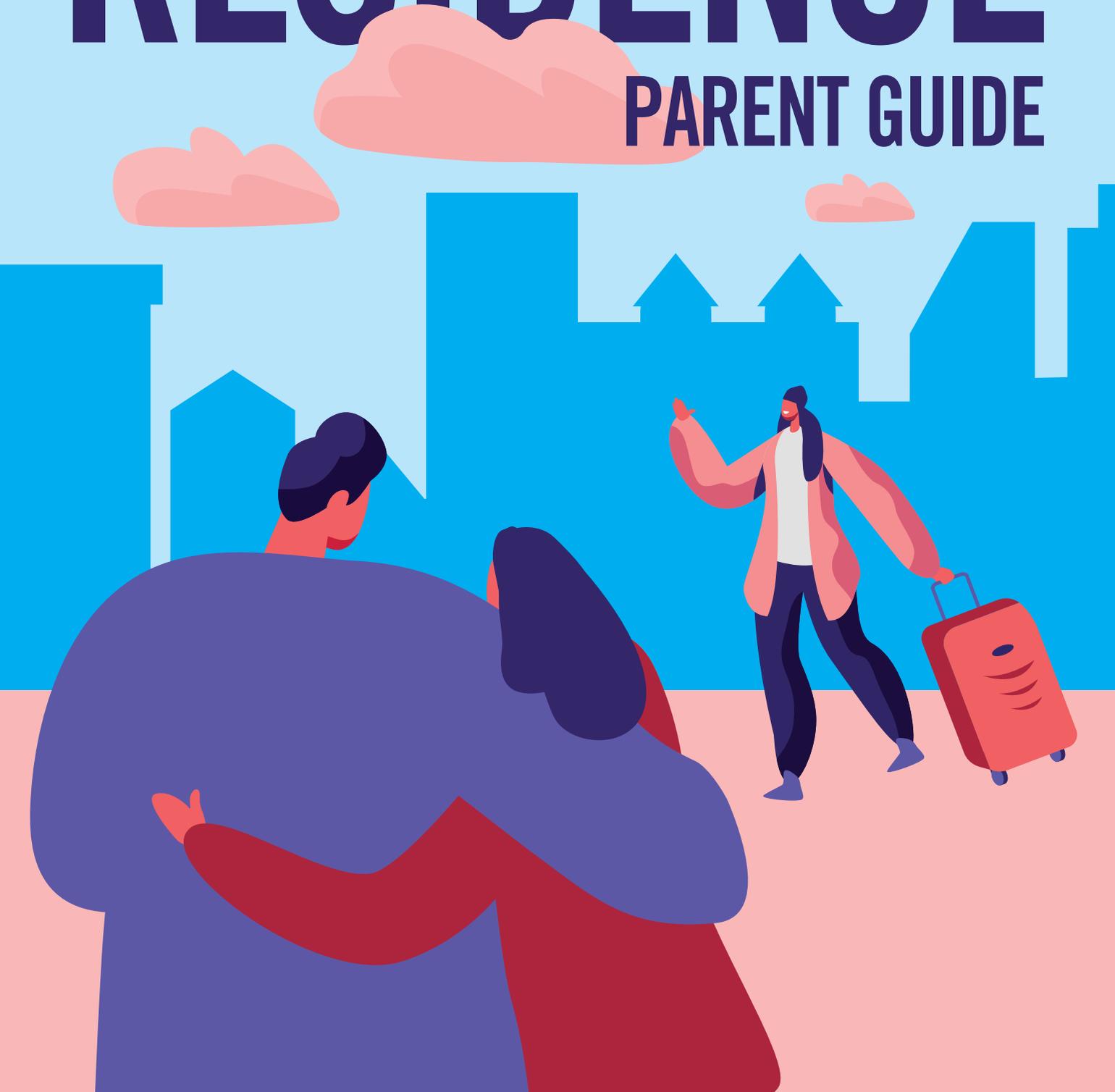


RESIDENCE

PARENT GUIDE



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Residence fees

Find out what it costs, when to pay, and what's included.

PLACE VANIER

vancouver.housing.ubc.ca/applications/fees-payments/place-vanier

TOTEM PARK

vancouver.housing.ubc.ca/applications/fees-payments/totem-park

ORCHARD COMMONS

vancouver.housing.ubc.ca/applications/fees-payments/orchard-commons

Dates to know

WINTER SESSION RESIDENCE (September–April)

For specific dates, please visit:

vancouver.housing.ubc.ca/important-dates

Late-August	Jump Start Move In.
Labour Day weekend	Winter Session Residence Move In.
Late-September	Deadline to pay second instalment of residence & meal plan fees.
Late-December to early-January	Mid-Winter Break Residence Closure for First Year residences. Students must vacate residence, but can leave their belongings. Details of the mandatory closure are in the Residence Contract.
Mid-January	Deadline to pay third and final instalment of residence & meal plan fees.
Late-April	Last day to move out.

We acknowledge that Student Housing & Community Services and UBC are located on the traditional, ancestral, and unceded territory of the Musqueam people. We thank the Musqueam Nation for its hospitality and support of our work.



WELCOME



We're very glad to welcome your student to UBC and to living in residence. The opportunity to live and learn with so many other first year students in residence is a remarkable one. Many of our alumni report residence has had a lasting impact on their lives—it is where they met and made friends from around the globe.

It's true that UBC is a big place—bigger than the hometowns and cities that many of our students come from. Sometimes it will feel overwhelming to a new student. The key to

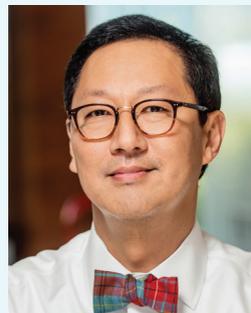
a successful first year is for them to find—and then get involved with—a smaller community within the larger UBC community. Students tell us that their residence community often provides this for them.

Graduating from high school and coming to university is a significant transition time for both students and parents. Some suggest this transition can be even more challenging for a parent than their student. As students begin their experience, remember the best source of information about how your student is doing is your student. Please anticipate that your student will experience difficult challenges in the year to come. The most helpful thing a parent can do is offer a listening ear, help them think through their options, and coach them about how to ask someone at UBC for assistance.

There are many people at UBC that care about your student's academic success and personal well-being. If (when) your student struggles in some way, there is someone at UBC to assist them. Their Residence Advisor and Residence Life Manager are able to assist, or help direct them to the on-campus student services and resources that are readily available to them.

I hope this Residence Parent Guide will prove helpful through the next few months. Wishing your student and your entire family a good journey this year.

Janice Robinson
Director, Residence Life and Administration
604-822-5779 // janice.robinson@ubc.ca



Welcome to the University of British Columbia! I am delighted that your student has become a part of our remarkable academic community.

UBC is a diverse and inclusive campus that aims to ensure everyone can find a sense of belonging and experience intellectual challenge, personal growth and academic success.

We have a deep and enduring commitment to create opportunities for each UBC student to be engaged and feel supported.

Unique experiential and work-integrated learning experiences, first-hand involvement in research, expanded health and wellbeing initiatives, holistic student advising and exceptional international learning programs are just some of the ways your student can immerse themselves in UBC life.

Encourage your student to take advantage of the many opportunities the university has to offer; in doing so, they will gain the skills and knowledge they need to create their own paths and thrive in a healthy and inspiring environment.

I wish you all the best as your student embarks on their lifelong UBC journey. To learn more about the many resources and opportunities available to your student, please visit students.ubc.ca.

Tuum Est!
Santa J. Ono,
President and Vice Chancellor

The top 10 benefits of living in residence

Here's the good news!

Research tells us that compared to students who commute, residence students:

10.

Are more comfortable with the campus environment and more satisfied with their university experience.



9.

Have more interaction with faculty and staff, resulting in greater opportunities for mentoring relationships, academic discussions and exploration of ideas.



8.

Demonstrate greater gains in critical thinking. An invaluable life and work skill!



7.

Show more rapid development of social and interpersonal skills.



6.

Experience greater personal growth and development. They meet more challenges in this diverse residence community and have greater opportunities to grow.





5.

Have higher self-esteem. They feel better about themselves and their accomplishments. They demonstrate more self-confidence.



4.

Develop greater intercultural understanding. Living in residence helps break down cultural biases, assumptions and stereotypes.



3.

Build stronger friendships and experience a greater sense of community.



2.

Are more involved in residence and campus extra-curricular and volunteer activities—where they gain transferable skills that will aid them throughout their lives and are highly prized by future employers.

Skills like:

- interacting/working with others in small groups
- managing a budget
- expressing one's ideas in formal or informal meetings
- negotiating with administration
- creating and following through on projects

1.

And the no. 1 benefit of living in residence: Students are more likely to graduate!

Best news of all? Researchers found evidence that suggests the net effects of residence living tend to be cumulative and may increase in magnitude over the resident's university career. Translation? Maybe the more years, the better!

Thriving tips for new students

By Janice Robinson, Director,
Residence Life and Administration



Our top tips—to keep in mind when talking to your student.

LIVE IN RESIDENCE

Residence facilities, staff, programs and services make it easy for new students to:

- Meet new people, make new friends
- Feel part of UBC's community
- Live in a study-oriented atmosphere
- Find help when facing academic and personal challenges
- Try new activities and have tons of fun
- Depending on your residence contract, get the shopping, cooking and cleaning done for you.

ATTEND CLASS

Even those early 8 am ones. Attending class is one of the easiest ways for your student to stay on their academic game. It helps if they do the readings too!

ASK QUESTIONS

In class, after class and during office hours—students should ask their professors questions. Profs remember the students who talk to them, who are engaged with course material and who invest the extra effort.

CONSIDER HAVING A PART-TIME JOB

Many students work 10–12 hours a week, and there are lots of great jobs right on campus. Benefits include short commutes, meeting people and building a network at UBC. But students also need to stay on top of school and make time for fun and friends.

SELF-ADVOCATE

If your student needs something, they should ask for it! Start with someone nearby: a neighbour, a classmate or their Residence Advisor. If they can't help, maybe they know who could. Keep in mind, if your student is upset or concerned about something, it always helps to present a solution, not just a complaint!

CREATE A SCHEDULE—AND FOLLOW IT

Before university, a student's daily routines may have been determined by someone else, but now it's up to them to decide how they'll use their 168 hours each week. Scheduling is key, but not just for class time. Students can schedule time to study, work, socialize, exercise and even just take a break. It's all about finding balance, which we all know is a challenge they'll continue to negotiate for the rest of their lives.

THINK TWICE ABOUT LIVING WITH YOUR BEST FRIEND

Living together is challenging, and it's friends who your student may need to turn to during the tough times of first year at university. It's often better to live near a friend—instead of with one.

YOU DON'T NEED TO BE GOOD FRIENDS WITH YOUR ROOMMATE

Some roommates end up becoming great friends, but not all. What's important is setting expectations, making agreements and knowing how to address conflict.

Students can draw up a living arrangement contract with roommates, which outlines their agreements about housekeeping standards, schedules and costs; using and borrowing each other's things; noise levels; or guests. It's a lot easier to talk about it before any conflicts arise.

Students living in residence can ask their Residence Advisor for the roommate agreement form or access it in our *Shared Living Guide* at vancouver.housing.ubc.ca/living-with-roommates.

JOIN SOMETHING

Get involved in a club, group, association or team or volunteer for a cause. These are great ways to meet new friends and feel like a part of UBC. Plus, students will feel good knowing they are helping others and are part of a bigger purpose. The professional skills and opportunity to explore career options is a huge bonus!

Learn more about clubs at ams.ubc.ca/get-involved/clubs.

Learn more about intramural sports at recreation.ubc.ca/intramurals.

Learn more about volunteer and leadership opportunities in residence at vancouver.housing.ubc.ca/get-involved.

For other opportunities, students can search online, ask a friend or connect with a Residence Advisor (RA) or Residence Life Manager (RLM)—who are some of the most connected people on campus!

What can students expect?

Entering university can be exciting and challenging. First-year student Michael Singh has questions about crossing the country to enter UBC, and fourth-year student Lisa Wagner responds.

Q: How will I adjust from a small city to a big campus?

By first year incoming student Michael Singh, Charlottetown, PEI

Imagine a place where downtown and the country are a ten-minute drive apart, and it's nearly impossible to go grocery shopping without seeing someone you know. Welcome to Charlottetown! Why did I choose to give up this lifestyle to come to a campus with a population the size of my home city? Much of my inspiration to attend UBC comes from the fact that my father also went there. Having first-hand descriptions of the caliber of programs, beauty of the area and opportunities available cemented my decision. Being a snowboarder, and hearing about all the great skiing nearby didn't hurt either. Plus I wanted to become more independent while living in residence at Place Vanier, and I'm incredibly excited to start new work and dive into my courses.

But university isn't just about academics. Getting involved in clubs and sports teams, meeting new people from around the world, and exploring the campus and city are also things that make me thrilled to start the new school year. In spite of my confidence, I have many questions. Chief amongst these is tips on finding a balance between work and play. Plus, how will I make the jump from being fed notes in high school to taking notes during lectures? And how will I actually find my way around campus and the city?

Moving to a new place is never easy. There are always thoughts like, "I won't know anybody," or "what if I don't like the location," but in the end success is completely dependent on how much effort I put in.

A: Tap into campus resources to make the most of your education!

