

New Student Handbook







WELCOME TO YU BC

BC CAMPUS

- Welcome to Yorkville University's BC Campus, located in New Westminster, on 88 6th street, suite 300. You will be greeted by our Campus Administrative Assistants and security staff at the reception desk. Our campus is now expanded to some parts of the 4th floor of the building as well.
- Each term's campus hours are posted on the TV screen in the student lounges. You may also call 778.329.0562 for assistance. If we are unable to answer the phone, please leave a detailed message with your name, student ID number, and phone number.
- If you need assistance with your inquiries while on campus, just stop by the reception desk, we're here to help!



More Information https://www.yorkvilleu.ca/





MENTAL HEALTH & WELLNESS

- We offer one-on-one counselling appointments (virtual and in-person), peerto-peer support groups, and a wide range of mental health resources to support you every step of your academic journey. The team prioritizes your unique needs, provides a safe and confidential space for discussing concerns, and helps to foster an increased understanding of mental health and wellbeing to help you succeed. If further assistance is required, the team can assist you in finding suitable mental health community referrals.
- Contact: wellness@yorkvilleu.ca
- Individual confidential appointment bookings:https://yorkvilleu-bc.janeapp.com/
- Office hour: 8:00am 3:30pm



STUDENT FINANCE

- We provide assistance with any questions related to financial affairs, such as payment plans, tuition, student aids, bursary, and refunds.
- Contact: bcstudentfinance@yorkvilleu.ca
- Office hour: 9:30am 1:30pm

DEPARTMENTS AT YORKVILLE

ADMISSIONS TEAM

- We receive and evaluate the admission credentials of each undergraduate applicant and determine the admissions eligibility for these students and inform them of their admission status. Please reach out to us in Week 1 if you need any assistance.
- Contact: Your own admissions advisor or email admissions.bc@yorkvilleu.ca

STUDENT SERVICES

- We provide guidance and advice on the academic program, course planning process, comprehensive assessment, and graduation pathway. Students may consult with the Program Advisors during all phases of their program of study from Week 2 onward.
- Contact: raise an ASKYU Service Request and click "Contact my program advisor" on Moodle
- Office hour: 9:30am 3:30pm

REGISTRAR OFFICE

- We handle undergraduate admissions, including assessment of transfer credit, registrations, records management, letter of enrollment, transcript, scheduled break, leave of absence, student appeals, campus transfer, graduation package, and others.
- Contact: registrar.bc@yorkvilleu.ca or raise an ASKYU Service Request and click "Contact my program advisor"
- Processing hour: 9:30am 4:00pm

STUDENT ACTIVITY

- We offer indoor and outdoor activities, festive events, student clubs, volunteer and student ambassador experience.
- Follow our Instagram and check the posters on campus for more updates!



CAREER SERVICE

- We offer support to students to explore the incredible career opportunities their degrees are preparing them for, whether this is a part-time job, first professional career, a career change, or career advancement through how to build a resume, cover letter, and interview techniques.
- Contact: careerservices@yorkvilleu.ca
- Office hour: 9:00am 5:00pm

PEER MENTORSHIP PROGRAM

- We offer one-on-one and group peer tutors on Math, English, Writing, Statistics, and other Business courses
- Contact: Visit "Studiocity"
 https://success.yorkvilleu.ca/tutoring
 or Book an appointment with YU peer mentors on Landing Page

IT-TECHNICAL SUPPORT

- We are dedicated to providing technical assistance and resolving computer-related issues students may encounter throughout the academic term.
- Contact: IT Emergency (888) 334-0899
- IT Support Portal: https://ask.yorkvilleu.ca/support/home

