



UNIVERSITY  
CANADA WEST

# Vancouver Guide

All about living in Vancouver



# Contents

Welcome to Vancouver & University Canada West.....	3	Personal Safety & Care of Valuables.....	11
Arrival Guide.....	3	Legal Information.....	12
Currency.....	4	British Columbia Driver's Licence & Identification Card .....	13
Taxes & Tips .....	4	Jobs.....	14
Weather.....	5	Accommodations .....	15
Healthcare .....	6	Places of Worship.....	16
Walk-in Clinics.....	6	Living Expenses.....	17
Transportation.....	7	Who to Contact if You Have a Question .....	18
Banks .....	8	Other Useful Information.....	19
Phone & Internet.....	9	Useful Contacts.....	19
Child Care.....	10		



# Welcome to Vancouver & University Canada West

Congratulations on your acceptance to University Canada West.

We hope you will enjoy your exciting journey towards earning your degree.

Whether this is your first dive into the world of post-secondary education or you're back at it after a brief hiatus, we're excited to welcome you to our University.

This booklet is a guide to help you become familiar with Vancouver and ensure your transition to your new city is as seamless as possible.

## Arrival Guide

If you are arriving by plane, you will land at YVR, Vancouver's international airport. You can take the Canada Line SkyTrain (above ground subway) to downtown Vancouver and transfer to another SkyTrain line or bus to your final destination.

If you are arriving by bus from the United States, you may be dropped off either in downtown Vancouver or at the Pacific Central Station, which is close to the Main Street/ Science World SkyTrain station. From there, you can take the SkyTrain and transfer to another SkyTrain line or bus, to your final destination.

### Directions to Vancouver House Campus

Public transit is the easiest way to get to the Vancouver House Campus. The nearest SkyTrain station is Yaletown-Roundhouse.

Click to [see the campus on Google Maps](#) and search for directions to the Vancouver House Campus from your location.

### Directions to West Pender Campus

Public transit is the easiest way to get to the West Pender Campus. It is close to all three major SkyTrain lines (Canada Line, Millennium Line and Expo Line), bus stops and the SeaBus.

Click to [see the campus on Google Maps](#) and search for directions to the West Pender Campus from your location.



# Currency

It's a good idea to have some Canadian currency with you upon your arrival, as there is a chance your debit/credit cards may be incompatible with the local system. The abbreviation for the Canadian dollar is CAD.

To the right are images of Canadian bills and coins for your reference (please note that Canada does not use pennies anymore).

# Taxes and Tips

In British Columbia, tax is not included in the prices shown in stores and restaurants.

Tax is added at the time of payment. Different tax percentages are applied to items according to each province. In BC, we pay 7% for the Provincial Sales Tax (PST) and 5% for the Goods & Services Tax (GST).

Gratuity (tipping) is essentially a gift of money, over and above payment due for a service. A "tip" is given to your server at a restaurant, a taxi cab driver, a hair dresser, etc.

A gratuity is not included in your bill. It is customary to tip approximately 10-25% on the total bill before taxes, 10-15% for poor services and 25% for exceptional services. With groups of 10 or more in restaurants, tips are usually included in the bill.

Although tipping is not mandatory, it is a common courtesy in North America.

## CANADIAN NOTES



## CANADIAN COINS

5¢ (Commonly called a nickel)



10¢ (Commonly called a dime)



25¢ (Commonly called a quarter)



50¢ (Commonly called a fifty-cent coin)



\$1 (Commonly called a loonie)



\$2 (Commonly called a toonie)





# Weather

[destinationvancouver.com/plan-your-trip/climate-and-weather](https://destinationvancouver.com/plan-your-trip/climate-and-weather)

Vancouver weather is generally mild all year round with temperatures averaging from 0 to 5 degrees Celsius in winter to the low 20s degrees Celsius in summer.

Winters can be wet, so don't forget your raincoat and an umbrella.

Below is a table showing Vancouver's average daily temperatures per month.

