



Emergency Procedures/Contacts and Information

Contact Information for Hosts

University of Victoria Office Hours are Monday to Friday, 8:30am– 4:30pm.

For information during regular office hours, please contact:

Homestay Office

Email: uvcshp@uvic.ca

Phone: 250-472-4268

Only in the event of an emergency outside of regular office hours, please contact:

UVic Campus Security (24hours) - Phone: 250-721-7599 (Emergency ONLY)

Please provide UVic Campus Security with the following information:

Identify that you are an UVic Homestay Host

Your students name

Nature of injury

The hospital that the student is receiving care from and any contact information that you can provide

****Campus Security will have a Homestay Coordinator contact you as soon as possible****

In case of an EMERGENCY, Campus Security staff can assist you by:

providing information and contact numbers for appropriate-community support services who may assist you in dealing with your situation (eg. municipal police departments, local emergency health services, etc.) and advising Homestay staff about your situation during office hours on the next business day. A staff member will contact you on the next business day to follow up and facilitate support as appropriate.

What should I do if...?

My student needs to see a doctor or has a medical emergency?

Students are required to have adequate medical insurance while attending English language programs at the University of Victoria. In the first day or two, check in with your student about their medical insurance policy and make arrangements for your student to store the policy in a central location. This way both of you will know where the policy is located in case of a medical

situation. Most policies require students to pay for services at the time of treatment and submit receipts to the insurer for reimbursement.

If your student needs to see a doctor and it is not an emergency, they can visit UVic Health Services on campus or you can take them to your local doctor or a community health clinic.

If your student needs immediate medical assistance, either call 911 for ambulance service or take your student directly to the nearest hospital. If the emergency occurs during office hours, our office will contact you directly. You are expected to join your student as soon as possible. If the emergency occurs after office hours, please call UVic Campus Security and report the incident. They will contact all individuals who need to be informed. Payment for medical services is solely the student's responsibility.

My student didn't come home on time after school?

First thing, do not panic! Usually, when a student is not home on time, it is because they have missed the bus or are out with friends. Wait a reasonable period of time. If you are concerned because your student is not home by 11:00pm, and they had not informed you that they would be late, please call UVic Campus Security at 250-721-7599. They will assess the situation and take appropriate action. In the meantime, if your student contacts you or arrives home, please call Campus Security again to let them know that your student is safe.

I am concern about my student's mental health...what should I do?

Alert the Homestay program of any concerns regarding your student and their mental health. If they are under moderate stress/distress, our coordinators can make an appointment with a UVic counsellor. If the situation is critical, please call the Crisis Line at 1-800-784-2433 (1-800-SUICIDE) or 911.

Supporting your student's mental health:

<http://www.uvic.ca/mentalhealth/parents/support-your-student/index.php>

Find Treatment and Support Resources at UVic:

<http://www.uvic.ca/mentalhealth/parents/treatment-support/index.php>

Making connections on campus:

<http://www.uvic.ca/mentalhealth/students/connections/index.php>

Mental Health Information from BC Partners for Mental Health and Addictions Information:

<http://www.heretohelp.bc.ca/>

What if my student gets injured or sick while on campus?

If staff is present, your student will be taken to the Jack Peterson Health Centre (on campus) or, if necessary, an ambulance will be called. Students are often accompanied by Cultural Assistants or other staff, and updates are generally provided to the Homestay staff so that we can inform host families. Any required follow-up will be communicated.

Jack Peterson Health Centre (On Campus)

Hours

8:30am-4:30pm	Monday, Thursday Friday
9:30am-4:30pm	Tuesday
8:30am-7:00pm	Wednesday
Closed	Saturday, Sunday & Holidays

Location

Lower end of Housing Parking Lot #5.

For a detailed map, please go to:

<http://www.uvic.ca/home/about/campusinfo/maps/maps/hea.php>

How to see a Nurse or Doctor at the Health Centre

The clinic is by appointment ONLY. Please call the Bookings Clerk at **250-721-8492**. Urgent walk-in and nursing care is available. It is free to see a nurse. It will cost approximately \$30-\$50 to see a doctor. Your student will receive a receipt for their insurance company.

Student records are confidential and are not released to anyone without the written consent of the student unless otherwise required by law and in matters of public health.

Important Numbers for Help

- **EMERGENCIES ONLY:** 911
- **Victoria Police:** 250-995-7654
- **Victoria Sexual Assault Centre** (24 hour crisis and information line) 250-383-3232
- **Anti-Violence Project** (On campus sexual assault support centre): Ph: 250-472-4388/
Location: Student Union Building (SUB), lower level, room SUB B027/ Details:
www.uvss.uvic.ca/avp
- **Crisis Line:** 1-800-784-2433 (1-800-SUICIDE)
- **Vancouver Island Crisis Line:** 1-888-494-3888
- **310Mental Health Support:** 310-6789 (no need to dial area code)

Medical Insurance

All students are required to have medical insurance. If your student does not have medical insurance for Canada please tell them to approach the ELC staff.

Canadian students from other provinces are advised to inform your provincial health provider that they will be living in BC and attending UVic.

Aon Reed Stenhouse Inc. (Aon) in conjunction with The University of Victoria have put together a Health Insurance program specifically designed for international students, faculty and staff.

This plan will ensure that your student has adequate emergency medical coverage while they are in Canada, and for long-term students, during the three-month waiting period for the B.C. Medical Services Plan.

Visit uvic.aon.ca for more details and where your student can apply. Or, they can stop by the Aon office:

1803 Douglas Street, 6th Floor,

Victoria, BC V8T 5C3.

Ph: 250-388-7577.