

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: HomestaySupport@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 student's 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 will have medical insurance while attending English language programs at the University of Victoria. It is best for the student to have a print-out of their medical insurance policy. 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. Students will be insured through GuardMe insurance. For more information on clinics that offer direct billing, the claims process and other information, please visit <https://www.guard.me/uvcs>.

If your student needs immediate medical assistance, either call 911 for ambulance service or take your student directly to the nearest hospital. If you are unable to drive your student to a clinic or hospital, GuardMe will cover a taxi for transportation, so please remind your student to keep receipts. If the emergency occurs during office hours, our office will contact you directly with more information about the incident. 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.

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

If staff is present, your student will be taken to the Jack Petersen Health Centre (on campus), a nearby clinic, 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.

To look up walk-in clinics with the shortest wait times, visit: www.medimap.ca

Jack Petersen 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:

<https://www.google.com/maps/d/viewer?mid=1FSstbE0GZKrgF2kHI-AqQlqUDpl&usp=sharing>

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.

I am concerned 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 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/>

Safety Tips*

Canada is a wonderful place to visit and study - a peaceful and friendly country. This may be your student's first time away from home and living on their own. Here are some safety tips that all international students should know to help them feel more comfortable and be safe in their new surroundings:

- Introduce your student to your neighbours.
- Encourage your student to meet their classmates, and the international student support people at UVic.
- Remind them to keep an eye on their belongings in public places.
- Your student should not carry too much cash. They should keep their passport and valuables at home in a safe place.
- When your student goes out, they should know where they are going and how to get there.
- When they go out at night, they should go out with friends.
- If your student will drink alcohol - tell them NOT TO DRIVE or get in a car where the driver is also intoxicated!
- If someone bothers your student, tell them it is ok to ask them to stop, and ask for help if needed.
- Let your student know that they can ask Canadian police for help-they are friendly and professional.
- In an emergency, they should phone 911 (Police, Fire, Ambulance).
- Your student should buy health insurance for their time in Canada.

Medical Insurance

All students will have medical insurance through GuardMe. 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 <https://www.guard.me/uvcs> for more information.

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

We look forward to placing students in your home. If you have any further questions, please don't hesitate to contact our office.

UVic Homestay Team

Tel—250-472-4268

Email—HomestaySupport@uvic.ca

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)