Month	°C	°F
January	6	42.8
February	8	46.4
March	10	50
April	13	55.4
May	17	62.6
June	19	66.2
July	22	71.6
August	22	71.6
September	19	66.2
October	13	55.4
November	9	48.2
December	6	42.8



# Healthcare

International students are required by the BC Government to have medical insurance for the duration of their studies in Vancouver. Guard.me offers private international student medical insurance, and it is mandatory for international students residing in Canada during their first term of study at UCW.

Medical Services Plan (MSP) is the government health plan. All BC residences (visa/study permit OR living in BC for more than six months) must have this medical health plan. Once you arrive in BC, you must apply for this plan. It is highly recommended that you bring a copy of any medical prescriptions, notes or information.

If you have any health concerns or questions, call:

- **Non-emergency medical questions** - 811
- **For all emergency calls** - 911

It can cost a lot to see a doctor or receive any health support services without medical insurance. Here are some estimations:

- \$100 to \$150 to see a doctor
- \$350 to \$850 to ride in an ambulance
- Starting at \$800+ for non-MSP users for an emergency room visit depending on the condition. The price with MSP is around \$80.

## The closest hospitals to UCW:

- St. Paul's Hospital - 1081 Burrard Street
- Vancouver General Hospital - 899 West 12th Avenue

# Walk-In Clinics

There are several walk-in clinics that you can go to for medical services. Make sure you have a Personal Health Number (PHN) or Health Insurance because it can be extremely expensive otherwise.

## Closest Walk-In Clinics to Vancouver House Campus:

- Granville Medical Clinic – 2578 Granville Street
- Loyal Medical Clinic – 1055 West Georgia Street
- Care Point Medical Clinic – 1123 Davie Street

## Closest Walk-In Clinics to West Pender Campus:

- Ultima Medicentre – Plaza level, 1055 Dunsmuir Street
- Stein Medical Clinic – 777 Hornby Street, #800
- Sina Health Centre – 505 Smithe Street

## Walk-In Clinics accepting Guard.me:

- Main Care Medical Clinic – 7297 Main Street
- Dawson Medical Clinic – 4238 Dawson Street
- Pacific Medical Clinic – Fraser: 6184 Fraser Street
- J-Von Medical Centre – 4468 Beresford Street
- Total Life Care Medical Inc. – 250-1755 Kingsway Street

There are other clinics accepting Guard.me. Please visit [Guard.me](https://www.guard.me) for more information. Make sure to bring your Guard.me Claim Form and Photo ID to your appointment.

# Pharmacy

You can buy over-the-counter drugs (which don't require a prescription from a doctor) at most grocery stores. Prescription and non-prescription medicine can be found at Shoppers Drug Mart, London Drugs, Rexall and other drug stores and pharmacies.



# Transportation

Vancouver has a well-structured transportation system separated into multiple zones. Transportation includes SkyTrain (the above-ground subway line), SeaBus (water transport), West Coast Express (train that goes to/from downtown Vancouver and Mission on weekdays) and Bus (including day and night buses).

Public transportation is run by TransLink – [translink.ca](https://www.translink.ca) – 604-953-3333

A Compass Card is a reloadable fare card that works everywhere on transit in Metro Vancouver. A \$6 refundable deposit is required the first time you get a Compass Card. Monthly passes are available at a number of places including all SkyTrain Stations. Single trip tickets are available on all buses and at all SkyTrain stations. You can now “tap” your credit card on buses and at Skytrain Station fare gates or use the ticket kiosks located in each SkyTrain Station. For more information about how many zones you need to travel, please visit the [TransLink website](https://www.translink.ca).

## Monthly Fare Prices

Compass Card:	West Coast Express:	
1 Zone - \$107.30	1-2 Zones - \$173.85	3 Zone - \$227.80
2 Zone - \$143.50	4 Zone - \$274.90	5 Zone - \$375.40
3 Zone - \$193.80		

**Please note:** TransLink does not offer concession or student fares to students of private post-secondary institutions.

For more information regarding Compass Cards, such as registration, balance available on card, usage and payments, please visit [compasscard.ca](https://www.compasscard.ca).