DEPARTMENTS AT YORKVILLE

ACCESSIBILITY & ACADEMIC ACCOMMODATIONS

- We provide equal learning opportunities
 to all YU students who are facing barriers
 based on protected human rights
 grounds, including temporary or
 permanent disability; creed/religion
 (faith-based accommodations; family
 status (caregiving responsibilities); sex
 (pregnancy/breastfeeding); and gender
 identity and/or gender expression.
- Contact: Confidential appointments: https://yorkvilleu.janeapp.com/
- accessibility@yorkvilleu.ca
 https://success.yorkvilleu.ca/accessibility
- · Office hour:

Mondays & Wednesdays 9:00am - 5:00pm Tuesdays & Thursdays 8:00am - 4:00pm

OFFICE OF STUDENT RIGHTS & RESPONSIBILITIES (OSRR)

- We ensure student rights are upheld, while also investigating allegations of nonacademic misconduct, ensuring everyone in the school community is treated in an equitable and respectful manner.
- Contact: studentrightsandresponsibilities@yorkvilleu.ca
- Make an appointment: https://myyu.ca/osrr/

LIBRARY

- We support the development of academic research skills, through library resources like peer reviewed journal articles and scholarly eBooks, classroom visits, and Webinars and LibGuides on topics like APA 7 citation and database search skills.
- Contact: Nell Beaudry (Instruction & Academic Support Librarian) nbeaudry@yorkvilleu.ca









SEND AN ASKYU SERVICE REQUEST

- 1) Select a category
- 2) Select a topic
- 3) Describe your inquiry in simple and clear way
- 4) Submit request

APPOINTMENT & WALK-IN (MON-SAT)

• **Appointment** In-person on campus Virtually (MS teams)

• Walk-in Session

On-campus walk-in 11:30 to 12:30 & 14:30-15:30 Virtual Drop-in Session 15:00 to 16:00 PST

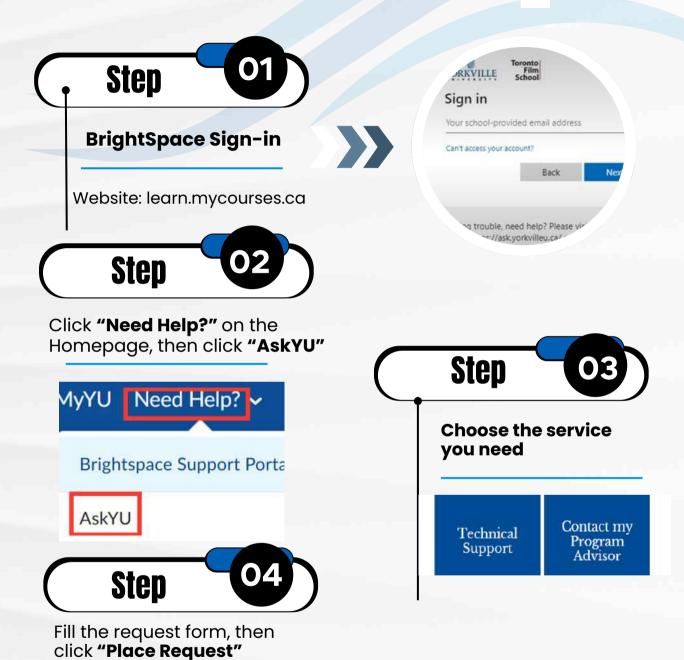


CHECKLIST FOR SUCCESS

	DATE: YOUR JOURNEY AT YU
DOWNLOAD AND READ AC	ADEMIC CALENDAR
UPDATE YOUR LOCAL PHON	NE NUMBER ON MYPATH
CHECK YOUR @YORKVILLE	U.CA EMAIL FOR MESSAGES
CHECK BRIGHTSPACE FOR I	IMPORTANT ANNOUNCEMENTS
UNDERSTAND PLAGIARISM	AND APA FORMATTING FROM LIBRARY
READ OUR BULLETIN BOARD	os
MEET YOUR PROGRAM ADV	/ISOR AND STUDENT AMBASSADOR
CONNECT WITH YOUR PRO	FESSOR FOR ACADEMIC CONCERN
COME TO EVENTS AND WO	RKSHOPS
RESPECT YOUR PEERS, FAC	CULTIES, AND STAFF



Raise A Service Request



YU - Students - Contact my Program Advisor

To ensure efficiency in processing your request, please include the following information in the "comments" field below:

Course and Section ID

URL for the page you have a concern with

View more
Topic * ... +

Comments *



Student Information System MyPath

MY PATH Student Portal:

https://portal.myyu.ca/studentlogin/

Check Course Schedule, make payments, access grades, update profile, registration etc.