By fourth-year political science student Lisa Wagner, Calgary, Alberta

Coming to UBC was one of the most impulsive decisions I've ever made. Originally, I decided I would take a year off to work and travel before going back to school. Then, UBC won my heart over after I attended a college fair with a friend. I applied, was accepted, and registered in the Arts One program. Next, I applied to residence, and all of a sudden I was on my way to Vancouver—my first time ever living away from my hometown of Calgary, Alberta.

Like you, Michael, I had no idea what to expect—though I did at least have the experience of already living in a big city. Looking back, I can hardly recognize myself: I was a timid first-year student who felt she had no idea how to study, make friends, or even make her own bed. I had similar apprehensions to many first-year students coming to UBC. What if I didn't get along with my roommate? How different was university from high school, anyway? UBC is huge—would I be lost in a sea of numbers never to emerge as a real person with a university degree?

Well, UBC is large, and can be overwhelming at first, but it also offers a variety of resources and opportunities which make it less so. Moving into residence at Totem Park definitely gave me a chance to test my boundaries and learn a few things about myself, and I'm sure a similar experience awaits you at Place Vanier or Orchard Commons. While Totem Park provided me with an abundance of people and activities to distract me from my studies, it also encouraged academic success by offering programs that help students adjust to university learning, by bringing professors to residence, and by providing designated study areas. On campus, there are tons of resources available, like free tutoring, academic advising, and some of the best libraries of any university.

UBC also promotes academic excellence in other ways—by encouraging students to take a break and have fun every now and again! UBC Recreation organizes events like Day of the Longboat and Storm the Wall, which have become classics around campus, and also manages the intramural leagues for competitive and non-competitive sports lovers. There are also student-run clubs for just about any interest you could possibly imagine, from the Coin and Stamp Club to the Ski and Board Club. These all help students connect with others who have similar interests around campus.

And of course, living in residence offers a mountain of fun activities such as floor dinners, coffee houses, and movie nights, all while fostering strong relationships between students. It is easy (and quick, once you learn the shortcuts) to get anywhere you need to be on campus by walking or biking, and there's good bus service around the university and off campus.

Vancouver transit has exceptional service to UBC, and all UBC students receive a bus pass, known as the U-Pass, with their student fees. Your biggest concern might be finding your way around Vancouver once you've left the safety of campus, but visiting the Translink website translink.bc.ca can really help with your trip planning!

The university experience is most definitely what you make of it. I encourage Michael and all other new students to take advantage of every opportunity possible to not only get the most of their education but also to have the time of their lives—I know I have.

New to Canada?

By Dr. Michelle Suderman
Director, International Student Development

Your student is about to embark on a life-changing experience. We know this is a time of excitement and anticipation for both you and your student. Students who are new to Canada have to manage an added layer of complexity in their university life. UBC is committed to welcoming new students from abroad and to provide the supports and resources they need to succeed.



students.ubc.ca/international

The International Student Guide has step-by-step instructions for over 20 complex health insurance and immigration applications.



Sending a student away to school is difficult for any parent, but sending a student to school in a foreign country is often even more difficult. You may not be able to rely on your own experience as much, and you may not know who to ask for advice. Rest assured, even though you may not be an expert in Canadian higher education, you will still be one of the most important people in your student's life as they face this exciting challenge.

TRIPPING HAZARDS: HEALTH INSURANCE AND IMMIGRATION

Have you ever tripped on a curb or stairs? Perhaps you were distracted, not paying attention, or misjudged the height of the step. If you were lucky, you momentarily lost your balance and recovered quickly. Or perhaps you weren't so lucky.

In Canada, health insurance and immigration documents are two "tripping hazards" that can cause unexpected consequences.

Health insurance is addressed in a separate article in this guide, so take the time to see what health insurance will apply to your student. Consider how you can help them ensure their health needs in Canada will be taken care of by one of our insurance programs. Many parents find having health insurance in place for their students gives them considerable peace of mind.

“Your student will become an expert in Canadian classroom expectations, but the path to get there can be smoother if they have your support.”

Immigration documents, such as passports, study permits and visas are necessary for international students to enter and stay in Canada. They also allow some students to work on or off campus. It's easy to forget about these documents and let them expire. To avoid months of stress and anxiety, it's important for students to keep their documents up to date.

Students are always welcome to talk to an advisor in International Student Advising about these important “tripping hazards.”

CLASSROOM EXPECTATIONS

Your student will become an expert in Canadian classroom expectations, but the path to get there can be smoother if they have your support. Here are some things international parents have found surprising about Canadian classroom expectations and some tips for encouraging your student.

Struggle is normal. Even the best students need to adjust to new styles and methods of learning when first coming to Canada. It takes time to learn any new skill. Also, because different societies have different values, some of your student's valid academic skills from home may not be valued equally here.

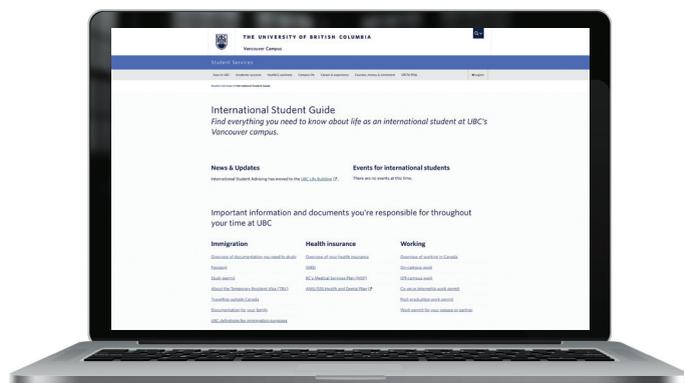
English can pose a challenge. Even those with excellent skills in English may have difficulty adapting to using Canadian English in a daily setting and in academic environments. The Centre for Writing and Scholarly Communication, UBC tandem Language Learning Program, and AMS Group Tutoring can help build English abilities. Encourage your student to speak English whenever they can—speaking English frequently can increase English confidence, which is linked with English competence.

In-class discussion and asking questions in class may not come naturally. Many international students report difficulty with the subtle social cues involved in contributing to a class discussion or asking a question in class, both of which are common expectations in Canadian classrooms. Coming prepared to class and talking to the professor during scheduled “office hours” are effective ways to become more comfortable with this classroom expectation.

Canadian academic writing is based on a direct communication style and linear reasoning: ideas follow one another logically, the most important idea is stated first, and the conclusion is stated explicitly rather than being implied. This can be off-putting for some students, but turning in drafts to a teaching assistant or writeaway.ca can help them get used to the expected format.

Individual initiative is expected. Canadians rely on tests and assignments with deadlines throughout the semester, and the class “syllabus” provided on the first day of class may be the only notification your student receives. Managing one's time and tasks is critical for effective studies in Canada.

International students are often shocked that using the work of others requires specific acknowledgment (“citation”) in Canada, even if the work or the author is well known. Using someone else's work without citing it, or even your own work from a previous class, is a serious offence at Canadian universities. Your student will need to learn the citation style required in their faculty.



Students.ubc.ca is a key resource and contains information and opportunities to help students succeed at UBC

For academic support, each faculty provides students with professional academic advisors who can assist in many areas including course and program selection, registration and academic direction. Meeting with an academic advisor early in the year makes it easier for students to seek help if they need it later on.

Finally, international students at UBC tell us their professors are their biggest source of motivation and learning. Speaking to professors outside of class helps many students feel more comfortable and confident in class. Learn more about our Professor in Residence program elsewhere in this guide.

ADJUSTING TO LIFE IN CANADA

As noted elsewhere in this guide, living in an intercultural community is worth the effort involved. Many new students go through a time of transition when they first come to university, and this can be especially pronounced for students coming from outside of Canada. As a parent, it is important to know such a transition is normal and to reassure your student that “this, too, shall pass.”

👍 HEALTH Q&A

How can my student refill a prescription at UBC?

Your student can see any medical practitioner in the community (use medimap.ca) or book an appointment with a family physician or nurse practitioner at UBC Student Health Service—and then refill their prescription at a local pharmacy.

If the student already has a family physician in the Vancouver area, they can write the new prescription.

SHARED LIVING

The ins and outs of sharing a floor in residence by Brook Jones

Sharing a residence with a few dozen people your age, and no parents, is likely a new experience. There are a few adjustments you'll have to make. Luckily, the trick to it is summed up in one word. R-E-S-P-E-C-T. That's how Aretha Franklin spelled it, and who am I to argue spelling with the First Lady of Soul? The only way to keep these shared living spaces from falling into utter chaos and strife is by showing respect for your room-, floor- and house-mates.

While one of the great things about living in residence is being close to your friends and peers. This can of course turn out to be one of the biggest drawbacks as well.

For example, everyone has their own standard of "acceptable" noise levels, which will vary greatly depending on the time, day of the week, and so on. This isn't to say that you can never play your music as loud as you'd like; only that you have to realize that you're a member of an academic community in residence, you need to respect your neighbours' desire for quiet (or loud) and they need to respect your desire for loud (or quiet). If you can respect your neighbours and be willing to compromise, you'll definitely be able to make residence liveable.

Another area where respect is important is cleanliness. You will share hallways and a

lounge, and possibly a room with your peers, and everyone has their own definition of acceptable cleanliness.

It's key to talk to your roommates at the beginning of the year to work out an agreement of how clean things need to be and who will be responsible for various cleaning tasks, and when. With common areas, the classic rules apply: always leave the area as clean (or cleaner) than you found it, and if you make a mess, clean it up.

Also, if you put food in the lounge fridge, try to eat it or throw it away before it grows legs and leaves of its own accord. If you leave dirty dishes in the sink, go back and finish the job before the water has evaporated. Housekeeping staff tidies common areas, but they only tackle the results of basic use. Leaving a large mess for Housekeeping will result in your floor being assessed the cost of the clean-up, and possibly garnering ill will.

Respect for others is the guiding principle of the Residence Contract, which every resident agrees to before moving in. For questions, or if you feel disrespected, contact your friendly Residence Advisor, who is there to help build community. They'll do their best to help you resolve the situation and create a workable arrangement for each person involved. In the end, a little Aretha goes a long way.



Get more tips and advice on shared living at vancouver.housing.ubc.ca/living-with-roommates

Incoming First-year learns to talk with roommate "Ask Amy", The Bellingham Herald

Dear Amy,

I am about to start my first year of university alone and far from my home. I was notified who my roommate is in early August so that we could bond. I emailed her, and gave her my ideas on what we could each contribute to our residence room, along with a few details about myself. She replied with no details about herself or what she might be bringing to school. Then she emailed me and said that her boyfriend was going to be visiting during school, and ask if it would be OK if he crashed in our room for a while.

This has put me in a difficult position. I want her to like me, but if I tell her that it is not OK, she will not be fun to live with. What should I do?

— *Confused*

Dear Confused,

This is one of the trickiest issues you'll face during school.

It is understandable that you want your roommate to like you, but giving in to her isn't the solution. Attempt to establish a relationship in which she at least respects you. Mutual respect is the rock-bottom minimum for any successful cohabiting relationship.

Your roommate's request is unreasonable and I suspect that she knows it. You should give her your answer now—before you meet her face to face and before this boy shows up in your room. Craft an email saying something like, "I really appreciate your asking how I would feel about having your boyfriend stay over, but it is not OK with me. Maybe you can make another arrangement while he's visiting because I don't feel comfortable having him stay overnight in the room."

Once you get to school, your university's housing office will help you deal with this sort of issue. Don't hesitate to get them involved.

— *Amy*

Meet your new community

Many identities, one goal: equitable, inclusive communities

Living, working and learning in a diverse university environment is a key part of meeting new people and exploring identities different than your own.

But what does that look like?

Living in residence comes with a responsibility to encourage and support activities and living spaces where all people can thrive socially and academically, no matter what uniquely shapes their identity.

This principle is important at UBC, which is home to students from over 150 different countries, each with their own identities, life experiences and expressions.

Uttara Kumar, science major, and Payal Shah, psychology major, know first-hand what it's like to live in residence in a community of people with diverse identities, backgrounds and customs, which were new to them when they arrived in residence.

Both from India, they met in the Jump Start orientation program, lived in Place Vanier during their first year of studies and then became roommates in Marine Drive.

Payal, 20, and Uttara, 19, offered to share their experiences and some advice for living and learning on a vibrant, equitable, diverse and inclusive campus.

Before you arrived, how did you expect people from different cultures would interact?

Payal: When I was doing my research, I read about the diversity at UBC and was a little scared. I wondered, "What if I offend someone or say something I shouldn't?" I also worried that people wouldn't understand my background and that it would be hard for other people to relate to me.

How did it feel when you moved in?

Payal: It was such a positive experience. Everyone I met was understanding and interested in getting to know me. People were very respectful of other's feelings.

Uttara: I agree. A lot of people we met are international students too. We all have different experiences and perspectives but can relate to each other. We did the Jump Start program before moving into residence, which helped us get used to our surroundings and all the different people.

What challenges did you face with so many diverse people living in the same place?

Payal: At first, I was concerned about approaching people. I wasn't sure if it was okay to walk up to someone and say hi. Building relationships works differently here than it does back home.

Uttara: I was mostly concerned about trying to maintain friendships. Just because you meet someone, doesn't mean you'll see them again because there are so many people here with different interests. Group friendships didn't happen quickly, but they did happen.

How does UBC create a sense of inclusion among residents?

Payal: It's all about participating in different activities. In my first year, I was a floor representative at Place Vanier and helped organize many events. I think the whole purpose is to bring people together from different backgrounds to get to know one another and learn about unique traditions and customs.

You're both from India. Does that mean you're the same, culturally?

