



JIBC

CANADA'S *leading*
PUBLIC SAFETY
EDUCATOR

Welcome to JIBC

2013-14 Student Handbook



Contents

Welcome	3
Campuses & Store	4
New Westminster	4
Maple Ridge	5
Chilliwack	6
Victoria	7
Okanagan	7
Pitt Meadows	8
JIBC Store	8
Financial Support	9
Tips For Living Well On The Cheap	10
Helpful Links	10
Supporting You	11
Housing and Hotels	11
Tips for a Successful Housing Search	11
Alumni Association	11
Counselling Services	12
Services for Students with Disabilities	13
After Hours Emergency Resources	13
Aboriginal Programs & Services	14
Learning Resources	15
Developing Your Academic Skills	15
Using the Library	16
Students' Rights and Responsibilities	17
Online Learning Support	19

This student handbook is prepared in advance of the academic year and the information should be used as a guide only. JIBC has made every effort to check the accuracy of the content but some changes may occur between publication and the start of the academic year. Contact Student Services (www.jibc.ca/student-services) for up-to-date information about fees, program content and entry requirements. View this handbook online at www.jibc.ca/handbook.

Welcome

Welcome to Justice Institute of British Columbia (JIBC) — Canada's leading public safety educator — a dynamic public post-secondary institution. Established in 1978 with a provincial mandate under the College & Institute Act, JIBC delivers leading edge public safety and justice education and training in BC, Canada, and internationally. Every year 27,000 students from more than 20 countries take our programs and courses.

Message from the President

Welcome to JIBC. I am delighted that you have decided to join the 27,000 students attending the Institute this year to pursue a career in justice and public safety, to return for continuing education, professional upgrading or additional accreditation.

JIBC programs are recognized nationally and internationally and are delivered by instructors who are experts in their fields and offer real-world experience and perspectives. We strive to continually meet your needs by offering both full-time and part-time studies that range from entry-level training to advanced education, face-to face in the classroom, or online.

Regardless of the delivery method, our education and training emphasizes experiential learning that leads to a range of certificates, diplomas, bachelor's degrees, and graduate credentials; ones that can be immediately applied in the workplace.

Above all, JIBC offers you a unique, inter-professional learning environment that brings together students from different disciplines, instilling the value of communication and collaborative teamwork and promoting increased efficiency, effectiveness, and interoperability once you are out in the field.

We hope that you will make the most of your time here. We look forward to supporting your learning needs through our student services and programs.

Good luck with your studies and see you on campus.

Dr. Michel Tarko
JIBC President



facebook.com/justiceinstitute



twitter.com/JIBCnews

Our Campuses & Store

New Westminster Campus

715 McBride Boulevard, New Westminster, BC V3L 5T4

Our main campus is the administrative hub of the Institute. Even if you do not attend classes here, you will likely interact with staff at this location to register for courses, request an official transcript, or seek out Library and counselling services. The JIBC Store is also located at this campus.

Designed by Vancouver architect Richard Henriquez, the New Westminster Campus is comprised of two distinctive buildings. They are a unique blend of curves and sharp angles, brick, concrete, and steel, and include the main classroom office building and the Dr. Donald B. Rix Public Safety Simulation Building.

Campus Hours

Monday-Friday	6:00 a.m. - 10:00 p.m.
Saturday-Sunday	7:30 a.m. - 5:30 p.m.
Statutory Holidays	Closed

Getting Here

Transit - The campus is located on several bus routes that connect with Skytrain. For specific transit directions visit www.translink.ca.

Cycle - A sheltered bicycle rack is located outside the gymnasium entrance.

Taxi - A direct phone line to Royal City Taxi (604.521.6666) is located beside the pay phone in the hallway leading from the atrium to classrooms C120-139.

Drive - We encourage you to make a green commuting choice, but if you decide to drive, consider carpooling. Free parking is available. Designated parking for disabled persons is located near both main entrances. Overflow parking is accommodated at the Canada Games Pool lot south of the campus.

Food Service Options

Full cafeteria service, with hot meals, sandwiches, and snacks, is available from 7:00 a.m. to 4:00 p.m., Monday through Friday (July & August: 7:00 a.m. to 3:00 p.m.). Microwaves are provided for your use at the far end of the cafeteria.