## Mobile applications for transit:

- [Google Maps](#)
- [The Transit App](#)
- [Translink Next Bus](#)

## Cycling

Are you a cyclist? If so, there are many bike routes throughout the city. You can download a Vancouver Bike Map on the [City of Vancouver's website](#).

## Taxi

Many taxi services are available in Vancouver. Here are a few:

- [Yellow Cab](#) – 604-681-1111
- [Blacktop & Checker Cab](#) – 1-604-731-1111 / 1-800-494-1111
- [Vancouver Taxi](#) – 604-871-1111

## Ride Hailing

Ride Hailing services are often a more cost-effective option when moving around the city. [Uber](#) and [Lyft](#) are both available in Metro Vancouver. Download their apps on Google Play or in the App Store.



# Banks

There are several major banking institutions in the Vancouver area and in Canada that you can choose from to open an account depending on your needs. The three most common accounts are Chequing, Savings and US Dollar accounts.

Chequing Account	Savings Account	US Dollar Account
<ul style="list-style-type: none"> <li>• Day-to-day banking</li> <li>• Pay bills online</li> <li>• Send money</li> <li>• Debit transactions</li> <li>• ATM withdrawals</li> <li>• Low interest rate</li> <li>• Debit card</li> </ul>	<ul style="list-style-type: none"> <li>• Different than a chequing account</li> <li>• Generates interest</li> <li>• May have limits on withdrawals and transactions allowed</li> </ul>	<ul style="list-style-type: none"> <li>• For people who perform a lot of transactions in US dollars, or who travel to other countries where US dollars are used</li> </ul>

Each bank offers different types of services for students, so you will need to compare which type of account will work best for you. Students can open a Student Account with most banks without paying a monthly fee. Some banks offer extra incentives for students such as free movies and discounts at certain stores.

## Documents needed to open a bank account in Vancouver

Banks may have different requirements depending on the type of account or service you are seeking. Please ensure that you check the institution's website to see the required documents.

But generally, required documents may include:

- Your temporary permit (Canadian visa or study permit)
- Proof of enrolment in a post-secondary program such as
  - A letter on the university/college letterhead stamped or signed by the institution
  - A copy of the tuition receipt

One of the following:

- Valid passport
- Canadian driver's license
- Canadian government ID card

### Closest banks to Vancouver House Campus:

- Scotiabank – 1408 Continental Street
- Bank of Montreal – 1004 Hamilton Street
- RBC Royal Bank – 1010 Hornby Street
- TD Canada Trust – 1200 Burrard Street
- HSBC – 885 West Georgia Street

### Closest banks to West Pender Campus:

- TD – 700 West Georgia Street
- RBC – 1025 West Georgia Street
- Bank of Montreal – 595 Burrard Street
- CIBC – 400 Burrard Street
- Scotiabank – 510 Burrard Street
- Vancity – 898 West Pender Street

Contact your bank directly if you are having issues or have questions about your account.

Most financial institutions have their own mobile applications.

The cheapest way to transfer money to (and usually from) another country is through these services:

- Western Union – [westernunion.ca](https://westernunion.ca)
- Wise – [wise.com](https://wise.com)
- PayPal – [paypal.com](https://paypal.com)

You can also use your bank to transfer funds, however, fees will vary depending on your financial institution.



# Phone & Internet

## Phone calls in Vancouver:

Country code: +1

Area codes in Vancouver: 236, 604 or 778

There are several phone and internet providers to choose from in Vancouver. If you are planning to make long-distance calls outside of Canada, consider buying a phone card and placing the call from a public telephone or your cell phone. Phone cards can be purchased at many drug stores, supermarkets and convenience stores. They can be used for both local and long distance calls.

If you plan on buying a new phone or register for a SIM card, there are many local cell phone providers to choose from. To explore more and get the latest on their plans and pricing please go to the official website by clicking on the name below.