Payal: No! We have strong differences because we're from different parts of India. Our family customs are different and we speak different languages. Living together, we realized there's so much diversity even within our own country.

"Living at UBC is like travelling the world and working in every field imaginable because you meet people from all over with a wide range of interests." — UBC resident

Have you learned anything new about other cultures while living in residence?

Uttara: We have another roommate from France. It's fun when she teaches us new words. She even made us crepes, which we had never tried before, and they were so good! It was also interesting to learn that people from France don't speak the same as French Canadians. We didn't really know that.

Do you think there could be cultural barriers among roommates?

Payal: Sometimes, but very rarely. I think there could be challenges mostly related to language, food choices and sense of humour. But we all recognize that people do things differently around the world. As long as you're willing to learn, everyone can get along.

What's your best piece of advice when it comes to unique cultural perspectives in residence?

Payal: Living in residence might be difficult for people who are set in their ways and not willing to expand their horizons. It's always best to be open-minded and accept people's differences.

UBC is home to students from more than

150 countries.

51% of UBC students speak more than one language.

66% of students speak English as their first language.

To learn more, check out UBC's Equity and Inclusion Office at equity.ubc.ca—an important resource for students interested in learning more about UBC's commitment and policies related to equity, diversity and inclusion, looking to get involved in campus initiatives or seeking support on conflicts or human rights incidents on campus, including discrimination.

Indigenous Engagement

By Sarah Ling, Indigenous Storytelling Projects Consultant, Student Housing and Community Services

For more than a decade, I've been fortunate to see our campus transform into a place that is more representative of our location on the unceded land of the Musqueam people, and which acknowledges some of the hidden, Indigenous histories of Canada. UBC has collaboratively developed many new spaces, initiatives, and opportunities to encourage our campus community to engage with Indigenous topics and communities, and to support our unique relationship with Musqueam.

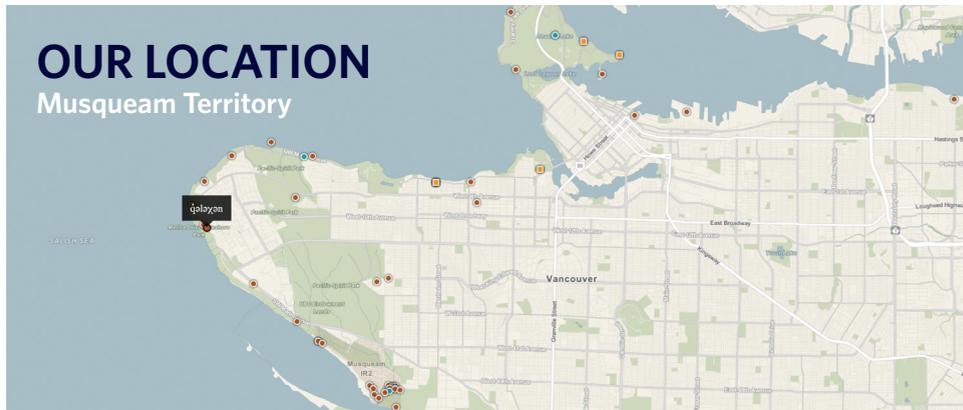


Image from tə sʔa:n̓t syəθəs (Our History), the Musqueam Place Names Map.

What does UNCEDED mean?

The term *unceded* refers to land that was not given or legally signed away to Britain or Canada.

Ninety-five percent of British Columbia, including Vancouver, is on unceded First Nations territory.

STUDENT RESIDENCES

Musqueam names and stories

In recent years, UBC has strengthened its partnership with our host, the Musqueam Nation, including the historic Memorandum of Affiliation, signed in 2006. Student Housing and Community Services has been one of the units on campus to foster its own unique initiatives with Musqueam, in particular, naming and storytelling initiatives in residence.

In 2011, Musqueam gifted the names *həh̓ləsəh̓n̓* and *q̓ələx̓ən*, and in 2017, the name *čəsnaʔəm* for use at Totem Park Residence. These place names connect our residents and the campus community to the land they reside on, and the language of the Musqueam people, *həh̓q̓əmiñh̓n̓*.

In 2019, storytelling displays were installed throughout Totem Park to provide residents with an opportunity to learn about their place, its relationship to Musqueam and Totem Park's evolving history of using house names to recognize Indigenous communities—in particular the names of the six original houses (Kwakiutl, Shuswap, Nootka, Dene, Haida, Salish) and the residence itself, which were named in the 1960s without appropriate community consultation. Parents and any UBC student can visit the unique storytelling displays located in the Totem Park Commonsblock.

Most recently, in spring 2021, the Musqueam Nation generously gifted the name for UBC's newest residence, *tə šx̓w̓hələləh̓s tə kʷaʔlk̓wəʔaʔ* (The Houses of the Ones Belonging to the Saltwater), along with its five house names: *q̓ələləməcən lələh̓n̓*, *q̓w̓ta:yθən lələh̓n̓*, *stəwət̓ lələh̓n̓*, *təməs lələh̓n̓* and *sqimək̓w̓ lələh̓n̓*. Learn more about this residence and how to pronounce the names at vancouver.housing.ubc.ca/houses-of-ones-belonging-to-saltwater.



MUSQUEAM STREET SIGNS

In April 2018, UBC Campus and Community Planning and Musqueam installed street signs that provide a bilingual experience on campus in *həh̓q̓əmiñh̓n̓*, the language of the land, and English. As you walk around, view the signs and learn where you are in relation to the land and flow of water. To view all the signs and listen to the pronunciations, visit indigenous.ubc.ca/musqueam-street-signs-at-ubc.



EXPLORE

When visiting UBC, take some time to explore these sites around campus to learn more about:

- > The deep history of the traditional, ancestral, and unceded territory of the Musqueam people
- > Indigenous histories, cultures, perspectives, and contemporary circumstances
- > Relationships between UBC and Indigenous communities
- > Responsibilities that come with being a guest on or steward of the land

sʔ:ihqəy̓ Double-Headed Serpent Post

This house post is located adjacent to the Bookstore in the University Commons.



It tells the origin story of the name xʷməθkʷəy̓əm (Musqueam). It was carved by Brent Sparrow Jr. and raised on April 6, 2016. Did you know there are different types of carving traditions? Many Coast Salish communities, including Musqueam, carve house posts, which are distinct from totem poles. indigenous.ubc.ca/musqueam-post

Reconciliation Pole

This pole is located at the south end of Main Mall, near Orchard Commons and Thunderbird residences.



It tells the story of the time before, during, and after Canada's Indian residential school system (1800s–1996). It was carved by James Hart, Haida Hereditary Chief and Master Carver, and raised on April 1, 2017 with thousands of witnesses. Be sure to also visit the new Indian Residential History and Dialogue Centre, located between the Irving K. Barber Learning Centre and Koerner Library. bit.ly/reconciliationpole

Victory Through Honour Pole

The Victory Through Honour pole is located in front of Brock Hall on East Mall.



Topped with a Thunderbird crest, this pole is a replica carved by Calvin Hunt, Mervin Child and John Livingston in 2004. The original pole was carved by Kwakwaka'wakw artist Ellen Neel. In 1948 at UBC's homecoming football game in front of 6,000 people, she and Chief William Scow of the Kwicksutaineuk Nation presented the Alma Mater Society with this pole, along with their community's authorization to use the Thunderbird crest and name for UBC's athletic teams. centennial.aboriginal.ubc.ca

Xwi7xwa Library

The Xwi7xwa Library is located near Place Vanier, at the corner of West Mall and Agricultural Road.



Pronounced 'whei-wha', the name means "echo" in Skwxwú7mesh Sníchim, the Squamish language. Xwi7xwa Library was designed in the style of an Interior-BC First Nations pithouse. The Library's collections and services reflect Indigenous approaches to teaching, learning, and research. xwi7xwa.library.ubc.ca

Residential School History and Dialogue Centre

This centre is located on the west side of the Irving K. Barber Learning Centre.



UBC's Residential School History and Dialogue Centre (RSHDC) is a survivor-centred and trauma-informed space, which facilitates access to records related to Canada's Indian Residential School System. Drawing on community engagement, emergent technologies and creative and collaborative structures, the RSHDC aims to facilitate a variety of engagements. Stop by and visit their public exhibitions. irshdc.ubc.ca

What is the First Nations Longhouse?

Reflecting the architectural traditions of the Northwest Coast, the First Nations Longhouse serves as a central hub for services and programming for Indigenous students, the university, and the wider community. It is home to the Xwi7xwa Library and the First Nations House of Learning, which supports Indigenous student success, strategic Indigenous initiatives and the Vancouver Indigenous Students' Collegium.



Some events held at the First Nations Longhouse are open to the public. To find out what events are coming up, visit indigenous.ubc.ca/events.

EXPLORE MORE

Stories of UBC-Indigenous relations and names at Totem Park: vancouver.housing.ubc.ca/house-names
Indigenous initiatives across campus: indigenous.ubc.ca
First Peoples: A Guide for Newcomers to Vancouver: bit.ly/firstpeoplesguide
Indigenous histories, politics, and cultures in Canada: indigenousfoundations.arts.ubc.ca

Meal Plans



STUDENTS IN FIRST YEAR RESIDENCE

The **Residence Meal Plan** is required for students living in Orchard Commons, Totem Park, and Place Vanier, and it can be used at a number of food spots on and off campus, including residence dining rooms, UBC Food Services locations across campus and Campus Partner locations, along with some vending machines and pay-for-print stations.

The plan is designed to supply the majority of residents with enough to eat for their full contract term. However, as everyone has different eating habits and tastes, it is important to monitor spending to keep the food budget on track and maintain a healthy diet all term long.

Find up-to-date information about the residence meal plan, along with budget tracking tools, sample menu plans and budget-friendly eating tips online at food.ubc.ca/residence-meal-plan.

For information about the fee schedule and payments visit vancouver.housing.ubc.ca/applications/fees-payments and click on the page for your student's residence.

STUDENTS IN OTHER RESIDENCES

Students living in suite-style residences with kitchens may also wish to purchase a meal plan while adjusting to life at university.

Students enjoy savings at many campus food spots and can also use their plan to mingle with peers and meet new people in our residence dining rooms.

Visit food.ubc.ca/meal-plans for information and to purchase a meal plan.

Eating with friends is like that little piece of home we all miss. At any given time you can walk into the dining room and see a handful of people you know. It's a chance for everyone to take a break and have a laugh.

FAQS

How do students track their meal plan balance?

They log in to the Online Service Centre at secure.housing.ubc.ca or simply ask a friendly cashier at a Food Services location.

How can we add more credit to the account?

Students can log in to the Online Service Centre at secure.housing.ubc.ca to top up their account.

Is there help for people with special dietary needs?

Our campus dietitians are a great resource for students with dietary needs. Check out food.ubc.ca/nutrition for more information.

What happens if there is money left on the card at the end of the year?

Depending on your student's plan, they may be able to transfer the balance to another type of meal plan or gift card—or request a refund. For more information, please refer to their residence contract at vancouver.housing.ubc.ca/residence-contracts.

INSPIRING A LIFETIME OF HEALTHY EATING

UBC Food Services proudly serves nutritious meals & snacks to 20,000+ customers on campus each day.

We delight in crafting delicious, varied and wholesome meals and snacks from real food. For us, real food means:

- » Creating recipes from scratch guided by our registered dietitians and in partnership with suppliers who share our values
- » Using outstanding ingredients, local when possible, and minimizing processed foods
- » Offering abundant and tasty vegan and vegetarian options
- » Sourcing over 60% of our ingredients locally through farm partnerships, prioritizing the UBC farm
- » Ensuring drinking water is always available for free, because it is a healthy, sustainable, and economical alternative to bottled and sweetened beverages
- » Leading change through UBC's Food & Nutrition Working Group

Learn more about our food vision and values at food.ubc.ca/food-revolution.

Residence academic supports

You may hear from your student that while residence is a great place to sleep, socialize and snack, studying in residence is “impossible.”

Rest assured, there are many resources in residence to support your student’s academic endeavours, like study rooms, tutoring or academic talks. We are proud to offer services to assist with academics in our first year communities.

PROFESSOR IN RESIDENCE

This unique program offers students the opportunity to connect with a professor outside of the classroom. A professor is assigned to our first year residence community—and is excited to engage with and get to know residents outside of a classroom setting.

The Professor in Residence is committed to offering weekly drop-in hours to answer questions, being present in the community, attending residence events and programs, and helping make professors feel more approachable to students.

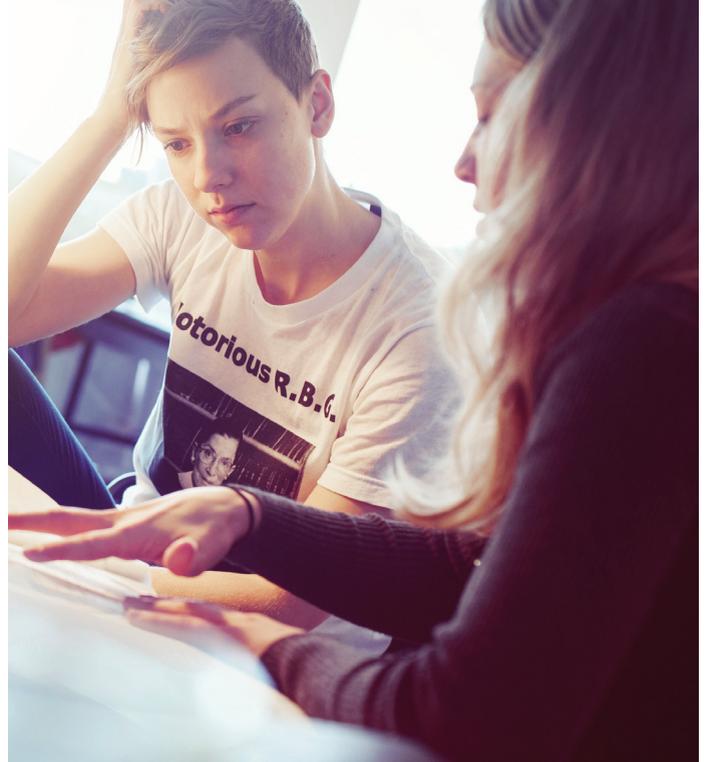
Plus, the professor offers a range of engaging programs on topics related to wellbeing, academic success, and more.