Limited cafeteria service may be available on weekends – check with your instructor or program manager.

Vending machines for snack food items and beverages are located in the hallway near the gymnasium.

Gymnasium and Fitness Room

The fitness room is available for use by all students between the hours of 7:00 a.m. and 5:00 p.m. daily. It is located close to the gymnasium in room A135. To use this facility, you are required to sign out an access card at the main information desk. You will be asked to leave photo ID at the desk until you return the access card. The fitness room is not staffed so please use the equipment appropriately, and with courtesy to others. Use the equipment at

your own risk as JIBC is not responsible for personal injuries.

Men's and women's student lockers and shower rooms are located on the basement level, below the gymnasium.

Canada Games Pool and Centennial Community Centre

Located adjacent to JIBC's campus at 65 Sixth Avenue East, this recreational complex contains an Olympic sized pool and a 5,000 square foot fitness area with a selection of free weights, strength equipment and cardiovascular machines. Membership available.

Quiet Time

For meditation, prayer or quiet time, room C308A, located in the classroom wing on the third floor, is available for use by students and staff members at any time during the day. The room has cushions and small prayer carpets, and is intended exclusively for quiet activity.

Lounging Around

A student lounge area is located in the atrium behind the main staircase. Couches provide a comfortable area for study, conversation, relaxation, and rest. The garden courtyard outside the cafeteria also serves as a central meeting place for students, faculty, and staff.

Staying Connected

Free wireless Internet access covers the entire New Westminster Campus. Stop by the Library or the main information desk to get your login information.

There is a TTY phone located in the Library. Fax and photocopy services are offered in the Library for a fee.

A Canada Post mailbox is located on the sidewalk near the gymnasium entrance.

A student notice board is located in the hallway between the main information desk and the cafeteria. Postings of housing options, items for sale, and upcoming events are displayed here. Information desk staff will receive and date stamp any notices which may be posted for 30 days.

An ATM is available in the hallway near the main information desk and across from the JIBC Store.

Staying Safe and Secure

A first aid attendant is available between 7:30 a.m. and 4:30 p.m. weekdays. If you require minor first aid or are aware of someone who does, contact the main information desk in-person or by phone at 604.525.5422. You will be asked to state the person's location in the building and provide a brief description of the injury.

The security office is located next to the information desk in the atrium on the main floor. A security guard is on site Monday through Friday from 6:00 a.m. to 10:00 p.m., and weekends from 7:30 a.m. to 5:30 p.m.

Staying safe and secure is important, day or night. Ensure the security of your valuables and personal possessions by keeping them on your person or in a locked vehicle while on campus.

If you leave campus buildings after dark, you are encouraged to walk with a friend or colleague using the 'buddy system' to watch out for each other. Take time to familiarize yourself with the layout of the campus and the surrounding environment so you know where you are at all times. The campus is patrolled by security after business hours. If you are studying late at night on a JIBC campus with security, you can request an escort to your car from the security personnel. Report problems or anything suspicious to your instructor or the security guard at 604.818.6922.

The main information desk maintains Lost & Found. After business hours, leave a note describing the item at the information desk or with the security office.

Scent-free

Out of respect for fellow students, staff and instructors, please refrain from wearing strongly scented perfume, cologne, aftershave or lotion at every campus of JIBC. Many people are allergic to scents which can have a significant impact on those with certain health conditions such as asthma.

Designated Smoking Areas

The designated smoking area is located on the west side of the building, beyond the cafeteria, clearly identified by signage.

Parking

Please park only in designated spaces. Illegally parked vehicles will be towed at the owner's expense by New Westminster Towing.

To report illegally parked vehicles, please contact campus security at 604.818.6922 or email: securityguardoffice@jibc.ca

Maple Ridge Campus

13500 256th Street, Maple Ridge, BC V4R 1C9

The Maple Ridge Campus is located 58 kilometres east of Vancouver. This unique campus is designed for the hands-on firefighting education and training programs delivered by JIBC's Fire & Safety Division.