## Cell phone providers close to Vancouver House & West Pender Campuses:

- **Fido** – 1191 Davie Street/700 West Georgia Street
- **Koodo** – 700 West Georgia Street
- **Rogers** – 601 Robson Street/700 West Georgia Street
- **Bell** – 700 West Georgia Street
- **Telus** – 2706 Granville Street/700 West Georgia Street
- **Virgin** – 1087 Robson Street/700 West Georgia Street
- **Freedom** – 116 Davie Street/555 West Hastings Street
- **PhoneBox** – 658 Seymour Street

Once you find a suitable phone and internet provider, you can use applications and programs to make free calls from your phone or computer. Please note that data charges may apply when using the following apps:

- Skype
- Viber
- FaceTime
- WhatsApp
- Facebook Messenger
- Google Hangouts/Meet/Duo
- Zoom
- Line
- WeChat
- Tango

If you need internet, phone and/or TV, it's usually better to get a package deal for a better price.

**Tip:** If you already have a phone plan you would like to use, but need a number with a Vancouver area code, there are providers online where you can buy a phone number for about \$5 per month and forward it to your existing phone number.





# Child Care

Find child care centres within your neighbourhood by searching these websites:

- [Vancouver Society of Children's Centres](#)
- [YMCA Child Care Information & Referrals](#)
- [Child Care Resources & Referrals](#)

## Child care centres closest to Vancouver House Campus:

- The Mark Children's Centre  
1362 Seymour Street  
604-718-6555

## Child care centres closest to West Pender Campus:

- Woodward's YMCA Child Care Centre  
111 West Hastings Street  
604-685-8355
- Library Square Children's Centre  
345 Robson Street  
604-718-6555
- Leslie Diamond Early Learning and Child Care Centre  
353 Hornby Street  
604-895-5800



# Personal Safety & Care of Valuables

Vancouver is generally a safe and clean city, however it is recommended that you take care of yourself and your belonging as you would back home. Students are responsible for their own safety and valuables when on campus.

## Below are some helpful tips:

- Do not carry large sums of money with you, especially at night – plan ahead and bring only the amount you need.
- Always let someone know if you are going to be out late or away for an extended period of time.
- Do not give anyone your contact information unless you are comfortable and trust them.
- Keep your eye on your bag or purse at all times, especially at restaurants and while on public transit.
- Do not let anyone use your cell phone, unless you know and trust them.
- Do not share any personal information over the phone or through email, unless you trust the person.
- You might receive a call from someone stating that they are calling from Service Canada (or others), do not share any information. The government will not contact you by phone or email.

## Seasonal Health and Safety Tips

- Wash your hands often. Use soap and water, or an alcohol-based hand sanitizer.
- Maintain a minimum two-metre distance from anyone outside your immediate household when possible.
- Wear a mask in indoor spaces and whenever possible.
- Don't touch your eyes, nose or mouth.
- Cover your nose and mouth with a bent elbow or a tissue when you cough or sneeze.
- Stay home if you feel unwell.
- More safety tips can be found on the [BCCDC website](#).



# Legal Information

The legal drinking and smoking age in Vancouver is 19 years old.

Drugs are not tolerated. If you are caught under the influence or in possession of any illegal drugs, the police will be contacted and a parent or guardian (if applicable) will be notified.

Drug use/possession can result in a fine, arrest, jail time (if convicted) and/or deportation from Canada. Illicit drug use will result in immediate suspension or expulsion from University Canada West.

## **Legal Services Society (legal aid) – [lss.bc.ca](https://www.lss.bc.ca)**

If you have a legal problem and cannot afford a lawyer, you can access legal aid. On this website, you'll find information on where to seek legal assistance, helpful websites and you may even qualify for free legal advice from a lawyer (conditions apply).

400-510 Burrard Street, 604-601-6000

## **Clicklaw – [clicklaw.bc.ca](https://www.clicklaw.bc.ca)**

Clicklaw is an online site for legal information that is operated by the Courthouse Libraries BC. You can use this website to help find legal information in plain language.