Learn more at vancouver.housing.ubc.ca/prof-in-residence.

PROF CHATS

Prof Chats, a discussion series offered for residents, is an opportunity for students to connect with a variety of faculty members and senior administrators on a range of topics throughout the year.

Encourage your student to attend a Prof Chats event to discuss current events, hot topics, and burning questions. Plus, it’s a great opportunity to meet faculty members outside of an academic setting.



TUTORING & ACADEMIC SUPPORT

AMS Tutoring is a great resource for students who live in residence and would like additional academic support. Tutors come from a variety of academic backgrounds and can help with coursework, assignments, exam reviews, and more.

Learn more at ams.ubc.ca/student-services/tutoring.

For more information about these supports and more, your student should talk to their Residence Advisor.

For dates and details for events like Prof Chats, students can visit vancouver.housing.ubc.ca/residence-life/events.

Another amazing resource your student has in residence is their neighbours! Students often tell us that when their neighbour is studying engineering and they’re in humanities, for example, they find that they learn a lot from each other.



Vancouver Indigenous Students’ Collegium

The Vancouver Indigenous Students’ Collegium is a space for Indigenous students to meet each other, seek support from peer leaders, attend social events, and get connected to relevant campus resources. Indigenous students from all years are welcome, whether they live in residence or commute to campus. Learn more about online or in-person offerings at students.ubc.ca/collegia.



How parents can help

Parents frequently ask, “What can I do to support my student? What things should we be prepared for?” While every family is unique, we’ve observed some common themes over several years of living and working with new university students.

Janice Robinson, Director, Residence Life and Administration

BEFORE THEY LEAVE FOR UNIVERSITY

Parents can be supportive and trusting.

Encourage independence, and provide a safety net.

Be knowledgeable about campus resources. Ask your student to let you read the plethora of materials that come via email as they prepare to begin at UBC. Check the academic year schedule at students.ubc.ca/enrolment/dates-deadlines, so you’re aware of significant dates during the year. If your student is living in residence, read the Residence Contract available at vancouver.housing.ubc.ca/applications/residence-contracts. You’ll find a wealth of information about campus and residence resources, services and staff.

Talk about staying safe while living independently.

Continue having conversations with your student about personal safety, choices about alcohol and drugs, and clear communication about consent.

Pick up a copy of the book “Don’t Tell Me What To Do, Just Send Money—The Essential Parenting Guide to the College Years,” by Helen Johnson and Christine Schelhas-Miller.

These authors offer a clear and current look at issues students and parents will face. Best of all they provide easy-to-read, straightforward advice—what to do and what to avoid. If you only have time to read one book as your student starts university, make it this one.

WHILE THEY’RE AWAY

It is important to text or call.

But don’t hang over your phone or laptop waiting for one in return. Students are curious about what you are up to. They may expect to know more about what you’re doing but are less inclined to let you know what they’re doing.

Accept that you won’t know every detail of your student’s life.

You may have not known the details before, and now may know even less. Or you might have been close and sense a change as your student seeks independence. This is typical.

Show concern about their lives and understand their struggles.

Ask questions, but try not to invade their privacy. Often students will let you know what is happening, but at their own pace.

Remember your student has joined the ranks of the best of the best at UBC, and the academic expectations are rigorous. It is normal for students with high school marks in the 80s and 90s to struggle, and it may come as a shock to see those drop to the 60s and 70s. Your student is experiencing a challenging life transition from high school to university, both in and out of the classroom. It is typical for marks to go down in first year, so encourage your student to seek academic support if they need it. Students who seek a little assistance typically get back on track and do fine.

Be prepared for “the phone call.”

Often it comes just after midterms or near the end of first term, when work is piling up, marks aren’t what they’d hoped, they’re feeling overwhelmed and their coping skills begin to fail. They’re upset and chances are they’re going to call you. It’s important that you don’t panic; remember that this is normal, and as much as you’d like to alleviate their stress, you cannot (and should not) fix this for them. They rely on you to be calm and reassure them of their ability to successfully work through their challenges. Coach them about how to seek help from campus resources mentioned in this guide.

Keep the list of campus resources and contact numbers (see back cover) in a handy place.

That way you can refer your student to those who are nearby to assist them. If you think that a weekend visit would benefit them (or you), there’s on-campus hotel accommodation at West Coast Suites. Visit suitesatubc.com for info and reservations.

Send food and care packages, a sure sign of support and concern.

You have no idea how excited students get when these arrive. They’re the perfect way to say happy birthday or good luck on exams. Check out food.ubc.ca/ucare.

Ask questions, but try not to invade their privacy. Often students will let you know what is happening, but at their own pace.

WHEN THEY COME HOME

Understand that your student may have difficulties returning home on holidays after experiencing life on their own.

For the last several months they’ve become accustomed to being concerned about only their daily routine—not the family’s—and they’ve lived without the family rules. Sometimes they come home with new expectations for family members. It’s a transition time for everyone.

Stock up on favourite foods when they come home for the holidays and be sure to have plenty of laundry detergent on hand for all that dirty wash.

Even though it might be a great life being a student, be careful about romanticizing about university as the best years of one’s life. For a student who may be struggling with exams, papers and worries about a career, this can be of little comfort and sometimes downright irritating.

...and where to draw the line.

6 things you should never do as the parent of a college kid

By Lori Smith, parent and higher education professional, for grownandflown.com

As a parent, I know how hard it can be to let go and allow our children to manage the bumps and bruises of life. I wish I could protect my daughter from every difficulty and shield her from every hurt. However, as a higher education professional, I know that I can't, and shouldn't, parent with that as my priority.

In my work, I see the effects of hyper-involved parents who have been more concerned with preparing the path for their child than with preparing their child for the path. Their parental over-involvement may come from love, but may not in the end succeed in producing confident, capable adults. Here are some signs that you may be over-parenting your college student, and some suggestions about what you can do instead.

1. You contact their professors, because you didn't like a grade/want to ask for clarification on an assignment/want to ask for an absence to be excused/want to ask for an extension on an assignment due date.

Unless your child is incapacitated (heaven forbid), this is not okay. It doesn't matter if you are paying your student's tuition. Professors do not want to hear from parents. They want to hear from their students and engage them in these conversations. Instead of picking up the phone yourself, talk to your student about what is happening. Make sure they've thought through their concerns. Encourage them to consult the syllabus, in case there is information that might shed light on the issue. Then, coach them on how to approach the professor and ask for what they want.

2. You say "we" and "our" when talking about your student's college experiences. ("We got a bid from our first-choice sorority!" or "We really hope to get into the 11am section of Biology 101.")

YOU are not joining the sorority or taking Bio, so stop that! This subtle pronoun choice communicates a lot to your student. It can make them feel pressured to achieve the things that will make you happy. Conversely, it could make it easier for your student to "check-out" on taking responsibility for making things happen. After all, if "we" want something, "we" will handle it. Also, it sends a message that you are personally invested in these experiences to a level that goes beyond concern for your student. It sends the message that these things are about you, when they

really aren't. On a side note, it's also a red flag to higher education professionals that you are overly involved in your student's college life.

3. You read their emails and check their assignment grades on a regular basis.

Put down the passwords! You don't need to know everything. I think it's reasonable to request final course grades at the end of each semester if you are supporting your college student financially. Beyond that, stay out of the minutiae. You don't need to know what they earned on every test. You don't need to know what their professors and friends are emailing to them. You might argue that being aware of course grades throughout the semester will allow you to help your student get back on track before it's too late. I get that, but I've never in my 17-year career seen it work.

If your college kid isn't responsible enough to make changes after earning a poor test or assignment grade, they won't develop that skill by you checking in on them and trying to make them manage it in the way you think is best. They will learn through experiencing the consequences of their choices and by learning to ask for help. A little adversity goes a lot farther than over-parenting in moving a college student toward good habits. If final course grades come out, and they are less than desirable, talk to your student about what changes he or she needs to make to avoid the same mistakes. Make sure they are aware of campus resources such as academic coaching, tutoring, and professor office hours. Reiterate your expectations for their performance next semester.

4. You call them to wake them up for class.

If they are bright enough to get into college, they are bright enough to figure out how to get themselves out of bed. This is a basic life skill that they need to learn now (and probably should have learned in middle or high school). There are all kinds of wild alarm clocks on the market, from the super loud, to the bed shakers, to the ones that fly around the room until you catch them! Tell your student about them and ask them to pick one if a regular old alarm clock isn't cutting it.

5. You beg them to come home frequently (with the bribe of doing their laundry).

Of everything on this list, this one will probably be the hardest for me as a parent.

I have a few years before my daughter is college-age, and I already know the mom part of me will want her to come home to visit as often as possible. However, the college professional part of me knows this is a terrible idea. Students who leave campus frequently don't connect with their institutions and to other students (a critical factor in college success and completion). Students who leave frequently also don't study enough. Especially during their first year, encourage your student to get involved on campus and to spend time on the weekends studying and working ahead on papers. (And tell your student to do their own laundry. You've done enough.)

6. You contact the university when your student can't get into a class they want/earned a grade they don't like/has a conflict with a roommate/doesn't like their math tutor, etc.

You're calling because your college kid is so busy, and you just want to help him out, right? We see through that excuse, so don't go there. What makes you think your student can't handle those things for himself? And if he can't...teach him! Barring an incapacitating event, resist the urge to contact university offices (and professors, as previously mentioned) to get information or "fix" things for your student. Talk with them about what their concerns are, and coach them on whom to call and how to express themselves. Help them think through the resolution they are seeking and how to ask for what they want.

When we smooth the way through every challenge they encounter, students don't learn how to address problems and handle adversity. Nor do they develop the confidence that they can address problems and handle adversity. Also, we can't live through our children or get our sense of self from them. They need to have their own experiences separate from us. We need to not care what other people will think of us if our kids mess up. We need to have the confidence that our students can do this!

Ultimately, we need to love them enough to get out of their way and know they can handle it. Trust them to do well, but know that mistakes will be made. Trust them to survive those mistakes, learn from them, and emerge as confident, capable adults who will make us proud!

[Read more at grownandflown.com.](http://grownandflown.com)

Distance Parenting

Can you call?

Can you see their grades?

What's a parent to do?

You've dropped off your student at their new UBC residence building or waved goodbye in the airport terminal and suddenly they're on their own—and so are you. But what if they encounter challenges? What if they need your help? What is a parent or guardian to do?

No one wants to be a helicopter parent or a snowplow parent—or whatever term is in vogue these days to describe the parent who flies in at the first sign of trouble or who gets out front to clear their student's path of all obstacles.

It is widely acknowledged among mental health professionals that this approach to parenting can hinder youth from developing into independent, resilient adults. Rather, their healthy development depends on having opportunities to solve problems, overcome obstacles and take reasonable risks independently, without parental intervention.

But you don't want to step out of the picture entirely, so what is a balanced approach to distance parenting your university student, which empowers them to discover their independence, resilience, and agency, while making sure they know they can turn to you for support when needed?

While there's no magic formula, here are some pointers to help you address a few common issues.

IT'S VENTING TIME

Get ready for it. You're bound to get at least one phone call home that involves your student venting about one (or more) issues, whether it's a conflict with a roommate or neighbour, a difficult class or assignment, or any mix of the challenging emotions that come along with their university adventure.

But remember, venting is literally a way to release pressure, to blow off some steam. It is not necessarily a request for you to jump in and solve the problem for them.

Try this

Instead of diving in with a solution, ask this question at some point in the conversation:

"Would you like me to listen to you, or would you like me to listen and offer advice?"

Note that this question doesn't ask "would you like me to solve the problem for you?"

Asking the question about what kind of support your student would like keeps them in the driver's seat; it tells them that the direction of the conversation is in their hands.

GRADES

Grades at UBC are communicated directly to students and, like all of your student's personal information and records, they are protected by the Freedom of Information and Protection of Privacy Act (FIPPA).

If your student is reluctant to share their grades, there could be many reasons, which may or may not be an indicator of how well they are performing.

Try this

- **Discuss your expectations early:** Have a conversation before they leave for UBC or early in the year to establish that you expect to see and discuss grades at the end of each term. That way, when you ask later, it's the natural outcome of that agreement, rather than prying into their affairs.
- **Keep it neutral:** When you ask to see or discuss their grades, try to keep a neutral tone, so your student knows the conversation is about helping them measure and track their progress, rather than about judgment, criticism, or failed expectations.

Having said that, there is a way for parents to directly access some records, such as a student's grades, if the student submits a third-party authorization in their Student Service Centre.

Learn more about privacy and third-party authorization at UBC in the Student Services section of this publication or at students.ubc.ca/third-party-authorization.





SUBSTANCE USE

An important conversation to consider having with your student is about substance use—about alcohol and drugs.