In addition to the main classroom and building, the Maple Ridge campus features state-of-the-art simulation training props such as a three-storey concrete burn building that is regularly set ablaze for fire fighters to practice under real-life conditions. As well, the setting includes a four-storey training tower to practice technical rope rescue, and a ship's steel superstructure and hold for simulating marine firefighting. An 11-car train derailment is used to train fire fighters and railway employees from across Canada to respond to railway disasters, fires, and chemical spills. In addition to the Fire & Safety Division, courses from many of our other divisions and schools are also scheduled at this campus.

Campus Hours

Monday	6:00 a.m. - 11:00 p.m.
Tuesday-Friday	6:00 a.m. - 7:00 p.m.
Saturday-Sunday	6:30 a.m. - 5:30 p.m.
Statutory Holidays	6:30 a.m. - 5:30 p.m.

*Site may be closed on Saturday, Sunday and statutory holidays when there are no scheduled courses.



New Westminster Campus



Dr. Donald B. Rix Public Safety Simulation Building



Getting Here

Whenever possible, we hope you consider carpooling as a greener choice. Free parking is available at this campus.

Food Service Options

Embers Café sells soup and sandwiches out of the cafeteria, open from 11:45 am to 1:15 pm, Monday thru Friday. Sandwiches are made offsite and must be ordered in advance online at www.emberscafe.ca by 9:30 am on the same day required.

A lunchroom is available with a microwave, fridge and sink for use by staff, faculty and students. Beverage vending machines are onsite. There are no quick access restaurants on the campus.

Fitness Room

A small fitness room is available for student use during campus hours. The fitness room is not staffed so please use the equipment appropriately with courtesy to other users. JIBC is not responsible for personal injuries as a result of using the equipment. Please take reasonable precautions and share the space.

Lockers and showers are also available.

Staying Connected

Free wireless Internet access is available at the campus. Login information is posted beside the computer station in the lunchroom.

Fax services are available. Please contact the office staff in the main building for information.

A student notice board is also available for posting messages, and is located near the lunchroom.

Staying Safe and Secure

A first aid attendant is available between 7:30 a.m. and 4:00 p.m.

Security guards are onsite during the morning hours and after 4:00 p.m.

Staying safe and secure is important, day or night. Ensure the security of your valuables and personal possessions by keeping them on your person or in a locked vehicle while on campus.

Should you misplace a personal item, the Maple Ridge office staff maintains a Lost and Found service.

Designated Smoking Areas

Smoking is permitted 4 meters outside the eating area in the main parking lot.



Chilliwack Campus

5470 Dieppe Street, Chilliwack, BC V2R 5Y8

JIBC's Chilliwack Campus, located 96 kilometres east of Vancouver, is part of the Canada Education Park, which also includes a campus of the University of the Fraser Valley (UFV), the RCMP's Pacific Region Training Centre (PRTC), and a training facility for Canada Border Services.

Campus Hours

Monday-Friday	8:00 a.m. - 4:00 p.m.
Weekends/Holidays	Closed

Getting Here

Transit – There is a bus stop at the entrance to the campus. For schedules please visit www.transitbc.com.

Drive – We encourage you to make a green commuting choice, but if you decide to drive, consider carpooling. There is free parking available for students.

Residence

For out-of-town students, our 102-room residence building is within walking distance from the campus. Bookings are managed by Executive Hotels & Resorts (604.703.2400). Inform the agent that you are taking a JIBC course, and ask about meals which are included in the rates.

Food Service Options

Students are welcome to eat at the PRTC cafeteria adjacent to the campus. Casual business attire and photo ID is required to access this dining facility. As well, several fast food outlets including A&W and Dairy Queen and a sushi restaurant are located nearby.

A beverage vending machine is located on campus.

Fitness Room

Students staying at the JIBC Residence have access to the PRTC gymnasium and fitness room facilities. Use the equipment at your own risk as JIBC is not responsible for personal injuries.

Staying Connected

Free wireless Internet access is available on campus and at the residence. The facility administrator will provide you with login instructions. A student notice board is available for posting messages.

Designated Smoking Areas

Smoking is permitted on the west side of the parking lot.

Victoria Campus

810 Fort Street, Victoria, BC V8W 1H8

Serving Vancouver Island, JIBC's Victoria Campus is located in the heart of downtown Victoria.

Campus Hours

Monday-Friday	8:00 a.m. - 5:00 p.m.
Weekends/Holidays	Closed

Getting Here

Transit – The campus is well served by city transit. For specific transit routes to the campus, visit www.transitbc.com.

