambie Street.
- Walk east toward Main Street and up to West 6th Avenue (approximately 10–12 minutes), or connect to a nearby bus heading toward Main Street and walk a few blocks.

### From the 99 B-Line (Broadway)

- Take the 99 B-Line along Broadway.
- Transfer to a north–south bus on Main Street (e.g., #3 or #8).
- Get off near 6th Avenue & Main Street and walk a few blocks west along West 6th Avenue.

## Parking & Biking

### Parking

There is ample paid and street parking near the campus and nearby Vancouver Acting School. Please allow extra time during weekday business hours.

### Bicycle Storage

Students who bike to campus may use the secure bicycle storage at 116 West 6th Avenue.

- Email Brian Parker (Vice-President) at [brian@vsoha.ca](mailto:brian@vsoha.ca) to request bike parking access.
- He will provide instructions on how and where to park your bike.

# Orientation from Pre-Arrival to Your First Weeks

VSOHA offers an orientation pathway for international students that begins **before you leave home** and continues into your **first semester in Vancouver**. This guide, the VSOHA website, and live orientation sessions are designed to help you feel prepared and supported at every step.

## Before You Arrive (Pre-Arrival)

### Start planning your accommodation

- Research both short-term (for your first weeks) and long-term housing options.
- Familiarize yourself with typical rental prices, tenant rights, and common scams.
- Reach out to VSOHA's International Admissions Specialist if you need guidance.

### Read all communications from VSOHA carefully

Before you travel to Canada, we recommend that you review your **Letter of Acceptance (LOA)** and any emails about:

- Important dates and deadlines
- Technology (Moodle, Campus Login, Zoom, email)
- Orientation sessions and required forms

### Learn about life in British Columbia (B.C.)

Review reliable information on:

- Cost of living
- Housing and neighbourhoods
- Transportation
- Health care and insurance
- Useful starting points include:
  - [\*\*WelcomeBC – Choose B.C.\*\*](#) (overview of the province)
  - [\*\*Study in B.C.\*\*](#) (study and settlement information)

### Confirm your immigration documents

Ensure that:

- Your **study permit has been approved** (or you have your Port of Entry Letter of Introduction)
- Your passport is valid for the full duration of your stay
- You travel with printed or digital copies of:
  - Passport
  - Study permit approval / Letter of Introduction
  - Proof of funds
  - VSOHA's LOA



# Travelling & Arriving in Canada

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## At border services (immigration & customs)

- An officer may ask about:
  - Your program and college (VSOHA)
  - Where you will live in Canada
  - How you will support yourself (proof of funds)
- Keep these documents in your carry-on bag so you can easily present them.
- Answer all questions clearly and honestly.

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## After you exit immigration and customs

- You can:
  - **Purchase a SIM card** or mobile plan to use your phone in Canada
  - Arrange your transportation into Vancouver:
    - **Canada Line SkyTrain** from the airport to downtown and central areas
    - **Public buses** connecting to other parts of Metro Vancouver
    - **Taxi or rideshare** for direct travel to your accommodation

Once you have arrived at your accommodation and settled in, you will be ready for the next stage: attending VSOHA's orientation sessions, exploring the city, and getting to know your new community.



# Cultural Differences and Norms in British Columbia

As an international student in Vancouver, British Columbia (BC), understanding local culture and norms will help you settle in, build connections, and make the most of your time here. BC is one of the most diverse regions in Canada, with a rich mix of cultures, backgrounds, and traditions.

## Social Norms

- **Respect, punctuality, and personal space** are very important. Social interactions tend to be casual and friendly, but many Canadians are also quite private.
- **Politeness** is key. You will often hear "please," "thank you," "sorry," and "excuse me" in everyday conversations.
- **Time and appointments** are taken seriously. If you need to cancel or reschedule, it is courteous to give as much notice as possible.

## Cultural Diversity

- BC, and especially Metro Vancouver, is **highly multicultural** and welcomes people of all backgrounds and beliefs. It is important to be respectful and open-minded toward everyone.
- The main language is **English**, but you will also hear Cantonese, Mandarin, Punjabi, French, Korean, Japanese, Spanish, Farsi, and many other languages, as well as local Indigenous languages.