It's recommended to have a dialogue with your student about this subject, no matter how challenging, to discuss both expectations and risks.

Learn more and get some great tips on having this conversation in the *Safer Substance Use* article in this publication.



WHEN TO LEAN IN

Maybe your student hasn't returned your calls. Maybe you've got a feeling that something's up. Whatever the case, there is of course a role for parents in ensuring the health, wellbeing, and safety of their student.

There are a few ways to engage UBC and community resources to help with any concerns or worries you might have, whether that's reaching out via a Residence Life staff member or helping your student connect with health and wellbeing resources at UBC.

To learn more about what you can do if you're concerned about your student—and how UBC can help—visit vancouver.housing.ubc.ca/concerned-parents.

KNOW WHERE TO FIND HELP

Additionally, take some time to familiarize yourself with these UBC resources.

- Residence health and safety: vancouver.housing.ubc.ca/health-safety
- Counsellor in Residence: vancouver.housing.ubc.ca/counsellor
- UBC Counselling Services: students.ubc.ca/counselling
- UBC Health and wellbeing resources: students.ubc.ca/health
- UBC Student Health Service: students.ubc.ca/student-health-service

👍 HEALTH Q&A

How can my student get mental health support?

Students can access mental health support online or in-person through a variety of resources and services, depending on the level of support that best meets their needs.

Visit students.ubc.ca/health and vancouver.housing.ubc.ca/health for information on accessing support services.

Additional online self-help supports:

- MindHealthBC: mindhealthbc.ca
- UBC SAP: students.ubc.ca/sap
- Here2Talk: here2talk.ca
- TAO: thepath-ca.taconnect.org

UBC Student Services

Students.ubc.ca is the central hub for all your student's UBC resources. Information is categorized into 6 themes to help them find the information they're looking for.

NEW TO UBC

Learn about orientation and transition programs to help your student adjust to life at UBC.

HEALTH

Resources to help your student take care of their health & manage their personal safety, so they can feel their best while they are at UBC.

COURSES, MONEY & ENROLMENT

The go-to place for students to learn about financial planning and important dates and deadlines.

CAMPUS LIFE

Find out how your student can balance academic life with friends and fun. They can participate in campus events, get involved in student leadership opportunities, and find recreational activities.

CAREER & EXPERIENCE

Your student can connect their education to the world beyond UBC. See how they can advance their career and find experiences outside the classroom.

SUPPORT

Where your student can find the right contact or resource for their concerns. They can choose from one-on-one support or explore campus-wide resources.

INTERNATIONAL STUDENT GUIDE

And if they are an international student, they should check out this supplementary resource, which has lots of great information to help them succeed.

Get to know UBC Life

The UBC Life blog at students.ubc.ca/ubclife features helpful articles, written by students, for students. It offers relevant stories, tips, and advice to help your student make friends and find their community at UBC.

Your student can also follow [@ubc_studentlife](https://www.instagram.com/ubc_studentlife) on Instagram to learn about the latest events, opportunities, and resources to help them navigate university life and make the most of their first year at UBC.

WHERE CAN I LEARN MORE?

Visit students.ubc.ca to access the UBC Life blog and for additional info and resources.

Privacy & third-party authorization

HOW UBC PROTECTS STUDENT INFORMATION

Your student's records and information at UBC are protected under the Freedom of Information and Protection of Privacy Act (FIPPA).

This means that the information your student provides to UBC and information UBC has on file about their academic progress, conduct and wellbeing, is not available to anybody other than them—even you.

However, your student can authorize you to access certain information or data, if needed, by granting third-party authorization.

THIRD-PARTY AUTHORIZATIONS

Your student can give you or another third party permission to view certain information on their student record or to pick up their documents on their behalf.

INSTRUCTIONS FOR STUDENTS

- Log into your Student Service Centre (SSC) at ssc.adm.ubc.ca.
- Select "Third-Party Authorizations" under *Personal Info*.
- Click "Add a New Contact" and enter the third party's contact information and their relationship to you
- Under "Area" select "Document Pick-up" or the information you'd like to share.

For more information, please visit students.ubc.ca/third-party-authorization.



Overcoming loneliness

It is normal for students to feel a little lonely when they arrive at university and at times throughout the year. The secret to feeling that you belong at a big place like UBC is to find a smaller place—a smaller group of people, a smaller community—within this larger community—and begin to meet others, one at a time. Loneliness is overcome one hello, one conversation, and one friendship at a time.

Here are some ideas that may help your student manage loneliness and build their supportive community:

- Living in residence is one of the most effective strategies to deal with the loneliness, adjust to and succeed at university.
- Hang out in the residence lounge, not in their room.
- Attend residence events—particularly those early in the year.
- Eat meals with other people. One of the biggest worries for most new residents is who they're going to eat with! If they live in a first year residence, their floor or house may have tables in the dining room where they typically sit. They can invite roommates or floormates to go with them or ask their Residence Advisor, who is likely heading that way to eat too and would be glad to have company. If your student goes by themselves and there's someone at their floor or house table they haven't met, they can ask to sit down next to them—remembering to follow all current public health guidelines, of course!
- Say hi to someone they don't know. It's the best pathway to friendship! Starting a conversation can feel intimidating, and it's likely the other person is just as hesitant. Here are some great conversation starters:
 - How was your move in? When did you arrive?
 - Where do you call home?
 - What faculty are you in?
 - What are you going to do this weekend?
- If they want company, they can leave their room door open when they're home. Fellow residents will stop and say hello.
- Look at the bulletin boards around residence that announce events and activities to see what's going on and find some to check out. It's fine to attend by themselves!
- Talk to one of the Residence Advisors. Ask them what activities they're planning. Your student can tell their RA what kinds of things they would enjoy doing or trying.
- Attend AMS Clubs Day to see if there's a club that interests them. Successful students tell us that getting involved in campus organizations was a key factor in building campus connections.
- If they continue to have a hard time and still feel lonely, they can talk with a Residence Advisor or the Residence Life Manager. RAs or RLMS can't fix the problem—but they'll listen and try to help your student better find the answer that works. And there are other people who can help on campus, including our Counsellors in Residence, the Wellness Centre, International Student Advising, First Nations House of Learning, the Pride Collective and AMS Peer Support, who are all prepared to assist. We all need a little support from time to time.

EVERYDAY STRESS

Your student has just arrived at UBC. Maybe they have experienced some stress already. Maybe they won't feel any stress until that deadline for their first mid-term looms. Nevertheless, stress is a normal part of life. Like the subjects they will study, the stress they experience—about exams, presentations, papers, friends, and relationships, to name just a few—is training them for greater challenges in life and career.

New research about stress and mental health reveals that stress isn't actually as harmful as we previously thought. Here is a helpful review of what stress is, what it does for us, and how it can help your student prepare for life beyond university.

What is stress?

When people talk about stress, what they really mean is the stress response. The stress response is the way our brains and bodies let us know that we have a challenge or problem that needs to be addressed. It's the signal that causes us to adapt and become more resilient.

Why should I use the term *Stress Response*?

The word *stress* has taken on a negative connotation that leads to unhelpful ways of thinking about and managing our stress response. Using clear language to describe our experiences helps us learn how to use the stress response to promote, instead of reduce, our health and mental health.

What about anxiety?

We often substitute the word *anxiety* when we mean the stress response. But anxiety is not the same thing as the stress response.

The myth of evil stress

Until recently, most people believed that the stress response was bad for you, that stress should be avoided whenever possible. We've been bombarded by media and product marketing that has made us believe that we should avoid or decrease the stress response. Just think about how many products or services are advertised as essential for stress relief.

As it turns out, most daily stress that we experience is actually good for us. And avoiding it could even be harmful.

While daily stressors typically don't harm us, historic and ongoing stressors, such as trauma or systemic discrimination, can have a significant and detrimental impact in our lives.

Why everyday stress is good for us

Everyday stress actually makes us stronger. Like exercise works our muscles and prepares them for greater physical exertion, managing everyday stress, using healthy coping strategies, helps us become emotionally and psychologically stronger. It makes us more resilient to life's challenges.

In other words, when your student experiences a stressful situation and successfully copes with it, they're getting an emotional and psychological workout. The next time a similar stressor comes along, they'll be better equipped to handle it. And it probably won't feel as stressful the next time around.

The key is not necessarily reducing the amount of stress experienced, but learning how best to deal with the stress that comes along with being alive.

Avoiding stress

"But isn't it easier to avoid stress?" your student might ask. "Or get someone else to make the stressful thing or situation go away?" Maybe in the short term, but it will catch up with them. If your student avoids stress, or expects a parent or someone else to resolve the problem for them, they won't learn the skills they need to take on life's daily challenges. Over time, this can lead them to feel helpless or constantly stressed out. They've traded developing long-term resilience for short-term relief. Does that sound like a good trade?

The myth of exam anxiety

Most people don't have exam anxiety. Instead, they're experiencing the normal stress response to writing an exam.

Experiencing the stress response about exams is the signal that they need to develop solutions in order to succeed at the task. How are they going to prepare to do the best that they can do? What skills do they need to develop to help themselves take on this challenge?

Check out this great video about how to make stress your friend:

youtu.be/RcGyVTAoXEU



Healthy Stress Management

Helpful strategies and habits for your student



Good news! There are lots of great ways for your student to manage their stress response, build resilience and learn how to adapt to life's daily challenges.

If your student is looking for support, here are some strategies that you can discuss with them to help them manage their stress response.

In the moment

Figure out what the problem really is > Think through the situation that's causing you stress. What's bugging you the most? What is the real problem?

Consider the solutions > Even a difficult solution is still a solution. Solving the problem, even when it's difficult or when it takes a lot of time is always the best coping strategy. Ask people for help. After all, that's how people have solved problems for centuries!

Acknowledge what you can't change > If there isn't a solution and you can't change the situation, you may need to acknowledge that and move on. Consider that door closed and start looking for another one that you may be able to open.

Be realistic > Try to put things in perspective. Not every stressor is the end of the world. If this situation was happening to a friend, would you see the situation differently? What advice would you give them?

Acknowledge your feelings > It's OK to feel angry or upset once in a while. You don't have to bottle up your feelings. Admitting that something is really bugging you can often make you feel a lot better. Then, move from feeling to thinking. Move from experiencing the problem to solving it.



Is your student having trouble sleeping?

Here are some tips:

- > Avoid screens (phone, tablet, TV, laptop) for at least an hour before bed
- > Go to bed and wake up at a similar time each day
- > Create a consistent routine to prepare yourself for sleep

More tips and information about how to get a good night's sleep at teenmentalhealth.org/product/healthy-sleeping.

Daily habits

Build healthy relationships > Anytime you're experiencing stress, talking to friends and family can make a big difference. Developing healthy relationships with people you can count on is an important part of preparing to deal with stress.

Limit or avoid drugs and alcohol > Drinking too much or using drugs will not solve the problem. Alcohol and drugs affect your ability to make good decisions and are only a temporary fix. When the substance wears off, your problems are still there—and your stress may end up being much worse.

Eat a healthy diet > A well-balanced diet makes you mentally and physically stronger. It gives your body the fuel you need to succeed. For resources, guidance and support, visit food.ubc.ca/nutrition.

Get active > One of the best ways to relax and de-stress is to get active. Exercise is good for the brain and body. Research shows that for the biggest impact, 30 minutes of vigorous exercise per day is key. But even just walking to class, taking the stairs instead of the elevator, or taking a walk with a friend instead of going for coffee or drinks can make a big difference.

Remember: Exercise isn't about losing or maintaining weight. It's about keeping the body, heart, lungs, and brain strong — for today and tomorrow!

Sleep > A good night's sleep is necessary for optimal mental and physical health. How much sleep is ideal for most people? 7 to 9 hours! But you'll know how much is right for you. Keep in mind that all-night/binge study sessions aren't a very effective study method. You're better off getting a good night's sleep and reviewing key points in the morning.

Manage your time > Learn how to schedule assignments and other daily responsibilities. It will help you be more productive and keep you from feeling overwhelmed. When you know that you have time to do everything you need to do, it makes your day easier to manage. Google *Time Management* for a wealth of strategies.

Health insurance basics at UBC

Health care in Canada can be very expensive if you don't have insurance. That's why it's important for you to understand the insurance policies your student requires while studying at UBC.

Young and healthy—do they really need insurance? Yes!

The costs of hospital and doctor care in Canada are extremely high for the uninsured. Without insurance, you may have to pay thousands of dollars per day for a hospital stay or you may be refused certain services.

HEALTH INSURANCE: AN OVERVIEW

There are two main components, basic insurance and extended insurance for full health coverage for international UBC students: iMED (or Global Campus Health Plan), the BC MSP, and the AMS/GSS Health and Dental Plan. Together these programs ensure that you avoid unexpected health costs.

INTERNATIONAL STUDENTS

UBC requires that all international students have basic and extended health insurance for the duration of their studies.

DOMESTIC STUDENTS

British Columbia law requires that anyone who resides in BC for six months or longer has BC Health Care Medical Services Plan (MSP) or keeps current with their home province insurance plan.