MY PATH Student Support Hub:

https://myyu.ca/studentsissupport/

System Navigations E-Learning Course FAQs





CHECK CLASS SCHEDULE

01

Log into Mypath

Make sure to use your Yorkville email and password to log in: https://portal.myyu.ca/CMCPortal

or scan



02

Click "Student Portal Homepage"



03

Click "My Class Schedule"

04

Choose the current term, then click "Class Schedule"

Class Schedule

NOTE: Adobe Acrobat Reader is required to view your online PDF doc Acrobat Reader now.

View by Term

2024 Summer Term

2024 Spring Term

2024 Summer Term

Registration

Academics

View Attendance

Unofficial Transcript

Degree Audit

My Class Schedule



BrightSpace



Brightspace for Students is an online learning platform that enables teachers to share updates, calendar reminders and various learning materials with students.

01

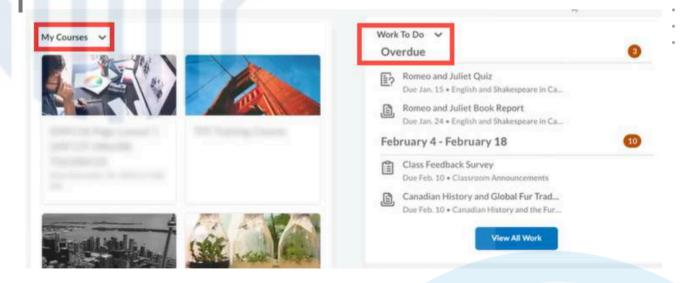
Log into Brightspace

Use your YU email and password to log in: **Website**: learn.mycourses.ca

02

Check Courses

Check course syllabus, assignments, and quizzes





BrightSpace



03

Access Course Content

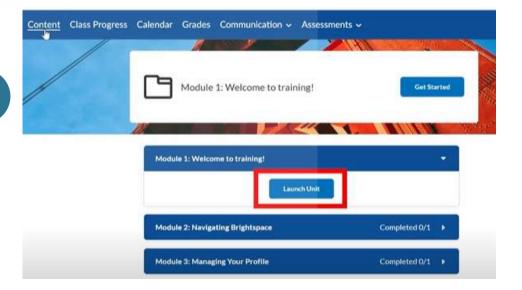
Click "Courses" > Then Click "Content"



04 —

Check Each Unit

Click "Launch Unit"





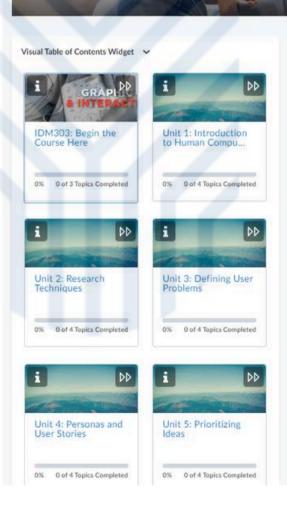
BrightSpace

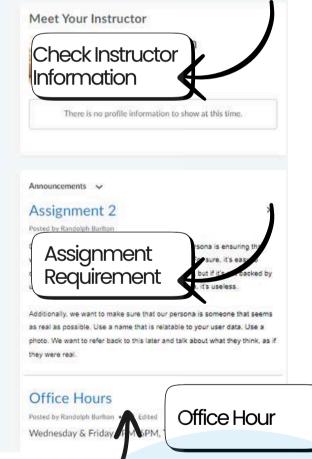


05

Course Information

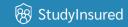
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HEALTH INSURANCE



WHAT IS STUDYINSURED™ INSURANCE?