## Casual and Relaxed Atmosphere

- Vancouver has a casual, laid-back atmosphere compared to some major cities around the world.
- It is common to see people wearing jeans, t-shirts, hoodies, and sneakers in many public settings, including some workplaces and post-secondary campuses (formal events and certain workplaces may still require more professional attire).

You can learn more about BC's people, culture, and communities on the [WelcomeBC](#) website.



## Indigenous Peoples and History

British Columbia is located on the traditional, ancestral, and unceded territories of diverse **First Nations, Inuit, and Métis** peoples. Learning about local Indigenous Nations, Treaties, and the history and ongoing impact of the residential school system is an important part of understanding Canada's past and present.

We encourage you to explore resources about:



### Diverse Indigenous Peoples

The diverse Indigenous peoples of BC and Canada



### Truth and Reconciliation

[The Truth and Reconciliation Commission \(TRC\)](#) and residential schools



### Local Nations

Local Nations on whose territories you live and study

You will encounter land acknowledgments, cultural events, and learning opportunities throughout your time in BC.

## Environmental Awareness

### Environmentally Conscious

People in BC tend to be **environmentally conscious**. Recycling, composting, and minimizing waste are part of daily life.

### Waste Management

You will often see separate bins for **recycling, compost, and garbage** in public spaces, and it is expected that you use them correctly.

### Natural Environment

Many residents enjoy outdoor activities such as hiking, cycling, skiing, and kayaking. Protecting BC's natural environment is deeply valued in local culture.

# Cost of Living in Vancouver (BC)

The cost of living in Vancouver is relatively high compared to many smaller Canadian cities or rural areas. Your actual expenses will depend on your lifestyle, housing choice, and personal spending habits, but common ongoing costs may include:

## Housing

Usually your largest expense (shared accommodation is common among students)

## Food

Groceries vs. eating out

## Transportation

Public transit (Compass Card or U-Pass BC at participating institutions), bike, or occasional rideshare/taxis

## Phone and Internet

Mobile plan and home internet

## Health insurance

MSP and any additional coverage

## Miscellaneous

Clothing, personal care, gym, entertainment, and study materials

 To plan a realistic budget, you can use tools and resources such as:

- [WorkBC Cost of Living Calculator](#)
- [Study in BC – Cost of Living & Life in BC](#)

We strongly recommend creating a monthly budget **before you arrive** and adjusting it once you become familiar with local prices.

# Daily Life Information

## Transportation in Metro Vancouver

Vancouver and the surrounding Metro Vancouver region have a well-developed public transportation system managed by [TransLink](#). Common options include:



### Buses

Serve **most neighbourhoods** in Vancouver, Burnaby, New Westminster, Richmond, Surrey, North Shore, etc.



### SkyTrain

Rapid transit system linking downtown Vancouver with surrounding cities and **Vancouver International Airport (YVR)**.



### SeaBus

Passenger ferry between **Waterfront Station** (downtown Vancouver) and **Lonsdale Quay** (North Vancouver).



### West Coast Express

Commuter train from downtown Vancouver to communities in the Fraser Valley.



### Public bike share

Bike-sharing services (e.g., Mobi by Shaw Go) are available in many parts of Vancouver.


## Paying for Transit

### Compass Card

A reusable smart card you "tap" when boarding and (for SkyTrain/SeaBus) when exiting. You can load stored value or a Monthly Pass.

### Fares and Zones

Metro Vancouver transit is divided into zones. Fares depend on how many zones you travel through on SkyTrain or SeaBus; buses are 1-zone at all times. Current Compass Card fare information is available on TransLink's website.

 **Note:** VSOHA does *not* currently participate in U-Pass BC. VSOHA students typically pay regular TransLink fares using Compass Card stored value or monthly passes.



# Internet, Phone, and Cable Services

There are many service providers in Metro Vancouver offering:



## Mobile Phone Plans

Prepaid and postpaid options



## Home Internet

Reliable internet connectivity



## Landline Phone

Less common among students



## TV Services

Cable or streaming options

You may sometimes receive a **student discount** or a reduced price by "bundling" several services (for example, mobile plus home internet). If you are asked to sign a **contract**, make sure you fully understand:



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## The length of the contract



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## Early cancellation fees



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## Data limits and extra charges

## Common Providers

Common telecom and internet providers include (list for information only, not an endorsement):

- [Freedom Mobile](#)
- [Shaw / Rogers](#)
- [Bell](#)
- [Public Mobile](#)
- [Telus](#)
- [Virgin Plus](#)
- [Koodo](#)
- [Fido](#)
- [Novus](#)

We recommend comparing plans using provider websites or comparison tools before deciding.