	BASIC INSURANCE			EXTENDED INSURANCE
	iMED (international students only)	Global Campus Health Plan	Provincial MSP	AMS/GSS Health and Dental Plan
How to enrol?	Automatic when you register for classes	Enrol online, or call David Cummings Insurance Services, see below	You must apply (if staying in BC six months or more)	Automatic when you register for classes
What the plan covers?	Going to the doctor for a sickness or injury and hospital visits	Going to the doctor for sickness or injury, hospital visits, some dental	Going to the doctor for sickness or injury, hospital visits	Vision care (such as eye exams), dental care, prescription drugs, vaccinations and travel health coverage
Coverage period	Term one: August 30 to January 2 Term two: December 25 to April 29 For more information on coverage dates, early arrival and coverage while travelling to UBC, please visit david-cummings.com/imed	Dates vary. If you don't qualify for iMED, apply for Global Campus Health Plan. It provides coverage for the three-month MSP waiting period, or coverage for the duration of your studies.	Apply as soon as you arrive. Covered after first three months in BC (waiting period).	Coverage beginning in Term 1: September 1 to August 31 Coverage beginning in Term 2: January 1 to August 31
Approximate cost	\$225 (\$315 for exchange students) charged to your university account	\$2.22 per day for individual	\$75 per month, for study permit holders only, paid directly to MSP.	\$264.63 per year (12 months) / \$176.42 (8 months Jan-Aug) charged to your university account
Who is automatically enrolled?	All new international students paying international student fees	No one	No one	Students who pay AMS student fees
For more information	David Cummings Insurance Services david-cummings.com/imed 604-228-8816	David Cummings Insurance Services david-cummings.com/ubccampus 604-228-8816	MSP hbc.gov.bc.ca	AMS/GSS Health and Dental Plan studentcare.ca 1-877-795-4421

Make sure you're covered

- As soon as you register for classes, check your fees at students.ubc.ca/ssc to see if you are covered by iMED. If these fees do not appear, you are not eligible for iMED. If you think you should be covered, contact an International Student Advisor. If you're not eligible for iMED, you can apply for coverage through Global Campus Health Plan at david-cummings.com. Please see the above table for rates and details.
- As soon as you arrive in BC, apply for MSP. Or if you are already insured by another province, confirm that you will remain insured (your province may require continued premium payments). It takes several months to process your application, so it's important to apply right away. If you will be in BC for six months or fewer you are not eligible, so don't apply. If you already have MSP, you don't need iMED coverage; follow the opt-out procedures at david-cummings.com/imed.
- Download and print your iMED card as soon as you receive it by email. You should also pick up your AMS/GSS Health and Dental Plan card and information booklet at the Health and Dental Plan Office in the AMS Nest.

What is covered by iMED?

Medical benefits cover emergency hospitalization and medical services (including outpatient treatment at a doctor's clinic) for any sickness or injury. The full policy is available online at david-cummings.com/imed/coverage. Please read it.

How do I use my iMED insurance?

Instructions on how to submit claims and how to download claim forms are available at david-cummings.com/imed. Once a student has signed the consent for billing there, Student Health Service can process claims directly to the insurance company for iMED insurance holders. However, Student Health Service can not process claims directly for Global Campus Health Plan holders. Other MD offices will likely charge cash and give a receipt for the student to submit a claim. If you attend an Urgent or Emergency Care Unit, carry your study permit and request the resident uninsured fee. If you are admitted to a hospital room, you must call MSH Assistance at 1-800-808-2694 immediately or as soon as reasonably possible.

If you intend to have a test or medical procedure done at a hospital, call MSH International (Canada) Ltd., 1-403-538-2364 or toll free within North America at 1-800-808-2694 before the test or procedure to get proper authorization.

When am I covered?

New international students are covered for the three-month waiting period before they become eligible for MSP or for the full duration of their program of studies at UBC, depending on the situation. See david-cummings.com/imed for details of coverage periods and opting out if you have equivalent insurance.

Can I opt out of iMED?

Only the following can opt out of iMED:

- Students already covered by iMED or by MSP before iMED coverage starts.
- Students covered by another Canadian provincial/territorial health plan
- Students with a third-party organization (e.g., a government body, corporation, organization, or foundation—and not family members) funding their studies, which requires a basic health insurance plan as part of its funding—and has selected and purchased the plan on the student's behalf.
- Students who have become Canadian permanent residents and have Canadian provincial/territorial health insurance before the iMED coverage start date.

Please note that having insurance coverage from your home country does not make you eligible to opt out of iMED.

Deadline: You must opt out by UBC's course registration add/drop deadline.

BC's Medical Services Plan (MSP)

If you will be residing in BC for six months or longer, apply for MSP immediately after you arrive. Applications are available online at hibc.gov.bc.ca. If you have coverage in another province of Canada, you do not have to apply for MSP. BC doctors will charge directly to your home province if your insurance is valid. One exception is Quebec health insurance. Quebec has opted out of the reciprocal insurance plan and so students with Quebec medical insurance must pay directly for services and claim back from their plan. Student Health Service will charge the rate that BC MSP would pay for the same service so reimbursement will be as close as possible to the actual charges.

What does MSP cover?

MSP covers the cost of basic medical care within Canada including most physician and hospital services. In most cases, you will not have to pay at the time you seek medical care when you show your BC Services Card. MSP does not cover most dental care, prescription drugs, or routine vision care (such as eye examinations or corrective lenses). For a full list of your medical and health care benefits under MSP, visit hibc.gov.bc.ca.

When am I eligible for MSP?

There is a waiting period before MSP coverage begins: this is the rest of the month in which you arrive in BC, plus two full calendar months. For example, if you arrive in BC on August 25, you will be eligible for MSP on November 1.

How much does MSP cost?

MSP's monthly healthcare coverage fee for study permit holders is \$75. For all other residents, there is no fee. Information on how to pay your fee is available at hibc.gov.bc.ca.

What is a BC Services Card?

When students apply for MSP, they will be issued a Non-Photo BC Services Card (formerly a BC CareCard). Their MSP Personal Health Number will be listed on the reverse side of the card. There is no charge for a Non-Photo BC Services Card.

I don't have my BC Services Card yet & I need to see a doctor. What should I do?

It is our understanding that any eligible person who has submitted an application will be covered after the waiting period, even if their BC Services Card has not yet arrived. If this is your situation, you may need to pay at the time you receive health care, keep the receipt, and request reimbursement from MSP once your card arrives.

Contact MSP

If you need to speak with an MSP customer service representative, please call 604-683-7151, 8 am-4:30 pm (PST), Monday-Friday.

AMS/GSS HEALTH AND DENTAL PLAN

Am I covered?

All students who pay AMS fees to UBC are automatically enrolled in the AMS/GSS Health and Dental Plan. To verify you are enrolled, check your fees online and look for the "Med/Dent fee." This plan does not replace basic MSP (or an equivalent plan). To be eligible for all aspects of the AMS/GSS Health and Dental Plan, you must first be covered by MSP or iMED (or have equivalent coverage purchased in Canada).

If you are an exchange student and you pay tuition at your home university, you

are not automatically enrolled in the AMS/GSS Health and Dental Plan. You may, however, be eligible to apply once you arrive at UBC. It is important that you have extended health and dental coverage while you are in Canada. Visit the Health and Dental Plan Office in the AMS Nest for more information.

What is covered?

To see what benefits the AMS/GSS Health and Dental Plan covers please visit studentcare.ca.

Can I opt out?

If you are already covered by an extended health and dental plan, you can opt out of the AMS/GSS Health and Dental Plan. Opt-outs, change of coverage and enrolments must be completed within the change-of-coverage period in September (or January for term two) or within the first three weeks of your registration date, whichever is later. More information and specific dates at studentcare.ca.

I'm experiencing financial difficulty. Can I get help with payments?

If you have financial concerns, you can apply for a partial or full reimbursement of the extended health and dental plan fee at gss.ubc.ca/health-dental. The application for reimbursement requires detailed financial information.

Where can I get more information?

For more information, visit studentcare.ca, call toll-free 1-877-795-4421, or visit the Health and Dental Plan Office in the AMS Nest. Information on benefits and opting out, answers to frequently asked questions, claim forms, and enrolment forms are available on the website.

HEALTH SERVICES

Student Health Service

Located in the UBC Hospital, with a satellite clinic in Orchard Commons, the Student Health Service offers health care for all registered UBC students year-round. Students can make an appointment by phone, in person, or by registering online. Same-day appointments are available for ill students. All services are confidential and most are covered by iMED, MSP, and other provincial plans. For more information visit students.ubc.ca/health/student-health-service.

Urgent Care Centre (8 am-10 pm, daily)

The UBC Hospital Urgent Care Centre is open 8 am to 10 pm, seven days a week to treat any medical concern that cannot wait until the Student Health Service office is open. When using UBC or other area hospitals, students should present a photocopy of their study permit and ask for the uninsured resident rate when going to the lab, radiology, or emergency departments. If they do not have their study permit with them and are charged the higher rate, they can take the receipt and study permit to the hospital cashier for a refund. Services at UBC Hospital can be settled with the hospital cashier Monday-Friday, 10 am-2 pm.

Vancouver General Hospital Emergency Department (24/7)

For emergency services 24/7 or outside of the hours available at the UBC Hospital Urgent Care Centre, students can visit Vancouver General Hospital, which is approximately a 20 minute taxi ride from UBC.

In an emergency, call 911 for police, fire or ambulance.

OTHER HEALTH RESOURCES ON CAMPUS

For other health resources on campus, like pharmacies, dental clinics, and counselling services please refer to the list on the back cover.

Information contained in this guide is accurate as of publication, September 2021.

👍 HEALTH Q&A

My student has been seeing a psychiatrist/specialist in our home community outside the Vancouver area. How can they arrange to see someone at UBC?

Your student can book an appointment with a family physician or nurse practitioner at UBC Student Health Service. Depending on the assessment, they may refer your student to a psychiatrist or other specialist.

Your student's safety

RESIDENCE SAFETY STRATEGIES

Your student will be reminded of these key messages throughout the year. Parents, supporters and sponsors can help by encouraging the following messages:

- **Lock it up.** Each time you leave and when you are sleeping, lock your unit and room door, plus any accessible windows. If you live in a shared room, connected single or a suite, talk with your mate(s) about this important habit.
- **Don't hold the door open for strangers.** Please don't let people follow you into a locked residence building. If they have permission to be there they will have their own key—or a host.
- **Stop before you prop.** Never prop open a building door, even if you are stepping outside for just a moment.
- **Don't walk away from your valuables.** Theft happens. Don't leave valuables, like your phone, laptop or wallet, unattended in a study room, lounge, classroom—or even your unlocked room.
- **Trust your instincts.** If you feel like you're in danger or if you witness suspicious activity, first call 911, then contact Campus Security and your residence front desk.

RESIDENCE SAFETY RESOURCES

There are many safeguards in place to ensure that your student is safe in residence.

Each residence building is secured by locked doors, which are controlled by resident card access, and each resident has a lock on their bedroom door and window.

UBC residences also offer:

- 24-hour Front Desk services to support residents' safety.
- Live-in student staff, who are regularly available to residents during the evenings, and who know how to reach our professional live-in Residence Life Managers (RLMs) when needed.
- Residence staff regularly walk through residences in the evenings and are trained to intervene or report if they observe suspicious activity or inappropriate or disruptive conduct.
- Residence standards are in place to support the safety and security of residents and their belongings.
- Best of all, living in residence with many other students means there are lots of fellow residents to look out for each other!

UBC has a strong track record of safe campuses, and we all play a role in keeping it that way. One of the best ways to stay safe, and keep others safe, is to look out for each other.

Parents, supporters and sponsors can help by becoming familiar with campus and residence safety resources, and also by supporting the safety messaging communicated to students.



With any crime, it is never the fault of the victim. These preventative measures will not stop every crime from happening. But by working together proactively, we can ensure a safer community at UBC.

ON CAMPUS AFTER DARK

To stay safe when walking on campus after dark, we recommend that students:

- Walk with a friend, fellow resident or classmate
- Use their U-Pass to ride the Translink Community Shuttle, which has stops near student residences
- Use the AMS Safewalk program. Students can phone the service and a co-ed team will accompany them to and from campus destinations after dark.

Additional safety services include:

- Campus Blue Phones: Blue Phones are strategically located throughout campus and offer an immediate connection to Campus Security, if needed.
- Campus Security and Police: Both the local police detachment (RCMP) and UBC Campus Security office are located on campus—and respond quickly when called.
- Sexual Violence Prevention and Response Office: A safe place and single point of contact for UBC students, staff and faculty who have experienced sexual assault, regardless of when or where it took place.

More information at security.ubc.ca.

Ask your student if they have read and understood the Residence standards. If they have any questions, they can speak with a Residence Advisor (RA) or Residence Life Manager (RLM).



I'M WORRIED, MY STUDENT HASN'T RETURNED MY CALLS...

It's important to remember that this is a challenging and exciting time for your student. They're juggling competing priorities—classes, friends and extra-curricular activities, not to mention the typical challenges of early adulthood—and can become distracted.

However, if you're feeling worried or concerned because your student hasn't returned your calls, here's what you can do and how UBC Student Housing can help.

Urgent health or safety concerns

If you are concerned that your student is at risk and that an urgent health and safety check is warranted, our residence front desk staff will ask you to contact our local police detachment (RCMP) at 604.224.1322. The police will attend and we will assist their efforts to locate and ensure the safety of your student.

If your student hasn't returned your calls

If your concern is less urgent, but repeated efforts to contact your student have failed, and you are growing concerned about their wellbeing, you can contact your student's residence front desk.

Our staff will send a note to your student to inform them that you have phoned about their wellbeing and that you have requested they contact you. Additionally, a peer Residence Advisor will attempt to locate your student by the next day to ensure they are safe.

If your student does not respond to our outreach efforts within a day, we will ask the RCMP to do a health and safety check. We will provide the RCMP with your student's emergency contact information, which your student was asked to provide when they accepted their residence offer.