- Explore Canada Plan
- Health insurance to cover unexpected illnesses or injuries
- Does NOT cover ongoing conditions or medical treatment you expected to have
- Can be used worldwide except for your home country



 Just Call StudyInsured[™] Assistance! before any medical care or visit to a medical facility or hospital.



Submit a Claim



1-866-883-9787



https://www.studyinsured.com/ yorkvilleu



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WHAT COVERAGE DO WE OFFER?

- Up to \$1,000 per profession for paramedical services
- Up to \$15,000 for private duty nursing
- Up to 60 days for prescription medication
- Up to \$600 for emergency dental pain
- Up to \$250,000 for air evacuation
- Up to \$15,000 for repatriation
- Covers ambulance
- Up to \$5,000 for family transportation for 2 family members









- Available 24/7
- Speaks your language
- Help you find a doctor close by
- Make sure you get the right care
- Most Importantly We pay your medical bills!



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WHERE SHOULD YOU GO?

VIRTUAL HEALTH / CLINIC

- RUNNY/STUFFY NOSE
- RASH
- SORE THROAT
- HEADACHE
- SPORTS INJURY

HOSPITAL / EMERGENCY ROOM

- BROKEN BONE
- CAR ACCIDENT
- SEVERE BLEEDING
- HEAD INJURIES
- TROUBLE BREATHING

USE THE STUDYINSUREDTM STUDENT PORTAL TO:

- Visit www.studyinsured.com/yorkvilleu
- Submit claims online easily at the click of a button.
- View their claim status and claim history.
- Check details of their plan and policy number in "My Plan".
- Check and edit their contact details in "My Contact Information".
- Access important documents in "Forms & Key Documents".
- Know how to contact StudyInsured™ if required.

Submit a Claim



1-866-883-9787



https://www.studyinsured.com/ yorkvilleu









Collect all documents during your doctor/hospital visit

- Doctors notes
- Medical records
- Referrals
- Prescriptions

Claim Form - complete and sign

SUBMIT IT ONLINE

- If the files are larger than 1MB they will be too large to use the online tool.
- Please email them to: studentclaims@studyinsured.com

Contact Us For More Information :



1-866-883-9787



https://www.studyinsured.com/ yorkvilleu/en



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Student Conduct

Academic Integrity and Honesty

- Academic integrity is a guiding principle within Yorkville University for students, faculty
 members, and staff. The university values openness, honesty, civility, and curiosity in all
 academic endeavours. Yorkville university's academic integrity and honesty principles
 apply to the initial assessment of applicants, the treatment of students during courses,
 the placement and treatment of students in practicum and field-based activities, and
 all assessment procedures.
- All members of the university are obligated to maintain the highest standards
 of academic honesty and to foster these practices in others. All members of
 the academic community must ensure that all materials used in courses or in
 assignments submitted for assessment adhere to established standards of
 academic honesty and to Canadian copyright law.

Non-Academic Code of Conduct

By virtue of membership in the university academic community, students
accept an obligation to conduct themselves as responsible members of that
community. At all times community members should act with integrity, respect,
and civility, in all interactions and dealings. This expectation of behaviour
extends to all academic and professional discourse within an environment in
which freedom exists for contrary ideas to be expressed. Conduct that is
determined to hinder the orderly functions of the university will be deemed
misconduct and will be subject to appropriate disciplinary action.



Student Grievances and Appeals

Where there are grounds for doing so, students have the right to appeal any decision by any faculty member, committee, or administrator at the university/school. Decisions that are appealable might be made under any one of a number of university/school policies, including, but not limited to, those policies governing harassment and discrimination, anti-violence, credit transfer, leaves of absence, advanced standing, withdrawal from a course or program, grading, academic integrity and honesty, professional suitability and ethics, academic standing (including probation), and academic dismissal. Because appeals can come only from students, decisions relating to admission to academic programs are not appealable.