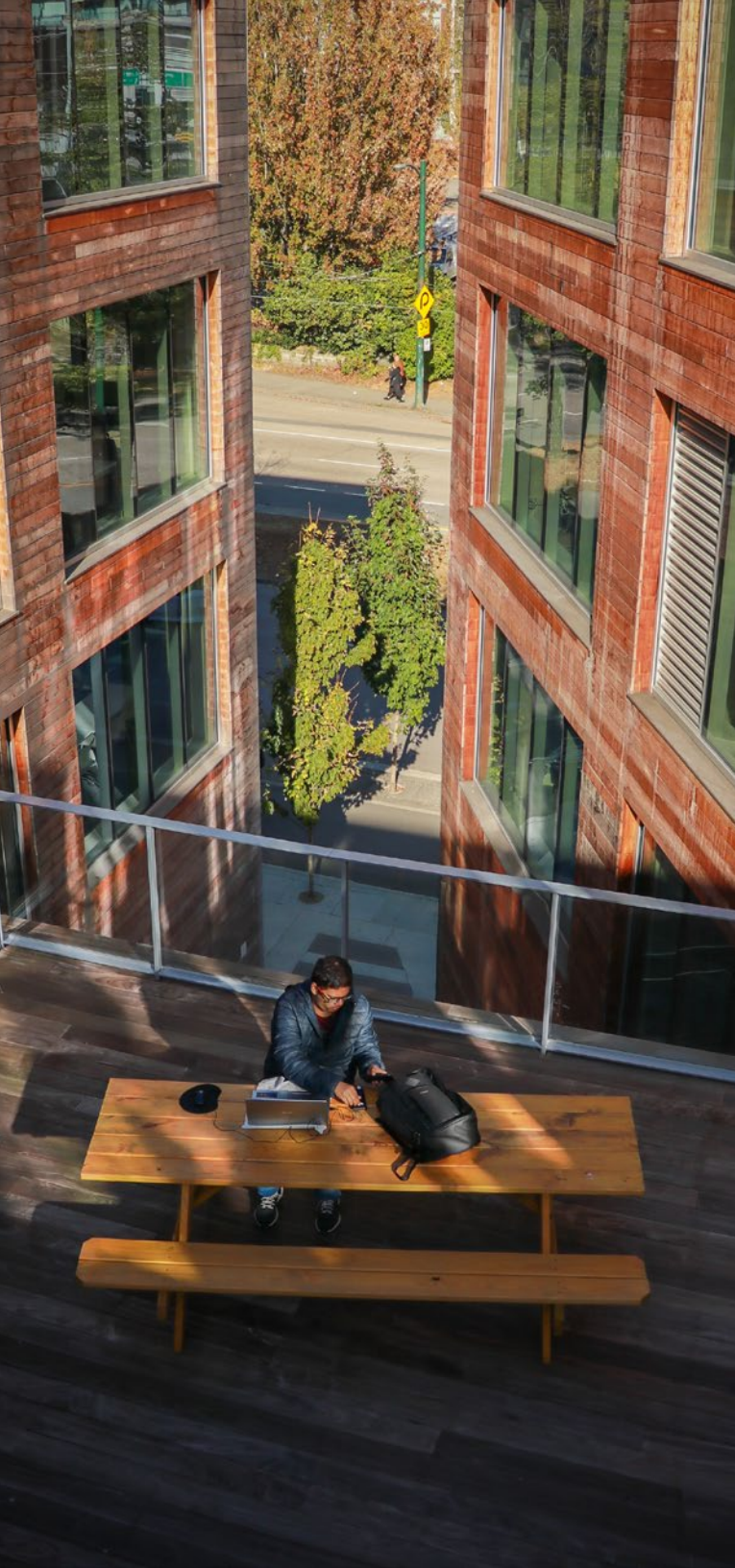
# Immigration Advice

## **Citizenship and Immigration Canada (CIC) – [cic.gc.ca](https://www.cic.gc.ca)**

This is the official Canadian government website about immigration, visa, study permits and citizenship. You can check on the CIC website for details about the different types of visas available and how to apply for them.

## **Immigration Consultants of Canada Regulatory Board – [college-ic.ca](https://www.college-ic.ca)**

Please consult a professional immigration consultant if you have any questions or need advice regarding visas, a Post-Graduation Work Permit or extending your stay in Canada.