Find contact information for your student's residence front desk at vancouver.housing.ubc.ca/contact-us.

Please note that UBC is required to respect your student's privacy. Therefore, we are not able to phone you with an update.

Difficult transitions to life at UBC

On the other hand, if you are in touch with your student, but you are concerned that they are experiencing difficulty transitioning to UBC, you can contact your student's Residence Life Manager (RLM). While RLMs are not able, without your student's permission, to share specific information about your student with you, the RLM will listen and take your concerns seriously—and they will talk with you about our typical assistance in the circumstances you are describing. Additionally, our staff will reach out to your student, talk with them about how they're doing and offer to help them access relevant campus services, supports and resources.

Your student's privacy

We take parent, family, and friend concerns seriously, and we will follow up with your student. But please keep in mind that UBC is required to respect your student's privacy. Without your student's permission, we are not able to share information with you or phone you with an update about your student—even in the above situations.

WHAT ABOUT RENTER'S INSURANCE?

Students in residence are strongly advised to carry residential insurance protection to cover their liability for loss or damage to the property of others (including UBC's property), liability for personal injury to others and loss or damage to their own personal property.

Many companies offer the option of adding a rider to a parent's policy, which may allow you to extend coverage to include your student's room in residence. However, the best protection may be achieved through a standard tenant insurance policy.

Two insurance providers with offices close to UBC.

- BCAA: bcaa.com/insurance/home
- Westland: westlandinsurance.ca

Preventing Theft

In Vancouver and at UBC, the most common crime is theft. Items most frequently targeted are those that are valuable, light and can be grabbed and gone in 30 seconds—like laptops, tablets, smartphones and wallets. Residents can help protect themselves against theft by:

- Locking their residence room door and window each time they leave and when they are sleeping.
- Not leaving their valuables unattended in study rooms, lounges or the library—even if they're stepping away for just a moment.

While UBC is primarily a walking campus, those who bring a bicycle should bring one that is basic and inexpensive, since thieves often target higher-end, expensive bikes. The most secure place for your student to store their bike is in their room.

Talk with your student about recording the serial numbers of their valuables. If something goes missing, this will help Police, Campus Security and your insurance provider.

Consent

Adapted from an article by Saleema Noon, Sexual Health Educator
saleemanoon.com

Parental consent for a field trip. Informed consent to participate in a study. We throw the word consent around without thinking about it too much, but what about sexual consent? What is it and what do we need to teach our kids about it?



A while back, I set out to do some research before writing an article about sexual consent when I came across an article on scarleteen.com (an amazing sexual health website for teens and people in their 20s). The article, “Driver’s Ed for the Sexual Superhighway: Navigating Consent” gives the most comprehensive discussion of sexual consent I have ever come across (not shocking, Scarleteen explains everything so much better than I ever could!).

According to Scarleteen, **sexual consent is: “An active process of willingly and freely choosing to participate in sex of any kind with someone else, and a shared responsibility for everyone engaging in, or who wants to engage in, any kind of sexual interaction with someone. When there is a question or invitation about sex of any kind, when consent is mutually given or affirmed, the answer on everyone’s part is an enthusiastic yes.”**

So what exactly does that mean?

Well, “willingly and freely choosing” means that both partners are making sexual decisions in a safe, respectful environment in which they have equal power. They don’t feel pressured or manipulated, and are comfortable with the consequences of their decision.

“An enthusiastic yes” reflects a strong desire that a person wants to act on. They are not indifferent or uncertain. There are many ways to express a “yes,” but the safest and clearest way to do it is with words. Consent is best when it’s a verbal, enthusiastic “YES!”.

But sexual consent is not just a one-time thing. It is fluid, it can be revoked, it is not one size fits all. Jaclyn Friedman, co-editor of *Yes Means Yes*, explains that well when she says:

“Sexual consent isn’t like a light switch, which can be either “on” or “off.” It’s not like there’s this one thing called “sex” you can consent to anyhow. “Sex” is an evolving series of actions and interactions. You have to have the enthusiastic consent of your partner for all of them. And even if you have your partner’s consent for a particular activity, you have to

be prepared for it to change. Consent isn’t a question. It’s a state. If, instead of lovers, the two of you were synchronized swimmers, consent would be the water. It’s not enough to jump in, get wet and climb out—if you want to swim, you have to be in the water continually. And if you want to have sex, you have to be continually in a state of enthusiastic consent with your partner.”

So what does all of this mean for us as adults and as parents? Scarleteen does a great job of highlighting the must have information for people of all ages about this very complex concept. Now that’s sexy!

THE ESSENTIAL RULES OF THE CONSENSUAL ROAD

Consent is about everyone involved in a sexual or possibly sexual interaction. Not just one gender, not just young people, not just whoever didn’t initiate sex to begin with, not just the person whose body part someone else’s body part may be touching or going into. For sex to be fully consensual, everyone needs to seek consent, everyone needs to be affirming it, and everyone needs to accept and respect each other’s answers, nixing sex or stepping back, pronto, if and when someone expresses a stop.

Consent can ALWAYS be withdrawn.

Consent to any kind of sex is not a binding contract nor does consent obligate anyone to follow through. It is also one-time-only: because someone consented to sex Tuesday does not mean they were giving consent for sex on Thursday.

Nothing makes consent automatic or unnecessary. Being someone’s spouse or romantic partner doesn’t give anyone consent by default. Someone loving you or saying they love you doesn’t mean they have your sexual consent or you have theirs. No one kind of sex means consent to another, or that anyone is “owed” any sex. For instance, someone who engages in oral sex is not asking for or consenting to intercourse; someone who says yes to kissing is not saying yes to any other kind

of touching. Because someone has had any kind of sex in the past does not mean they will have sex or consent to sex again with that same person or anyone else nor that they are obligated in any way to do so.

In some situations, full, informed and free consent cannot truly be given or shared.

Those include: being drunk or wasted, being asleep, being unable to really understand what one is saying yes to, including possible risks and outcomes; being under severe duress, like when seriously upset, ill, grieving or scared, or being unable to understand another person’s words or other means of communication. Consider things like these to be a red light to even asking about sex: sex should usually be off the table entirely in these situations. Legally, when someone is under the age of legal consent, with someone of an age where sex is not lawful, and in most of the above situations, sex is a crime.

Nonconsent means STOP: If someone is NOT consenting to something or says no with their words and/or actions, the other person MUST stop trying to do that thing AND *must not try to convince that person to do that thing in any way.* If they do not stop, or exert emotional or other pressure and that person gives up and gives in, they are sexually assaulting that person. Sex is not sex if everyone is not consenting. If anyone is not consenting or not asking for consent, then what is happening is or may be rape, sexual abuse or assault.

A lack of no does not mean yes.

Videos Saleema recommends



Wanna Have Sex? (Consent 101)
youtu.be/TD2EooMhqRI



Consent: It’s Simple as Tea
youtu.be/fGoWLWS4-kU

SEXUAL ASSAULT

Sexual assault can happen to anyone. If your student discloses to you that they have experienced a recent sexual assault, let them know that it is not their fault. Survivors have the right to make their own choices. Support the choices they make, whatever they decide.

Here are the steps that UBC recommends survivors of sexual assault take:

1. Safety

If you are in immediate danger or injured, call 9-1-1. Then, call someone you trust.

2. Medical attention and evidence collection

At the nearest hospital, you can be treated for emergency medical care and tested for sexually transmitted infections, HIV, and pregnancy. If you have been assaulted in the past seven days, the hospital also has a process for forensic evidence collection. At the hospital, ask for a SANE (Sexual Assault Nurse Examiner). The SANE will also offer a confidential advocate to come support you during the process. This service is offered at:

Vancouver General Hospital (VGH)

Nurses are on-call 24 hours a day
910 West 10th Avenue
604-875-2881

UBC Hospital Urgent Care Centre

Nurses are on-call 8 am-10 pm
2211 Wesbrook Mall
604-822-7121

3. Support services

If you are not sure what to do, call UBC's Sexual Violence Prevention & Response Office. SVPRO can help you explore options and will support you in making the decisions that are right for you. You do not need to file a report or visit a hospital to use SVPRO services.

Sexual Violence Prevention & Response Office (SVPRO)

Monday-Friday, 8:30 am-4:30 pm
svpro.ubc.ca || 604-822-1588 || svpro.vancouver@ubc.ca

4. Reporting options

Report to Police

<i>If the assault occurred on UBC campus:</i>	<i>If the assault occurred in Vancouver:</i>
Go to RCMP University Detachment, 2990 Wesbrook Mall, 604-224-1322	Go to Vancouver Police Department, 2120 Cambie Street, 604-717-3321

To learn more about reporting sexual assault, SVPRO can help explain what this process looks like, what to expect, how to prepare, and even accompany you to make the report, if requested. There are also anonymous options for reporting that SVPRO can help you access.

Report to UBC

To learn more about reporting to UBC, SVPRO can help explain the process, arrange for a conversation with an investigator, and accompany you throughout the process. SVPRO can also help explore anonymous reporting options. If you prefer, you can submit a report to UBC directly through the UBC Investigations Office at io.ubc.ca/making-a-report.

io.ubc.ca || 604-827-2060 || investigations.office@ubc.ca

Sexual Violence Prevention and Response Office (SVPRO)

SVPRO is a confidential place for those who have experienced, or been impacted by, any form of sexual or gender-based violence, harassment, or harm, regardless of where or when it took place. We recognize that you are the expert of your own experience and you get to decide what is right for you. We aim to be a safer space for all by respecting each person's unique and multiple identities and experiences. All genders and sexualities are welcome.

SVPRO also works with individuals who have been impacted by an experience of harm. This may include family, partners, friends, or roommates. If you need someone to talk to or would like to learn more about sexual assault prevention and response at UBC, please contact SVPRO.

Call 604-822-1588, Monday-Friday,
8:30 am-4:30 pm. All services are
free and confidential.

✉ svpro.vancouver@ubc.ca

🌐 svpro.ubc.ca

Confidentiality

Respecting confidentiality is important to UBC. However, there are instances where confidentiality cannot be guaranteed.

Your student's Residence Advisor will let their Residence Life Manager know if your student discloses a sexual assault. The Residence Life Manager will attend to ask about your student's immediate health, safety and well-being only. The Manager is there to make sure that your student knows about the steps available for them to take, and that they have the support they need. Your student is not required to repeat their story. With your student's consent, the Manager will also connect them to the Sexual Violence Prevention & Response Office.

Safer Substance Use

Have you talked to your student about alcohol and drug use at university?

Students at university in Canada may encounter illicit drugs like magic mushrooms, ecstasy (E, MDMA), crystal meth, LSD (acid), cocaine, heroin or illicit prescription painkillers.

Inform yourself about substance use at university and talk to your student about it—sooner than later. The first 6 weeks of university is a higher risk period. Here is some information to get you started, along with harm-reduction strategies* to discuss with your student.

**UBC practices a research-based, harm-reduction approach to substance use communication with students.*

All substance use carries a certain amount of risk. Talk to your student about the long- and short-term effects of alcohol and drug use on their health and success.

Why do people choose to use substances?

People choose to use substances like alcohol and drugs for a variety of reasons, sometimes several:

- > To fit in
- > To more easily make social connections
- > To reduce anxiety, stress, sadness, depression or grief
- > To experience something new and unfamiliar
- > To feel good, confident or relaxed
- > To manage an illness
- > To improve mental or physical performance

If someone does choose to use a substance, there are many ways to reduce potential harms that might occur from their use.

KNOWING WHEN SUBSTANCE USE IS A PROBLEM

Thinking they may have a problem with alcohol or drug use is your student's first step to getting help. These questions can help them determine if substance use has become a problem for them:

- Has alcohol or drug use been affecting your grades or academic success?
- Has alcohol or drug use affected your ability to attend classes or lab, move forward on your thesis, or participate in group meetings?
- Has alcohol or drug use affected your relationships with friends, family or partner(s)?

If they answer yes to any one of these, they may want to consider exploring strategies for managing their alcohol or drug use. They might also consider seeking help from a health professional, such as a doctor or mental health professional.

More information at students.ubc.ca/health.

Cannabis

In June 2018, Bill C-45, The Cannabis Act, was passed by the Government of Canada and Cannabis became legal across the country in October 2018.

In British Columbia, adults who are 19 years of age and older are able to legally purchase and use a limited quantity of cannabis. However, there are significant restrictions that students and parents should understand.

Students in residence are expected to refer to **section 3.10A** in their **Residence Contract** for information about cannabis possession, storage, and use on residence property.

If your student chooses to consume cannabis

Some ways your student can reduce the risk—to consider discussing with them:

Not too much > Start with smaller amounts and take it slow. It's hard to know how much THC you're consuming.

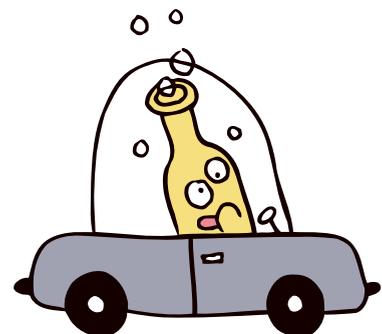
Not too often > Using frequently and taking large amounts may increase harm to your physical and mental health.

Avoid mixing > Avoid mixing cannabis with alcohol or with other drugs. Alcohol and tobacco can alter the impact that cannabis has on you.

Only in safer contexts > Using alone or with strangers can alter the effects of the drug and change the experience.

Adapted from Healthy Minds: Lower Risk Guidelines for Cannabis

Choosing not to use substances is the safest choice.