Students should familiarize themselves with acceptable grounds for academic appeals, types of academic appeals, and appeal procedures. The complete official appeals policy and associated procedures can be found at the academic calendar.

Yorkville students are required to read the Academic Calendar







- You need to obtain a <u>Social Insurance Number</u> (SIN), which can be acquired by visiting Service Canada.
- Upon arrival, it is essential to obtain Canadian identification such as a BC driver's license or a BC Services Card.
- You can buy compass card/pass for single-way, daily, monthly for skytrain and bus from Compass Vending Machines located in all SkyTrain, SeaBus, and West Coast Express stations.
- Keep in mind that taxes are NOT included in the displayed price. If the price of something is shown as \$9.99 in a store in BC, the price after tax will be 12% more, thus \$11.19.
- You can buy a mobile phone with monthly payment options.
- You can get student discounts on gadgets like Apple and Windows products by letting the store know you are a student and presenting your Yorkville Student ID card.
- You do NOT get charged a monthly fee when you open a student bank account.
- Applications like Spotify or Amazon Prime have big discounts for students.
- You can apply for SPC card to access 450+ exclusive discounts on tech, fashion, food, travel & more. Use SPC every. Go now on https://www.spccard.ca/ to find out more.
- Cineplex has discounted movie tickets on Tuesdays.
- "Newcomer Services" are offered by the Canadian government. Through this service, settlement
 professionals help newcomers with the following things: Looking for a Job | Getting a language
 assessment | Registering for language classes Finding a place to live | Learning about community
 services

Find free newcomer services near you on IRCC Website:

https://ircc.canada.ca/english/newcomers/services/index.asp#table1caption



Housing Types and Costs

Homestays

This type of accommodation offers a friendly and secure environment for international students coming to study in Canada. It also helps improve your English and meet new people. Homestays provide a private room, and the arranged meals.

Dormitories

Dorms are usually located near their school campus. You can have a private or shared room, and they're separated by gender. Usually, the bathroom, kitchen, and other facilities are shared by everyone living in the dormitory.

Renting

Renting varies in quality, price, and availability. Students share their accommodation to keep the costs down. You can rent different places such as suites, apartments, or houses.

Location	Rent/Per Month	Utility
		(Hydro/Gas/Electricity,
		etc./Per Month)
General Metro Vancouver	\$1,500 - \$2,500	\$50 - \$150
Surrey	\$1,400 - \$1,900	\$50 - \$150
Coquitlam	\$1,500 - \$2,000	\$50 - \$150
North Vancouver	\$1,900 - \$2,500	\$50 - \$150
New Westminster	\$1,500 - \$2,000	\$50 - \$150



Student Housing Information

• Visit https://housing.yorkvilleu.ca/ or https://4stay.com/ for more information about available accommodations near the campus.



 Visit Guide to Student Support on https://www.yorkvilleu.ca/resources/ for more information about Student Housing and Accommodations.





Living Costs

 The average monthly cost of living in Canada for international students is between CAD \$700 and \$1500 for groceries and other daily expenses, excluding accommodation. Generally, the cost of living will depend on your lifestyle as an international student in Canada and your spending habits.