# Banking Services for International Students in Vancouver

Many Canadian banks offer accounts specifically designed for **students and newcomers**. Having a Canadian bank account makes it easier to pay bills, receive refunds, and manage everyday expenses.

## Setting Up a Bank Account

Banks will usually ask for:

### Your passport

Or other government-issued photo ID

### Your study permit

Or student visa

### Your Canadian address

### Proof of enrolment

From your Canadian educational institution

### Your Social Insurance Number (SIN)

If you have one; often requested but not always mandatory to open an account

## Common Banks and Credit Unions

Common banks and credit unions (listed for information only):

- [Vancity](#)
- [Scotiabank](#)
- [Coast Capital](#)
- [Bank of Montreal \(BMO\)](#)
- [TD \(Toronto-Dominion\)](#)
- [Tangerine](#)
- [Royal Bank of Canada \(RBC\)](#)
- [CIBC](#)
- [HSBC](#)

## Ask about:

- Monthly fees and how to get them waived as a student
- Limits on free transactions (debit purchases, ATM withdrawals, e-Transfers)
- International transfer options and fees

# Housing and Accommodation

VSOHA does not operate on-campus housing, so students are responsible for arranging their own accommodation. However, our International Admissions Specialist, Domenica Milillo, can offer guidance and support. She can be contacted at [domenica@vsoha.ca](mailto:domenica@vsoha.ca) for assistance.

## Types of Housing

Common options for international students include:



### Shared apartments or houses

Renting a room in a shared space



### Studios or one-bedroom apartments



### Homestay

Living with a local host family



### Purpose-built student housing

Operated by private companies

## Helpful housing resources and tenant information in BC:

- [BC government housing & tenancy information](#)
- [Residential Tenancy Branch – rights and responsibilities](#)
- [Tenant Resource & Advisory Centre \(TRAC\) – tenant rights and human rights](#)

Some private student housing and room providers (information only, not endorsements):

- [Casa Student Housing](#): Furnished student units.
- [VanMates](#): Shared and furnished accommodation options for students and newcomers.
- [Rentals.ca](#): Listing site where you can search and compare apartments, condos, and houses for rent.
- [Facebook Marketplace](#) & **local rental sites** (e.g., [Craigslist](#)): Frequently used for finding rooms, shared apartments, and short-term sublets.

When using any private platform or listing site, take extra care to verify information and avoid scams.

# Avoiding Housing Scams

Unfortunately, housing scams do occur, especially online. Be cautious of listings that seem "too good to be true" or that demand money quickly. Common warning signs include:

- Being asked to **send money before you have seen the unit** (even by video) or signed a proper lease
- Pressure to pay a **large deposit or several months' rent in advance**, especially via cash, wire transfer, or cryptocurrency
- Landlords who **refuse to meet you**, show the property, or provide a video tour
- Listings with photos that look like they were copied from other websites

Whenever possible:

- View the unit in person or via live video before paying money
- Sign a written rental agreement and keep copies of all documents and receipts
- Avoid sending deposits to people you do not know and cannot verify

Learn more about rental scams and how to protect here: [Royal Canadian Mounted Police \(RCMP\)](#)

## Tenant Insurance (Renter's Insurance)

While tenant insurance is **optional**, it is strongly recommended. It can:



Protect your **personal belongings** (clothing, electronics, furniture) against theft, fire, or certain damage



Cover **temporary housing costs** (e.g., hotel) if your apartment becomes unliveable after a covered event



Offer some **liability protection** in case damage occurs accidentally

Basic policies often start at around **\$15–\$20 per month**, depending on coverage and provider.

You can explore options through:

- Local insurance brokers
- Insurance companies (e.g., [InsureBC](#), [SquareOne](#), and others)
- Bundled packages with some banks or credit card companies

Always compare coverage details and read the policy carefully before purchasing.