Cycle – Bicycle lock up is available throughout the City of Victoria and several lock up stations are available within metres of the campus.

Drive – We encourage you to make a green commuting choice,

but if you decide to drive, consider carpooling. There are several lots available that are within walking distance to the campus (approximately 2-3 city blocks). Rates vary.

Food Service Options

A lunchroom is available with a microwave, fridge and sink for use by staff and students. There is no food service offered at this location, however there are many restaurants near the campus.

Lounging Around

Located just across from the lunchroom is a seated area with computer access, which serves as a student lounge for study or conversation.

Staying Connected

Free wireless Internet access is available throughout the Victoria Campus. You can get login information at the reception desk. A computer room with three workstations is available for student use.

Fax service is available at the reception desk.

The reception desk maintains a lost and found service. Speak with the facility administrator or assistant for more information.

Designated Smoking Areas

There is no designated smoking area. In keeping with provincial legislation, smoking is not permitted within 3 meters of the doorway.

Okanagan Campus

825 Walrod Street, Kelowna, BC V1Y 2S4

Located in the former L'Anse-au-sable elementary school in central Kelowna, this 8,000 square foot facility serves as JIBC's regional training centre for the Okanagan area.

Campus Hours

Monday-Friday	8:00 a.m. - 4:00 p.m.*
Weekends/Holidays	Closed

*The campus is locked after 4:00 pm and if there are no scheduled activities during normal business hours.

Getting Here

Transit – A bus stop is located on Richter Street. For schedule and route information please go to www.transitbc.com.

Cycle – A bike rack is located at the front entrance to the campus.

Drive – We encourage you to make a green commuting choice, but if you decide to drive, consider carpooling. Free parking is available on campus. Street parking adjacent to the campus is also available free of charge.

Food Service Options

There is no food service provided at this location, however a kitchen area offers a kettle and two microwaves.

It is recommended that you bring your own lunch, as the Okanagan Campus is located in a residential area and only a few restaurants are within walking distance.

Gymnasium

During lunchtime you may access the gymnasium for fitness activities. Check with the facility administrator or your instructor for gymnasium availability. Use the equipment at your own risk as JIBC is not responsible for personal injuries.

Lounging Around

A lunchroom provides a comfortable area for study, conversation, relaxation, and rest during your break time.

Staying Connected

Free wireless Internet access is available on campus. Login instructions are posted in all classrooms.

Students may arrange for accounts for fax and photocopying services through the campus facility administrator.

A study room with two computer workstations is available for student use. A notice board is also located on campus and available for student postings.

Designated Smoking Areas

Smoking is permitted on the north side of the parking lot.

Pitt Meadows Campus

18799 Airport Way, Pitt Meadows, BC V3Y 2B4

Pitt Meadows Regional Airport is the home of JIBC's driver training and education activities. With the exception of JIBC's Taxi Host and novice Motorcycle Training which occur at the New Westminster Campus, all emergency worker driver training occurs at the airport.

Our driver training classroom is located at the main terminal and our driving surface is located on the opposite side of the airport at 18200 Ford Road. Free parking is available.

Food Service Options

The Runway Café in the main terminal is next to our classroom. The café services breakfast and lunch.

JIBC Store

Located at the New Westminster Campus, the JIBC Store can be found near the main information desk.

Hours of Operation:

Monday-Friday	9:30 a.m. - 4:00 p.m.
Weekends/Holidays	Closed

The store carries high-quality crested clothing, equipment and course books for many JIBC programs. The store also offers diploma frames, grad rings and a selection of giftware.

Other services such as special orders for custom clothing, gifts and promotional items are also available.

For student convenience, products may be ordered and shipped. Contact the store during regular business hours at 604.528.5870 or jibcstore@jibc.ca.



Financial Support

Our aim is to ensure that you have access to the best financial advice and support possible while at JIBC. The JIBC Financial Aid Office can help you with any financial issues or enquiries.

Internal bursaries, scholarships and awards

JIBC recognizes the personal and financial commitment students make to pursue their educational goals. The JIBC Financial Aid Office administers scholarships, awards and bursaries to over 150 students annually.