Living Expenses	Average Cost (CAD)/ Per Month	
Foods and groceries	\$400 - \$800	
Entertainment	\$50 - \$200	
Public Transportation	\$110.00 - \$200.00	
Phone Contrat	\$60.00 - \$150.00	
Clothing	\$80.00 - \$200.00	

Here are some examples of average food costs in Vancouver:

Meal at a budget-friendly restaurant	\$20-\$30
Meal at a mid-range restaurant	\$40-\$60
Meal at a high-end restaurant	\$70-\$100
A gallon of milk	\$5
Dozen eggs	\$6
Loaf of bread	\$5
Pound of chicken	\$12
Pound of ground beef	\$9



Tenancy Rights and Obligations

- In BC, the two main types of tenancy agreements are fixed term and month-to-month. More details can be found on https://tenants.bc.ca/your-tenancy/tenancy-agreements/
- A fixed-term lease ends on a set date, providing stability, but breaking it
 early may cost you. The landlord must re-rent the unit to minimize your
 loss. A month-to-month lease offers flexibility and ends with proper notice,
 usually one month. Check your agreement to see if it automatically
 switches to month-to-month after the fixed term.

When entering a tenancy agreement it is important to:

- 1. Carefully review the tenancy agreement prior to signing
- 2. Request that the landlord provides the signed tenancy agreement for your records
- 3. Ask your landlord to meet prior to moving in to complete a <u>tenant</u> <u>inspection report</u>. This should be completed upon moving out as well.

Security Deposit:

- 1. A security deposit protects both you and your landlord, covering potential damages. It should not exceed half a month's rent.
- Once paid, the landlord can't rent the unit to others, and you can't move out without owing the deposit and possible loss of income.
- 3. At the end of your tenancy, the landlord may inspect the unit and keep the deposit if there is excessive damage.

- https://www2.gov.bc.ca/gov/content/housing-tenancy
- https://tenants.bc.ca/



Tenancy Rights and Obligations

Important Notes A Tenant Should Know:

- For your landlord to legally enter your suite, they are required to provide at least 24hrs written notice before entering their rental unit unless it is an exceptional situation.
- It is your legal responsibility to pay your rent on time. If you repeatedly give the landlord less money, or are late on your payment the landlord will have the right to evict you from your residence.
- It is illegal for a landlord to request an application fee. Please refer to the Residential Tenancy Act (Section 15).
- It is important that you carry tenant or renter's insurance for your possessions in case of loss of your belongings due to theft, or damage to your belongings due to fire or water damage. There are many insurance companies you can buy tenant insurance from with different packages.
- If you are allowed to have pets in your rental unit, your landlord can require a pet deposit of up to half the monthly rent.
- Your landlord can raise the rent once every 12 months. For 2023 the maximum amount a landlord can increase rent is 2%, however a landlord must provide no less than three full months notice.
- If you are on a month-to-month agreement, you will need to give your landlord a full month's notice in writing.

Get Your Security Deposit Back at the End of Your Tenancy:

Once your tenancy has ended, your landlord has 15 days to do one of the following:

- Return your deposit
- Get written consent from tenant to keep some of the deposit
- Apply for dispute resolution to keep some of all of the deposit

- https://www2.gov.bc.ca/gov/content/housing-tenancy
- https://tenants.bc.ca/



Working in Canada

Type of Work	Required Permits
On-campus work	You don't need a work permit to work on campus while attending YU. If you meet the requirements, you can work unlimited hours oncampus based on your study permit.
Off-campus work	Students in degree, diploma, certificate programs, or on exchange do not need a work permit to work off campus while attending YU. If you meet the requirements, you can work off-campus for up to 20 hours a week during academic terms (or more under temporary
Working after graduation	If you want to stay in Canada and work after graduation, consider applying for the Post-Graduation Work Permit.
Work permit for your spouse or common-law partner	Depending on your situation, your spouse or common-law partner might be able to apply for an open work permit while you study full-time. If you are applying for the PGWP, you will need to meet additional requirements.

	General Requirements to Work in Canada
	have a valid study permit or you have applied xtend your study permit and have maintained us.
duri	are enrolled full-time for immigration purposes ng academic terms or are eligible to work ng a scheduled break.
	have a valid Social Insurance Number, or you a SIN and are on maintained status.
to w emp	r study permit includes conditions allowing you ork off campus, such as "May accept bloyment on or off campus if meeting eligibility eria, per paragraph R186(f), (v), or (w) and
cert	are enrolled in a degree, diploma, or ificate program which is at least 6 months in ation.