# British Columbia Driver's Licence & Identification Card

If you want to get a BC driver's licence or identification card, you will need to visit the Insurance Corporation of British Columbia (ICBC). A list of ICBC locations can be found at [www.icbc.com](http://www.icbc.com)

## Driver's Licence

ICBC has a reciprocal licence agreement with several countries where, if you meet the requirements set out by ICBC, you may be able to exchange your home country's licence for a BC driver's licence.

You will need to bring the following to apply:

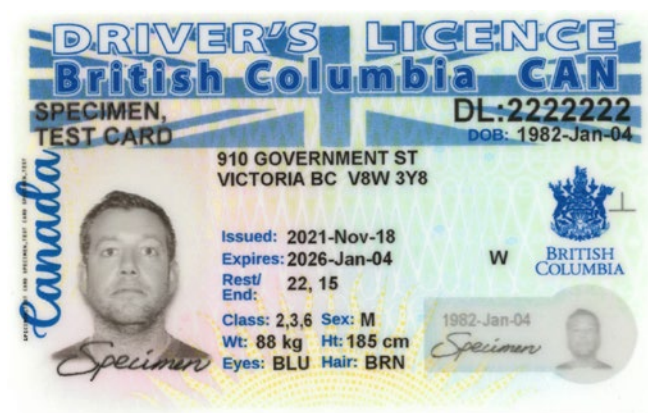
- Required ID
- Current driver's licence
- Pay the required fees for the licence
- Proof of two years of driving experience

If your home country does not have a reciprocal licence agreement with Canada, you will need to take a knowledge and road test to get a BC driver's licence.

## Identification Card

If you do not want to get a driver's licence, you can get a British Columbia Identification (BCID) card that you can carry with you instead of your home country identification.

A BCID card costs \$35.





# Jobs

If you are an international student, you are allowed to work part-time (20 hours a week) if your study permit includes the condition or a remark allowing you to work as advised by Citizenship and Immigration Canada (CIC).

If you plan on working, you will need a Social Insurance Number (SIN) from Service Canada and will need to have the condition or remark allowing you to work on your study permit to get a SIN. You will need to bring your passport and your study permit, which shows that you are allowed to work in Canada, to Service Canada to get a SIN.

## **Service Canada centres closest to UCW Campuses:**

There are six Service Canada centres within 15 kilometres from the West Pender and Vancouver House Campuses.

The nearest one is at 757 West Hastings Street, Vancouver, BC.

Additional locations:

- 1263 West Broadway, Vancouver, BC
- 1420 Kingsway, Vancouver, BC
- 221 Esplanade West, Office 100, North Vancouver, BC
- 3480 Gilmore Way, Suite 100, Burnaby, BC
- 5611 Cooney Road, Suite 350, Richmond, BC

UCW offers information sessions on career services, such as job searching and resume and cover letter writing every term to help you find a job during your studies. Below are websites to help you start your search for jobs in Vancouver.

- **BC Jobs** – [bcjobs.ca](https://bcjobs.ca)
- **Indeed** – [indeed.ca](https://indeed.ca)
- **Monster** – [monster.ca](https://monster.ca)
- **Workopolis** – [workopolis.com](https://workopolis.com)
- **WorkBC Job Board** – [workbc.ca/Jobs-Careers/Find-Jobs](https://workbc.ca/Jobs-Careers/Find-Jobs)
- **LinkedIn** – [linkedin.com](https://linkedin.com)



# Accommodations

UCW has partnered with 4stay and GEC to provide private or shared accommodation at exclusive rates. New students also have other housing options available to them from apartment rentals, homestays and more.

## 4stay

UCW has partnered with 4stay to provide exclusive housing for UCW students. Students have the option to choose both private or shared accommodation.



[housing.ucanwest.ca/](https://housing.ucanwest.ca/)



## GEC

UCW has partnered with GEC to offer shared accommodation exclusively for University Canada West students in one of the largest off-campus student residences in Vancouver.



[my.gecliving.com/inquiry/ucw/](https://my.gecliving.com/inquiry/ucw/)



# Places of Worship

There are several places of worship in downtown Vancouver and within the Lower Mainland. Search the internet for the closest place of worship to your home.