Student financial Advising

Financing your education while attending studies can be a daunting task. If you need help planning your finances please make an appointment with our financial aid advisor. Whether you are just starting out or in the midst of studies, help is only a phone call away. The Financial Aid Office can be contacted at 604.528.5762 or by email at financialaid@jibc.ca.

External awards search and support

While JIBC administers its own awards, www.studentawards.com, offers the largest free scholarship search service in Canada.

Government financial support

StudentAid BC (www.studentaidbc.ca) helps eligible students pay for their studies with loans, grants, bursaries, and scholarships. It also has great assistance programs for those living with physical and/or learning disabilities.

Emergency support

If you experience an emergency that leaves you finding it difficult to commute to and from JIBC, contact our Financial Aid Advisor. JIBC offers emergency financial support on a case-by-case basis. Be sure to make an appointment if you require assistance at financialaid@jibc.ca or call 604.528.5762 or 1.877.275.4332.





Tips for Living Well On the Cheap

Get Gently Used Items

Previously used items can be found for a fraction of their original price at local thrift and secondhand stores or online at sites such as Craigslist, Amazon Marketplace, Ebay, or Facebook's Marketplace.

Check Flyers

Grocers such as Safeway, Save-On Foods and Superstore publish weekly flyers featuring discounts on food items and personal products. Use the flyers to create weekly meal plans and stock up on bargains.

Budget

Write down everything you spend in a month. Be critical of your spending and where you can cut back. Never go over budget, and set aside a contingency fund for unforeseen expenses or emergencies.

Entertainment Value

Sign out a DVD or a novel from the local public library at no cost. In the summer, hike, bike, or swim at a community pool or beach. In the winter, snowshoe or cross-country ski in a local park. Entertain with "bring-your-own" themed get-togethers in your home.

Free Fitness

The JIBC gymnasiums and fitness centres are free and available for student use at most of the campus locations.

Save Gas

Combine your errands into one trip per week and carpool with friends and colleagues whenever possible.

Cancel Subscriptions

With so much accessible information online, and in libraries, cancel magazine and newspaper subscriptions.

Shop Around

If you find something you really like, do your research and don't buy it until you know it's the best deal around.

Financial Goals

If you know where you're going, it will be easier to get there. Make a financial plan and stick to it.

Helpful Links

StudentAid BC

Apply for a student loan online. Be sure to read up on maintaining and repaying your loan before you apply.
www.aved.gov.bc.ca/studentaidbc

Feed the Pig

This site has great money saving tips. Though administered in the U.S., most of the information is completely transferable.
www.feedthepig.org

Can Learn

Canada's education savings and student financial aid resource website. www.canlearn.ca

Supporting You

Housing and Hotels

Whether you are studying at JIBC full time or part time, we recognize the importance of having a pleasant, affordable, and safe place to stay while you are completing your studies. Most JIBC campuses do not have residences or housing options. The following link provides housing and hotel options near campus to help get you started with your search for accommodations.

www.jibc.ca/housing

JIBC has an officially designated hotel in New Westminster where JIBC students are given a preferred rate.

Inn At The Quay
900 Quayside Drive
New Westminster, BC, V3M 6G1
Tel: 604.520.1776
Toll Free: 1.800.663.2001
Fax: 604.520.5645
www.innatthequay.com

Your time is valuable. It can be difficult and time consuming to visit every potential rental accommodation. By searching the web, you can find most of the information about rental properties online.

Other resources you may wish to explore are:

Craigslist:	http://vancouver.craigslist.ca
Hometrader:	www.hometrader.ca
Hostel Booking & Database:	www.hostelworld.ca
Rent BC:	www.rentbc.com
Tourism BC:	www.hellobc.com

Tips for a Successful Housing Search

Do your research: Explore a number of vacancies. Comparison shop.

Know your budget: Stay within your means. Recognize other expenses you may incur.

Read the rental agreement: Rental agreements can be technical and difficult to understand. Do not sign the agreement until you completely understand its contents. Ask lots of questions. Check references before you sign on the dotted line.

Consider sharing accommodations: Sharing the accommodation will help reduce the expense if you are on a limited budget.

Know your rental rights: Residential tenancies may vary from province to province. Familiarize yourself with your tenant rights in BC with The Residential Tenancy Act online (www.rto.gov.bc.ca).