Driving a vehicle while impaired by any substance, including alcohol or cannabis, is illegal and can result in fines and the loss of a Driver's Licence. Plus, driving while impaired risks the life of driver, passengers and others on the road.



Alcohol

Alcohol is legal in Canada and British Columbia. In BC, the legal drinking age is 19. It is illegal to be served alcoholic beverages if you are younger. It is also illegal to drink alcohol in public places, like streets or parks—and to drink and drive.

If your student chooses to drink alcohol

Some ways your student can make drinking alcohol a safer experience, which you will want to discuss with them:

Before you go out

Decide how much you're going to drink > Set a limit on the number of drinks you will have based on your knowledge of how alcohol affects you personally.

Know how to refuse a drink > Prepare a few stock phrases in advance. Even as simple as “No thanks” or “I’m finished for tonight.” Be polite, but firm. Repeat yourself as needed.

Plan to eat before you go out > Food can slow the absorption of alcohol into the bloodstream.

Plan what kind of night you want to have > The decisions you make when you're sober might be different than those you would make after you've had a drink or two.

Plan your ride home > Make someone the designated driver or keep some extra cash for a taxi at the end of the night. If you're travelling by transit, look up when the last bus leaves.

While you're out

Pace your drinks > Try having a non-alcoholic beverage between each alcoholic beverage

Know what you're drinking > Single or double? Bottle or pint? Knowing what you're drinking—and the amount of alcohol in it—will help you stay within your limits. Also, keep an eye on your drink. Drugs can be mixed with drinks, sometimes unknown to the drinker, to make the person feel or act more intoxicated.

Limit your mix > When drinking, limit mixing with other drugs. Cannabis and tobacco are commonly consumed with alcohol, but both can affect the impact of alcohol.

Check in on your friends > Take care of the people you go out with. Check in with them throughout the night—and before you leave a venue—to make sure everyone is having a safe time.

It's okay to decline a drink that you didn't see poured.

Vaping

Vaping is legal in Canada and in British Columbia. While vaping is considered less harmful than smoking tobacco, both the BC Lung Association and Health Canada recommend avoiding vaping to minimize risk.

In BC, vaping products are regulated in the same way as tobacco products. To purchase vaping products, you must be 19 years old.

If your student chooses to vape

Here are some strategies for reducing risk.

Avoid products that contain THC

Two-thirds of vaping-related illness cases have been linked to products containing THC.

Choose low-nicotine liquids

For vaping liquids that contain nicotine, the amount varies from product to product. Consider choosing liquids that have less nicotine—to limit your risk of dependence.

VAPING TO QUIT SMOKING

Is your student quitting smoking—or thinking about quitting?

They should consider all the options. Information is available at quitnow.ca, BC's free quit smoking program.



Safer Substance Use

continued.

Fentanyl & the opioid crisis

Overdose deaths have increased every year since 2014, resulting in the current opioid crisis occurring across Canada. Fentanyl has been found in drugs in BC, including **ecstasy/MDMA**, **cocaine**, **methamphetamines** and **heroin**. It has also been found in drugs that may appear to be prescription pills, such as Percocet or Tylenol 3.

Reduce the risk

Although it can be a difficult subject, talking to your student about the risks and harms of illicit or illegal drug use, and strategies for reducing risk, could save their life or the life of one of their friends.

Choosing not to use illicit drugs is the best way to stay safe. But if your student—or their friends—decides to use a drug, here are some things they can do to reduce the risk of overdose.

Remember, fentanyl can be found in many different drugs. These recommendations are made with that risk factor in mind—and from a research-based, harm-reduction perspective.

Fentanyl is a highly potent pain killer that is being mixed into party drugs in Vancouver and at UBC.

For emergencies in residence, emergency naloxone is available in each residence commonsblock.

Never use drugs alone

Instead, stagger your usage with a friend. Wait 5-10 minutes before the other person uses. Also, remember to look out for your friends and stay alert for signs of an overdose, including shallow breathing, severe sleepiness, or unresponsiveness.

Call 911 (Emergency Services) if in doubt.

Go slow

Use low doses of the drug to start. If the drug contains fentanyl, even small doses could cause an overdose within 10 minutes.

Don't mix drugs with alcohol—or with other drugs

Mixing drugs with alcohol or with other drugs increases the likelihood of an overdose.

Carry naloxone (Free kits available)

Carry a naloxone kit. Naloxone is an antidote to an opioid overdose. Naloxone kits are available from the UBC Student Health Service and at participating BC pharmacies.

Naloxone kits are confidential and free for students at risk of an opioid overdose, and others likely to witness and respond to an overdose, such as a family member or friend of someone at risk.

Students can find more information about naloxone, fentanyl, overdose prevention and the opioid crisis, talk to a nurse at UBC's *Student Health Service*.

IN CASE OF EMERGENCY

In the event of a major emergency, officials say you need to be prepared to be self-sufficient for 72 hours—yes, even in residence. That may sound extreme, but if your student is ready, they'll be able to respond confidently and safely during an emergency situation.

Personal Emergency Kits

ENSURE YOUR STUDENT HAS AN EMERGENCY KIT.

They can buy an emergency kit at one of our residence markets or online from the Canadian Red Cross, Amazon, etc.—or from a number of stores in Vancouver.

Emergency kits should contain the following:

- First aid kit
- Flashlight and extra batteries
- Signal whistle
- Emergency blanket
- Emergency rain poncho
- N95 particulate mask
- 10-pack tissues
- Manual can opener
- Food that won't spoil (enough for 72 hours)
- Eight litres of water per person
- Battery-powered or wind-up radio
- Cash & coins for pay phones or vending machines
- Contact information for friends and family in case you lose power to your mobile device

Include special items like prescription medications, toiletries, equipment for people with disabilities, glasses or contact lenses.

Remember to replace food and water once a year.



Spirituality

By Carol Young
Student Housing and Community Services

WHAT IS SPIRITUALITY?

Everyone defines spirituality – and their own spirituality – differently. I tend to see spirituality as a search for self-awareness, meaning and an understanding of our experiences in the world, a search for a connection to something bigger than our individual lives.

YOUR STUDENT'S SPIRITUAL JOURNEY

Often, university is a time when young adults reflect on where they have come from and where they are going in life – and what their spirituality means to them and what their spiritual practice will look like. No matter how your student chooses to explore spirituality, it is an opportunity for self-reflection about themselves and how they connect to the world.

At UBC, your student will have many options for exploring their spirituality, if they choose to. Here are some ideas.

Connect with nature

Take a walk in Pacific Spirit Park, Nitobe Memorial Garden, or on Tower Beach.

Connect with people

Engage people in discussions that deepen or challenge your ideas. Seek our spiritual resources and amenities on campus.

Volunteer

Take part in a service learning or volunteer opportunity to experience the joy of giving back.

Start a journal

Record thoughts and feelings, express gratitude and reflect on big decisions and everyday encounters.

Reflect

Meditate, pray or worship—alone or with others. Exploring spirituality for some students may come through an association with a church, temple, mosque or synagogue. Other students may choose to pray, meditate or find comfort in a personal relationship with God or a higher power. Every student's spiritual journey is unique.

HEALTH Q&A

What kind of mental health support is available at UBC?

A wide range of mental health support is available for UBC students, including online, self-directed resources, workshops, peer support, life coaching, group and individual counselling, and physician care.

For more info, visit students.ubc.ca/health and vancouver.housing.ubc.ca/health.



CHAPLAINS AT UBC

Another way some students explore their spirituality is with Chaplains at UBC, which helps members of the UBC community engage with their spirituality and faith. The word chaplain was originally associated with the Christian faith, but is now a widely used and accepted term to refer to men and women who represent many religions or philosophical traditions.

The current membership includes Buddhist, Muslim, Jewish, Christian, and Bahá'í representation. Among Christian denominations you will find representatives from the Anglican, Baptist, Brethren Tradition, Pentecostal, Presbyterian, Roman Catholic, and United Churches.

Most chaplains offer one-on-one pastoral or spiritual counselling and other opportunities to explore the faith that they represent, like fellowship groups, meals, worship, faith exploration and training or study. These groups are a good way to have fun, make friends and explore some of the big questions of life.

For information about Chaplains at UBC, visit students.ubc.ca/campus-life/religion-spirituality/chaplains.

For information about student-run spiritual clubs visit ams.ubc.ca/clubs.

“Spirituality is concerned with those qualities of the human spirit—such as love and compassion, patience, tolerance, forgiveness, contentment, a sense of responsibility, a sense of harmony—which brings happiness to both self and others.”

Excerpt from *Ancient Wisdom, Modern World: Ethics for the New Millennium* by Tenzin Gyatso, the Fourteenth Dalai Lama. Published by Little, Brown and Company, United Kingdom.

Then & Now

THINGS LOOKS A BIT DIFFERENT TODAY THAN WHEN YOU WERE UNIVERSITY-AGE! WE HOPE THE RESOURCES IN THIS GUIDE HELP YOU NAVIGATE PARENTING WHILE YOUR STUDENT IS AT UBC. 😊

Music

THEN



NOW



Notebooks

THEN



NOW



Staying in residence next year

APPLY EARLY

There are two options for returning students.

- **Year Round Residence:** students should apply as soon as possible for this option.
- **Winter Session Residence:** students must apply by **February 1, 2022**.

For the best chance at living in residence in second year, apply for both Year Round and Winter Session Residence

As long as both applications are submitted within a 14-day period, there's only a single application fee.

YEAR ROUND RESIDENCE

Contracts in our year round residences run from May to April (12 months) each year. Once students move into Year Round Residence, they are eligible for a new contract each year until they finish their studies at UBC or choose to move out.

Applications are accepted on an ongoing basis and applicants may request a start date that suits their needs.

However, students who request occupancy on May 1 have a significantly better chance of securing accommodation.

Transportation



Technology



Fashion



SUBLETTING

In Year Round Residence, if a resident is planning to be away during the summer months, they may apply to sublet their room to another UBC student during this time.

Learn more about subletting eligibility criteria and the application process at vancouver.housing.ubc.ca/sublet.

WINTER SESSION RESIDENCE

Students and families should know that less than 10% of eligible, returning students who apply for Winter Session Residence are offered a space for September. The remainder are put on a wait list.

Growing enrolment, increasing demand for campus housing, and UBC's commitment to the first-year residence guarantee for new students entering from high school means that very few returning students have access to Winter Session Residence.

HOW STUDENTS ARE SELECTED FOR WINTER SESSION RESIDENCE

All applicants must go through the **Residence Allocation Process (RAP)**, an electronic process that randomly selects enough current students to fill spaces that may be available.

Learn more about staying in residence next year at vancouver.housing.ubc.ca/returning.

Keep this List Handy

STUDENT HOUSING AND COMMUNITY SERVICES

vancouver.housing.ubc.ca
information@housing.ubc.ca
604-822-2811

CONFERENCES AND ACCOMMODATION

suitesatubc.com
TF 1-888-331-4194

RESIDENCE LIFE MANAGERS

Totem Park

604-822-2374
or 604-827-3036

Place Vanier

604-822-6832
604-827-1462

Orchard Commons

604-827-4047
604-827-4266

Ritsumeikan-UBC House

604-827-4047

Walter H. Gage

604-822-1071

Iona House

604-827-2444

Marine Drive

604-827-3200

Fairview Crescent

604-822-0959

Fraser Hall

604-822-0959

Thunderbird

604-822-0959

Ponderosa Commons

604-822-2673

Exchange

604-827-2444

Brock Commons

604-827-2444

Acadia Park

604-822-6389

Associate Directors, Residence Life

604-827-1730 (first year)
604-827-1996 (upper year)

Director, Residence Life and Administration

604-822-5779

QUICK REFERENCE LIST FOR PARENTS

UBC Resources

Enrolment Services Advisors

604-822-9836
TF: 1-877-272-1422
Brock Hall

International Student Advising

604-822-5021
UBC Life Building

First Nations House of Learning

604-822-8940
First Nations Longhouse

Centre for Accessibility

604-822-5844
Brock Hall

Centre for Student Involvement and Careers

604-822-4011
Brock Hall

Campus Security

604-822-2222

Student Health Service

604-822-7011
UBC Hospital

Counselling Services

604-822-3811
Brock Hall

Dental Clinic

dentistry.ubc.ca/treatment
Nobel Biocare Oral Health Centre

Wellness Centre

students.ubc.ca/health/wellness-centre
UBC Life Building

UBC Recreation

recreation.ubc.ca
Student Recreation Centre

Sexual Violence Prevention & Response Office

604-822-1588
svpro.ubc.ca

Law Students' Legal Advice Program

604-822-5791
Islap.bc.ca
Allard Hall

AMS Resources

Safewalk

604-822-5355 (on-shift phone)
ams.ubc.ca/student-services/safewalk
AMS Student Nest

Sexual Assault Support Centre

604-827-5180

amssasc.ca

AMS Student Nest

Pride UBC

prideubc.com
AMS Student Nest

AMS Clubs

ams.ubc.ca/clubs

Community Resources

UBC Hospital Urgent Care (8 am-10 pm ONLY)

604-822-7121
UBC Hospital

Vancouver General Hospital ER

604-875-4111
920 West 10th Avenue

University Pharmacy

604-224-3202
5754 University Boulevard

Shoppers Drug Mart

604-228-1533
5940 University Boulevard

RCMP (Police)

University Detachment
604-224-1322 (non-emergency)
2990 Wesbrook Mall

Chaplains at UBC

students.ubc.ca/chaplains