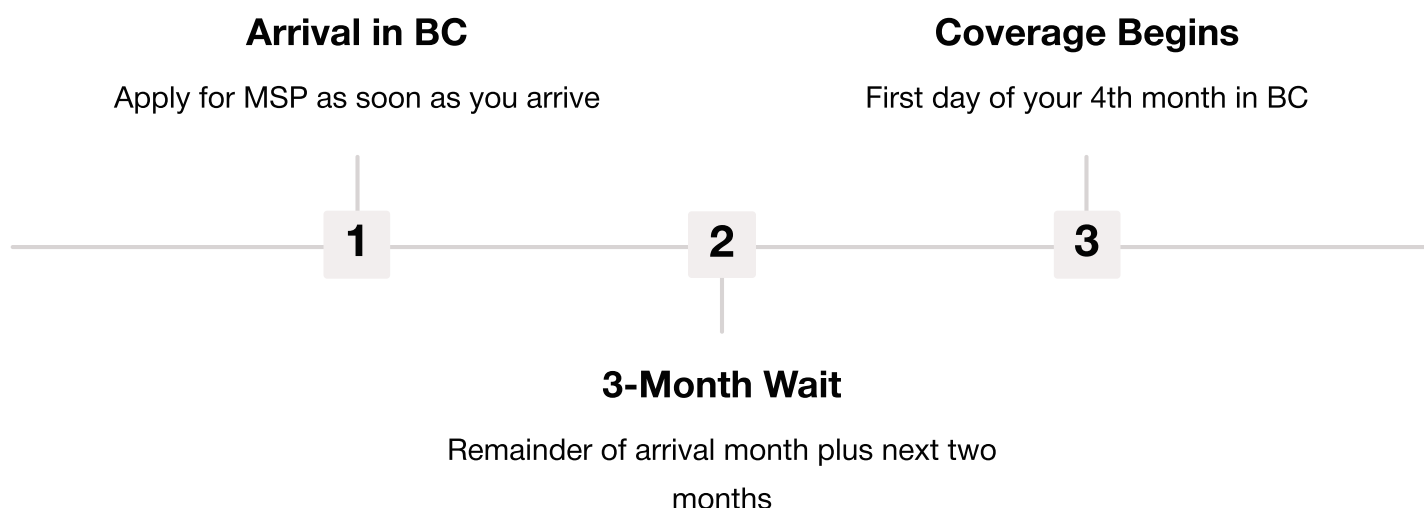
# Health Insurance for International Students

## BC Medical Services Plan (MSP)

The **Medical Services Plan (MSP)** is BC's **public health insurance** program. If you will be in BC for **more than six months**, you are required by law to enrol in MSP. MSP helps cover medically necessary services such as:

- Visits to family doctors and walk-in clinics
- Hospital care
- Medically required diagnostic tests (e.g., X-rays, lab work)

### Waiting Period and Coverage



- There is usually a **3-month waiting period** before your MSP coverage begins.
  - This includes the remainder of the month you arrive in BC **plus the next two months**.
- If you apply as soon as you arrive, coverage typically starts on the **first day of your 4th month** in BC (for example, arrive in August → coverage from November 1).

❑ During this waiting period, you should have **private health insurance** (for example, a plan from your home country or a temporary plan in Canada such as from [GuardMe](#)).



## Monthly Health Fee for International Students

- International students on valid study permits pay the **International Student Health Fee**, currently **\$75 per month** per study permit holder.
  - You will receive a bill from the BC government and must pay directly to the government (online, by mail, or at a government office).
  - These fees are subject to change, so always check the official MSP website for the most up-to-date information.
- If your spouse, partner, or dependent children are with you in BC for more than six months, they may also be eligible or required to enrol in MSP, depending on their immigration status.

## BC Services Card and Fair PharmaCare

Once your MSP application is approved, you will receive a **BC Services Card** (health card) by mail. You should also register for:

- **Fair PharmaCare:** May provide additional coverage for prescription medications and certain medical supplies or services.

You can find more information and apply for MSP and Fair PharmaCare through official BC government and Study in BC websites.

## Child Care Options

For international student parents, there are several childcare resources in Metro Vancouver to support your studies while your children receive quality care.


Examples include (information only, not endorsements):

### YMCA BC

Operates early learning centres with play-based curricula at locations such as Citygate, Crabtree Corner, and Emma's and Leslie Diamond Centres.

### Westcoast Child Care Resource Centre (WCCRC)

Offers information and resources to help families find childcare in their community.