If you have any questions regarding tenancies in BC, you may contact the Residential Tenancy Branch:

Monday-Friday 8:30 a.m. - 4:30 p.m.
Info: 604.660.1020 or email hsrto@gov.bc.ca

Note: JIBC does not assume any responsibility for agreements made between students and their landlords. JIBC does not inspect, warrant, or approve any landlord, housing, or hotel. This is the sole responsibility of the student. JIBC provides a listing service only.

Alumni Association

We will be developing opportunities for continuing education and professional training, volunteer and mentorship programs, career networking, and the ability for current students to contact alumni to gather career information. To get involved and to seek assistance as a current student, contact the Alumni Association at 604.528.5721 or alumni@jibc.ca.

Counselling Services

Life can be complex. This is especially true when juggling work, family and social life, while pursuing professional growth and learning opportunities. Recognizing the complex demands on our students, JIBC provides free and confidential counselling services.

Common counselling issues that students may experience include:

- stress and anxiety
- relationships, marriage/family
- health issues
- studying/academic performance issues
- financial difficulties
- sexuality/sexual orientation
- self-esteem
- anger, grief, loss, trauma
- anxiety, depression
- substance use/abuse
- thoughts of suicide
- sexual assault or abuse

Access to counselling is easier than you think. And, it's free and strictly confidential.

The demands of post-secondary study may trigger stress or raise your awareness about something that is distressing. If this occurs to you, or someone you know, we encourage you to speak with a counsellor.

Accessing counselling is easier than you think. And, it's free and strictly confidential.

Contact the Manager, Student Advising & Learning Strategies at 604.528.5884, toll free 1.877.275.4331 or email studentcounselling@jibc.ca.

The JIBC Student Counselling and Advising is located on the third floor, Room C324, at the New Westminster Campus.

Just over 10 years ago, Rupinder Bal came to Canada with a clear goal: to start a career in policing. Rupinder met with counsellors and advisors at Lower Mainland schools but she didn't think their programs were the right fit. Then Rupinder attended a job fair where she met JIBC representatives, who told her about the Law Enforcement Studies Diploma (LESD). She quickly knew that JIBC was the place for her. Rupinder felt that the LESD program, taught by current and retired municipal police and RCMP officers, offered the whole package to gain the skills needed to become a police officer.

Right from the beginning in the program, she felt the aura of professionalism at JIBC, through interaction with instructors, staff and her fellow classmates. "You build a community while you're a student here, with the Library staff, student services staff, program staff and instructors. Everyone I've met here has left an impression on me. Even months after graduation, I can come back here like I'm still a student."

She appreciated the student services available on campus. When doing research for various projects, Rupinder relied on the JIBC Library to get the information she needed. "Whatever I needed for my research, I got it. All the material and the help went far beyond what I expected. They've been awesome." Rupinder also used Student Advising to help her with creating her resume, which she's using to apply for various police departments. "The advisor sat down with me over a couple hours to create my resume. I felt so relieved that I had this support. She definitely went the extra mile to help me build a professional resume".

As an LESD graduate, Rupinder feels she has the confidence and skills to get into the Police Service. "I feel that I know so much more than students graduating from other programs, and that I stand out compared to other applicants who are applying. I'm proud of what I've learned and I'm ready to make policing my career".



Services for Students with Disabilities

JIBC is committed to providing a safe, inclusive, and accessible environment for students with disabilities. A disability may include any long-term or recurring mobility, hearing, visual, or learning disability, as well as a mental or physical health condition that affects learning.

The disability coordinator works with faculty and staff to remove barriers so that students with disabilities can pursue educational goals with dignity, independence, and full participation within the JIBC community. Support services include sign language interpreting, counselling, tutoring, alternative formats for printed materials, and alternative test/exam arrangements. Services for students with disabilities are consistent with JIBC's Access Policy (www.jibc.ca/programs-courses/jibc-calendar/student-policies/access).

Arranging Academic Accommodation

It is recommended that you advise JIBC of your disability when you register.

To contact the Disability Coordinator call 604.528.5884, toll free 1.877.275.4331, or email disability@jibc.ca.

The disability coordinator will work with you to determine eligibility, and will guide you through the process of getting the accommodations you require. As some academic accommodations take time to arrange, we recommend you begin this process early.