Employment Rights and Conditions

Know your rights as a worker in B.C

- If your employer is not following the terms of your employment agreement or if you suspect that your employer is abusing or misusing the Temporary Foreign Worker Program, you can contact Employment and Social Development Canada. They have a confidential tip line, 1-866-602-9448, and an Online Fraud Reporting Tool.
- If you have questions or concerns but don't know who to contact, call the WorkBC
 Contact Centre at 1-877-952-6914. Staff will listen to your situation and give you the contact details for the right organization.
- If you feel that you are being abused or you are at risk of being abused in relation to your job in Canada, you can report the issue to an appropriate enforcement agency, such as the police, WorkSafeBC, or the Employment Standards Branch.

Discrimination and harassment

- The B.C. Human Rights Code is a law that protects workers from unfair treatment.
 Employers cannot refuse to hire people for reasons that are not related to the work.
 This includes skin colour, race, marital status, family background, religion, sex, sexual orientation, age, or a disability.
- All people have the right to feel safe at work. If an employer or colleague makes unwelcome sexual advances (for example, always asking you for a date, telling unwelcome jokes, or touching you), this is called sexual harassment. It is also harassment if people criticize or joke about your home country, ethnicity, or religion. The Human Rights Code protects you against these behaviours.



Employment Rights and Conditions

Time off

- After you have worked for 5 hours, your employer has to give you a 30-minute break. The employer does not have to pay you for the time of your break. If your employer asks you to be ready to work during your break, or if they ask you to return to work before the 30 minutes are over, they must pay you for the time.
- In every work week, you should have 1 break that lasts at least 32 hours. This means
 that if your employer asks you to work 7 days in a row during a week, you must
 receive one-and-a-half times your hourly pay for the hours you work on your
 shortest day.

Safety standards

- The law says employers must make sure workplaces are safe and healthy. They
 must make sure you have the safety equipment you need. They must give you
 training and information to stay safe. You must follow the employer's safety
 instructions. If you see something unsafe, you must tell the employer right away.
- WorkSafeBC helps prevent injuries at work. They train employees and workers. They
 also help people who get hurt at work. People with a work-related illness or injury
 may not be able to work. If this happens to you, WorkSafeBC may give you
 compensation (money for lost wages) and cover medical care costs. Employers
 pay for WorkSafeBC coverage.



Workplace Information

Your contract

Your contract is the agreement between you and your employer. It should state
terms such as the rate of pay, hours of work, and overtime. Always keep a copy of
your contract. It will help if there is a dispute between you and your employer. The
contract cannot conflict with any laws that apply.

Getting paid

- Most workers get paid every 2 weeks or twice a month. Your employer may pay you
 with a cheque. Some employers may pay you by direct deposit (putting money
 straight into your bank account). You must agree in writing to receive a direct
 deposit. Your employer must pay you within 8 days after the end of each pay
 period.
- They must give you a pay stub (record) with every cheque. The pay stub should show how many hours you worked, your pay rate, and overtime hours. It will also show the total amount of pay you earned, deductions (taxes and fees), and your net pay (the money you receive after all the deductions are made).'

Minimum wage

 The minimum wage is the lowest amount a worker can be paid per hour. As of June 2024, the minimum wage in B.C. is \$17.40 per hour. Employers must pay all workers at least the minimum wage. This wage is the same for full-time, part-time, and casual workers.



SCAN ME



Check our BBA
Landing Page for all
the resources and
services!

- Contact Program
 Advisor/Tutor/Career
 Office/ Library/Mental
 Health/Accommodation
 Accessibility/IT/Finance/
 OSRR
- Academic Calendar
- Workshops/Webinars
- Health Insurance
- Housing and other life resources

SCAN ME



Follow our Instagram for more upcoming events and updates!