 **Important:** Spaces in childcare programs can be limited, and waitlists are common. If you will need childcare, we strongly recommend **researching and applying as early as possible**.

# Student Supports & Services

## The Student Hub

The Student Hub is your online "home base" for:

- Program calendars and statutory holiday schedules
- Ticket Tailor links for student events
- Policies and forms (attendance, leave of absence, grade appeals, etc.)
- Tech tutorials (Moodle, Campus Login, Google Docs/Slides, Zoom etiquette)
- Practicum info and FAQs
- Association and supervision information (ICF, CPCA, ACCT, CAIN, HCA)
- Student discounts and perks

## Student Success Supervisors (SSS / Triple-S)

Student Success Supervisors provide confidential, 1:1 support:

- Help with academic planning and workload
- Assistance with Learning Assistance requests and accommodations
- Support around stress, life changes, and balancing studies with other responsibilities
- Guidance on navigating internal processes (leaves, referrals, etc.)

Your assigned SSS is listed in your Campus Login profile and in their introductory email.

## Learning Assistance & Accessibility

Students who need learning or accessibility support can:

1. Find out who their assigned SSS is.
2. Complete the appropriate Learning Assistance Request Form.
3. Meet with their SSS to explore accommodations and strategies.

# Mental Health & Counselling Support

## **Rhodes Counselling Centre**

Offers pro-bono counselling support to Rhodes & VSOHA students. Details and booking information are available through the Student Hub.

## **External Counselling Options**

If you prefer to work with a counsellor outside the college, Student Services can help you explore options.

## **Here2Talk**

A free, 24/7, confidential counselling and referral service for all post-secondary students in British Columbia (domestic and international). Support is available by app, phone, and web.

## **HealthLink BC (8-1-1)**

Non-emergency health advice, including mental health and substance-use information, from registered nurses and other health professionals.

## **Suicide Crisis Helpline (9-8-8)**

A free, 24/7 phone and text service that connects people in Canada with trained responders for immediate support with suicidal thoughts, mental health crises, or emotional distress.

## **KUU-US Crisis Line**

A 24/7, toll-free crisis service in British Columbia that provides culturally safe support by Indigenous responders for Indigenous people and families experiencing emotional distress, mental health crises, or other urgent concerns.

## **Overdose & Addiction Supports**

British Columbia provides free Naloxone kits and information on overdose prevention and response through health authorities, pharmacies, and community services. If you or a friend is concerned about substance use, you can speak with a counsellor at the **Rhodes Counselling Centre**, contact **Here2Talk**, or call **HealthLink BC**.

## **Inclusive & Anti-Racist Environment**

VSOHA is committed to an inclusive, respectful learning community. If you experience or witness discrimination or racism, please speak with Student Services, the Director of Student and Alumni Services, or your Student Success Supervisor so we can respond and connect you with support.

# Safety & Emergencies



## **Emergency: 911 (police, fire, ambulance)**

For any life-threatening or urgent safety situation.



## **Crisis lines:**

9-8-8 Suicide Crisis Helpline and local crisis lines provide 24/7 emotional support.



## **Non-emergency health questions:**

HealthLink BC (8-1-1) – talk to a nurse or other health professional about symptoms, care options, and mental-health or substance-use concerns.



## **Campus & neighbourhood safety:**

Follow any safety instructions from VSOHA staff and building management. Be aware of your surroundings when travelling early in the morning or late at night.



## **Police & community safety:**

The Royal Canadian Mounted Police (RCMP) and local police services provide guidance on avoiding scams, online fraud, and personal safety risks. Many resources are available in multiple languages.

## Critical incidents & emergencies:

**Call 911 if anyone is in immediate danger.**

**Notify a staff member or instructor as soon as it is safe to do so.**

**Follow instructions from emergency responders and college staff, including any building evacuation procedures.**

# Student Policies

VSOHA has a complete set of policies published online: <https://vsoha.com/vsoha-policies/>

These policies apply to all students, including international students. This guide summarizes key points only. If there is any difference between this summary and the official policy, the official documents will always take precedence.

Full policy list: <https://vsoha.com/vsoha-policies/>

This guide includes short summaries only. If information in this handbook ever conflicts with the official policy documents or your Enrolment Agreement, the official documents will always take precedence.