## Places of worship near Vancouver House Campus

Muslim	Hindu	Sikh	Christian	Jewish
Al Masjid Al Jamia, Vancouver 655 W 8th Avenue 604-655-5906	Sri Ganesh Temple 3525 Fraser Street 604-879-3505	Akali Singh Sikh Society 1890 Skeena Street 604-254-2117	St. Andrew's Wesley United Church 1022 Nelson Street 604-683-4574	Chabad of Downtown 1260 Howe Street 778-688-1273
	ISCKON Vancouver 5462 Marine Drive 604-433-9728		Westside Church 777 Homer Street 604-263-2314	

## Places of worship near West Pender Campus

Muslim	Hindu	Sikh	Christian
Granville Musallah Masjid 695 Smithe Street <i>Musallah and Sunni</i>	Shree Mahalakshmi Temple 467 East 11th Avenue 604-874-0175	Akali Singh Sikh Society 1890 Skeena Street 604-254-2117	Westside Church 777 Homer Street 604-263-2314 <i>Protestant</i>
Vancouver Public Library, Alice McKay Room 350 West Georgia Street 604-897-9349 <i>Juma</i>			Holy Rosary Cathedral 646 Richards Street 604-682-6774 <i>Catholic</i>



# Living Expenses

\* Shared accommodations will cost less

General Metro Vancouver Ongoing Living Expenses		
Housing	\$ Per Month	\$ Per Year
Rent*	\$1,575 to \$2,685	\$18,000 to \$30,000
Utilities (hydro, gas, electricity, etc.)	\$50 to \$150	\$600 to \$1,800
Tenant insurance	\$25 to \$35	\$300 to \$420
<b>Total</b>	<b>\$1,375</b>	<b>\$18,900 to \$32,220</b>

North Vancouver Ongoing Living Expenses		
Housing	\$ Per Month	\$ Per Year
Rent*	\$1,900 to \$2,500	\$22,800 to \$30,000
Utilities (hydro, gas, electricity, etc.)	\$50 to \$150	\$600 to \$1,800
Tenant insurance	\$25 to \$35	\$300 to \$420
<b>Total</b>	<b>\$1,975 to \$2,685</b>	<b>\$23,700 to \$32,220</b>

Richmond Ongoing Living Expenses		
Housing	\$ Per Month	\$ Per Year
Rent*	\$1,500 to \$2,000	\$18,000 to \$24,000
Utilities (hydro, gas, electricity, etc.)	\$50 to \$150	\$600 to \$1,800
Tenant insurance	\$25 to \$35	\$300 to \$420
<b>Total</b>	<b>\$15,575 to \$2,685</b>	<b>\$18,900 to \$26,220</b>

West Vancouver Ongoing Living Expenses		
Housing	\$ Per Month	\$ Per Year
Rent*	\$1,900 to \$2,500	\$22,800 to \$30,000
Utilities (hydro, gas, electricity, etc.)	\$50 to \$150	\$600 to \$1,800
Tenant insurance	\$25 to \$35	\$300 to \$420
<b>Total</b>	<b>\$1,975 to \$2,685</b>	<b>\$23,700 to \$32,220</b>

Coquitlam Ongoing Living Expenses		
Housing	\$ Per Month	\$ Per Year
Rent*	\$1,500 to \$2,000	\$18,000 to \$24,000
Utilities (hydro, gas, electricity, etc.)	\$50 to \$150	\$600 to \$1,800
Tenant insurance	\$25 to \$35	\$300 to \$420
<b>Total</b>	<b>\$15,575 to \$2,685</b>	<b>\$18,900 to \$26,220</b>

Surrey Ongoing Living Expenses		
Housing	\$ Per Month	\$ Per Year
Rent*	\$1,400 to \$1,900	\$16,800 to \$22,800
Utilities (hydro, gas, electricity, etc.)	\$50 to \$150	\$600 to \$1,800
Tenant insurance	\$25 to \$35	\$300 to \$420
<b>Total</b>	<b>\$1,475 to \$2,085</b>	<b>\$17,700 to \$25,020</b>



# Who to Contact if You Have a Question

If you have an issue or question, please identify what type you have:

- Academics
- Accommodation
- Visa
- Personal issue
- Finance

Contact Student Affairs and Services if you are unsure who to speak with regarding your situation. If you are comfortable trying to resolve the issue yourself, try talking to the person or contacting them in writing. University Canada West takes all incidents of bullying and harassment seriously. Please approach Student Affairs and Services with any such concerns.

