



## 1. HEALTH & SAFETY POLICY

SkyQuest is committed to fostering an inclusive and supportive environment where all students feel welcomed, connected, and confident in pursuing their academic goals. We take the health, safety, and well-being of our students seriously and offer a range of support services and resources to ensure their success and peace of mind. This policy outlines resources and existing policies available to support international students in matters related to health and safety.

### a) MENTAL HEALTH

**OBJECTIVE:** To proactively identify mental health issues, address them effectively, and ensure that all students are aware of and have access to relevant support services. We recognize that challenges related to mental health can affect international students in unique ways, and we are committed to providing necessary assistance and resources.

- i) **Anti-Racism:** SkyQuest is committed to maintaining an environment free of discrimination. Student who experience racism are encouraged to report it to the SkyQuest point of contact and to seek support and resources. The *Resilience BC* platform offers tools and resources for combating racism:  
<https://www.resiliencebc.ca/>
- ii) **Here2Talk:** A free and confidential mental health support service available to all post-secondary students in British Columbia. Students can access professional support 24/7: <https://here2talk.ca/main Home>
- iii) **SkyQuest Harassment Policy:** SkyQuest has a strict harassment policy that applies to all members of the community. Any student facing harassment, bullying, or discrimination should report it promptly to SkyQuest's point of contact.

### b) SAFETY

- i) **SkyQuest Safety Policy:** We are dedicated to ensuring a safe and respectful environment for all students. Our safety policy emphasizes the well-being of each individual and sets procedures for addressing any safety concerns or incidents.
- ii) **Web Resources for Safety:**
  - a. *International Student Safety Guide* by MOSAIC:  
<https://www.mosaicbc.org/wp-content/uploads/2020/03/International-Student-Safety-Guide.pdf>

### c) HEALTHCARE SERVICES

- i) **Telehealth and Walk-in Clinics:**
  - a. *Telehealth Walk-in Clinics:* For non-urgent medical concerns, students can use Telehealth services to consult with a doctor virtually.



## STUDENT SAFETY

Safety, Well-Being and Health

---

- i. [https://walkin.ca/?gad\\_source=1&qclid=EAIaIQobChMIv5rJj9fkigMVjQ2tBh2hgw28EAAAYASAAEgLUbfD\\_BwE](https://walkin.ca/?gad_source=1&qclid=EAIaIQobChMIv5rJj9fkigMVjQ2tBh2hgw28EAAAYASAAEgLUbfD_BwE)
- ii. <https://vivacare.ca/telehealth-online-doctor/>

- ii) **Community Walk-in Clinics:** Students can visit any of the following local walk-in clinics for medical services:
  - a. *Avecina Medical Clinic:* 5581 204th Street, Langley BC, V3A 1Z4
  - b. *Glover Medical Centre:* 5796 Glover Road, Langley BC, V3A 4H9
  - c. *Grove Medical Centre Inc:* 21183 88th Avenue, Langley BC, V1M 2G5
  - d. *Redwood Medical Clinic:* 8948 202 Street, Langley BC, V1M 4A7
- iii) **811 Medical Services (phone number):** For general health inquiries and advice, students can contact HealthLink BC by calling 811.
  - a. More Information available: <https://www.healthlinkbc.ca/more/about-healthlink-bc/about-8-1-1>
- iv) **First Aid Kit:** A first aid kit is available on-site for minor injuries. Please notify staff if the kit requires replenishing.
- v) **Emergency Contacts:**
  - a. **Police non-emergency:** 604-532-3200
  - b. **Emergency Services** (Police, Fire, Ambulance): Dial 911 in case of an emergency.

### d) MEDICAL INSURANCE

It is required that all SkyQuest International students have access to necessary healthcare through the Medical Services Plan (MSP) enrollment.

- i) **How to enroll in MSP:** International students should register for the Medical Services Plan (MSP) as soon as they arrive in British Columbia to access healthcare.; For more information on how to enroll, visit: <https://www2.gov.bc.ca/gov/content/health/accessing-health-care/health-fee-international-students>
- ii) **Student Health Insurance Records:** SkyQuest maintains a record of international students' health insurance as part of their student files to ensure they remain covered for the duration of their studies.

## 2. GENERAL HEALTH AND SAFETY GUIDELINES:

- a. **Emergency Procedures:** Students should familiarize themselves with evacuation routes, emergency contacts, and procedures for various situations (fire, earthquake, medical emergency, etc.)