## Key policies include:

- Admissions & English Proficiency
- Attendance & Illness Policy
- Professionalism & Conduct
- Sexual Misconduct and Harassment Policy
- Grade & Attendance Appeals
- Leave of Absence & Withdrawal

The Student Hub and policies page explain:

- How to raise a concern informally with your instructor, Student Success Supervisor, or Student Services
- The steps to submit a formal complaint or appeal in writing, including timelines and documentation
- The process and timelines for grade appeals, attendance appeals, and other academic matters
- How decisions are communicated and what to do if you remain dissatisfied with the outcome
- How to access learning assistance or disability/accessibility services if you need academic accommodations

VSOHA documents and reviews complaints to understand common issues and improve programs and services over time. Where appropriate, international students may also contact the BC Ombudsperson to seek independent, impartial advice about fair processes within public-sector institutions.

If you are unsure where to start, you are encouraged to speak with your Student Success Supervisor, the Director of Student and Alumni Services, or an International Student Specialist. The goal is to resolve concerns as early and constructively as possible.



# Tech Support & Tools

You will use:

**Moodle** – for course content and assignment submissions



**Campus Login** – for schedules, attendance, grades, and your student profile

**Zoom** – for live online classes and some events



**Google Docs / Slides** – for collaborative assignments and presentations

Tech support and step-by-step video tutorials are linked on the Student Hub.

# Student Events & Community

Exam prep sessions and Student Labs

Info nights and open houses

Wellness workshops and guest speakers

Social events and networking opportunities

Events are advertised via the Student Events Newsletter and Ticket Tailor.

# Student ID & Discounts



Students can create a Digital Student ID Card in Campus Login.



Discounts currently include, for example, a Staples printing discount and preferred offers with partners like JaneApp (for practicum and early private practice).

Details and instructions are on the Student Hub.

# External Resources & Regulatory Information

VSOHA is located in British Columbia and operates under provincial regulation and oversight. Useful external resources for international students include:

<p><b><u>Immigration, Refugees and Citizenship Canada (IRCC)</u></b></p> <p>for official information on study permits, work while studying, and PGWP.</p>	<p><b><u>BC Education Quality Assurance (EQA)</u></b></p> <p>provincial quality-assurance designation for eligible institutions.</p>	<p><b><u>WelcomeBC</u></b></p> <p>information about British Columbia, studying in B.C., and starting your life here (including cost of living, housing, and settlement).</p>	<p><b><u>BC Employment Standards Branch</u></b></p> <p>information about your rights and responsibilities as an employee in British Columbia.</p>
<p><b><u>Human rights and anti-racism resources</u></b></p> <p>information about protections from discrimination and how to seek help.</p>	<p><b><u>Crisis Centre BC</u></b></p> <p>24/7 emotional support and crisis intervention.</p>	<p><b><u>BC Ombudsperson</u></b></p> <p>information about fair processes and how to raise concerns if you believe you have been treated unfairly by a public body.</p>	<p><b><u>WorkBC</u></b></p> <p>employment and career services across the province, including job-search help and labour-market information.</p>
<p><b><u>International student safety guides and bystander-intervention resources</u></b></p> <p>explain how to recognize and respond to unsafe situations.</p>	<p><b><u>Accessibility and disability supports</u></b></p> <p>provincial and community organizations that support students with disabilities or chronic health conditions.</p>	<p><b><u>QMUNITY</u></b></p> <p>Vancouver non-profit supporting 2SLGBTQIA+ people with safer spaces, community programs, and low-cost services like counselling and a legal clinic.</p>	<p><b><u>PICS</u></b></p> <p>International Students Support Program offers free workshops for international students in BC on immigration rules, rights, housing, money, and work, plus Q&amp;A.</p>

Links to many of these resources are typically provided on the VSOHA's International Students page and/or the Student Hub.



## Final Notes for International Students



VSOHA does not grant PGWP eligibility. If post-study work in Canada is essential for your plans, please discuss this with a qualified immigration professional before enrolling.



VSOHA's focus is on professional training and personal development in counselling, coaching, wellness, and related fields.



You will be supported by a large network: Admissions, Student Success Supervisors, Student Services, Faculty, Counselling Centre, Alumni Services, and more.



Welcome to VSOHA. We are here to help you thrive—personally, academically, and professionally—during your time in Vancouver and beyond.