Depending on the issue or level of importance, a confidential written record may be created for future reference or follow-up.

If you are having issues with the following:

- Academics – contact your Professor, then Academic Advisor
- Tuition – contact the Finance Department
- Visa – contact your registered immigration consultant or visit [www.cic.gc.ca](http://www.cic.gc.ca) for the latest updates about immigration.



# Other Useful Information

To save money you can buy new or used furniture, home supplies and other items online.

Facebook groups: there are many Facebook groups within the area you live where you can get cheap/free furniture, etc.

## Useful links:

- Craigslist – [vancouver.craigslist.org](https://vancouver.craigslist.org)
- Kijiji – [kijiji.ca/h-vancouver/1700287](https://kijiji.ca/h-vancouver/1700287)
- Facebook Marketplace – [facebook.com/marketplace](https://facebook.com/marketplace)

**Please note:** Occasional fake or fraudulent listings have been found on classified websites such as Craigslist and Kijiji. Please do your due diligence and don't pay for an item you haven't seen or send payment to anyone you haven't met in person.

## Get out there and meet people

Don't be shy to get to know new people. You can socialize at different events, gyms or other classes, community groups, pubs or clubs.

Here are some websites and applications that can be useful for getting involved in Vancouver's social life:

- Meetup (also phone app) – [meetup.com/find/ca--bc--vancouver/](https://meetup.com/find/ca--bc--vancouver/)
- Toastmasters – [toastmasters.org](https://toastmasters.org)
- Daily Hive Vancouver – [dailyhive.com/vancouver](https://dailyhive.com/vancouver)
- Yelp (also phone app) – [yelp.ca/vancouver](https://yelp.ca/vancouver)
- Facebook groups for different interests i.e. gaming, hiking, etc. – [www.facebook.com/groups](https://www.facebook.com/groups)

## Safety tips when meeting up with people:

- When you're meeting someone for the first time, ensure you choose a public place where there will be other people around (shopping mall, coffee shop)
- Be aware of any security personnel in the area
- If you feel uncomfortable, ask for help from the people around you
- Call 911 for immediate safety threats

## British Columbia Newcomers' Guide

[welcomebc.ca/Start-Your-Life-in-B-C/Newcomers-Guides](https://welcomebc.ca/Start-Your-Life-in-B-C/Newcomers-Guides)

# Useful Contacts

**Police, Medical Emergency, Fire**.....911

## Healthlink BC

Non-Emergency Medical Questions .....811

## Crisis Centre BC

24/7 Mental Health, Suicide,.....604-872-3311

Self-Harm, Violence Or Abuse ..... Toll Free 1-866-661-3311

**Translink Public Transportation**.....604-953-3333

**City Of Vancouver**.....311

**Vancouver Taxi**.....604-871-1111

**Blacktop & Checker Cab**.....604-731-1111

**Yellow Cab**.....604-681-1111

**University Canada West**.....1-877-431-6887



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### Vancouver House Campus

1461 Granville Street,  
Vancouver, BC, V6Z 0E5

### West Pender Campus

626 West Pender Street,  
Vancouver, BC, V6B 1V9

**T:** 1-877-431-6887

**E:** [student.affairs@myucwest.ca](mailto:student.affairs@myucwest.ca)

**WE ACKNOWLEDGE** that the territories on which UCW and its campuses are situated are the traditional, ancestral and unceded territories of the x<sup>w</sup>məθk<sup>w</sup>əy̓əm (Musqueam), Sk̓wx̓ wú7mesh (Squamish) and Sel̓íl wítulh/səlilwətał (Tseil-Waututh) Nations. We thank them for having cared for this land since time immemorial, honour their graciousness to the students who seek knowledge here, and iterate our dedication to valuing the ongoing contributions of Indigenous peoples and communities.