Eligibility for academic accommodation

To receive academic accommodation due to a disability, you must provide documentation that proves you have a current disability and require academic accommodation. The documentation must be provided by a healthcare professional, such as a medical doctor, psychologist, or other qualified healthcare professional. The documentation may include one or more of the following: a diagnosis of your current disability; the date of the diagnosis; how the diagnosis was reached; the credentials of the professional; and how the disability affects your academic performance. The documentation should provide enough information to identify the appropriate academic accommodation.

If you have a disability or suspect you may have a disability that affects your learning, the disability coordinator can help. Contact with students is strictly confidential unless the student provides written consent to disclose information.

After Hours Emergency Resources

For New Westminster Campus emergencies contact JIBC Campus security at 604.818.6922.

Building Hours

Monday-Friday 6:00 a.m. - 10:00 p.m.

Saturday-Sunday 7:30 a.m. - 5:30 p.m.

Crisis Counselling and Suicide Prevention

1.800.SUICIDE (1.800.784.2433)

Vancouver: 604.872.3311 (24 hours)

Surrey: 604.951.8855 (24 hours)

Richmond: 604.279.7070 (9:00 a.m. – midnight)

Tri-Cities: 604.540.2221 (24 hours)

Youth Online Crisis Hotline

- www.youthinbc.com

Women Against Violence Against Women (WAVAW) Rape Crisis Centre

Information Line: 604.255.6228

24-hour Crisis Line: 604.255.6344

www.wavaw.ca

Family Violence Spouse Abuse (Transition Houses)

Vancouver: 604.872.7774 (24 hours)

Burnaby: 604.298.3454 (24 hours)

Richmond: 604.270.4911 (10:00 a.m. – 9:00 p.m.)

North Vancouver: 604.987.3374 (24 hours)

Alcohol and Drug Information and Referral Service

Lower Mainland: 604.660.9382 (24 hours)

Outside Lower Mainland: 1.800.663.1441 (24 hours)

Emergency Department, Vancouver General Hospital

920 West 10th Avenue

604.875.4995 (24 hours)

Also offers a 24-hour sexual assault support team

Royal Columbian Hospital

330 East Columbia Street, New Westminster

604.520.4253

24-hour emergency department

Crime and Violence Crisis Support and Information

Support and information regarding family violence, sexual violence, and other crimes

Province-wide: 1.800.563.0808 (24 hours)

Problem Gambling Help Line

Province-wide: 1.888.795.6111 (24 hours)

Social or Government Services

211 is free, confidential, multilingual and answered by professional staff 24 hours a day, seven days a week.

www.bc211.ca

Email: help@bc211.ca

TTY: 604.875.0805

Text: 604.836.6381

Aboriginal Programs & Services

JIBC's New Westminster campus is located on Coast Salish territory. In keeping with traditional protocols, we wish to express our gratitude to the Musqueam and Qayqayt First Nations who have ties to this territory and we wish to acknowledge the unceded territory of all Coast Salish peoples.

Our Purpose

The [Centre for Aboriginal Programs & Services](#) (CAPS) supports student success and provides culturally relevant education and training for Aboriginal learners, while welcoming other communities and organizations to increase their cultural awareness by learning from Aboriginal worldviews and perspectives. JIBC acknowledges the unique identity and educational needs of Aboriginal learners, and enhances equitable and collaborative partnerships with Aboriginal peoples.

We Offer

- A friendly, positive learning atmosphere
- Campus orientation
- Personalized, helpful advice and student support services
- Funding information
- Community-based delivery of programs
- Customized programs for your organization
- Tutoring referrals
- Community referrals
- An information bulletin board listing job opportunities, community events and takeaways



Our Circle Includes

- JIBC Centre for Aboriginal Programs and Services Staff
- Aboriginal Education Advisory Council
- Faculty Members
- Elders
- Learning Facilitator
- Academic Advisor, Financial Aid Officer and Counselor.

Contact Us

We look forward to hearing from you and we invite you to visit the Centre for Aboriginal Programs and Services. We are located in office C201 on the second floor, directly above the Library.

Telephone: 604.528.5647

Fax: 604.528.5640

Email: aboriginal@jibc.ca

As a dental therapist with First Nations and Inuit Health, Brenda Isaac builds relationships with her clients and various organizations. With changes coming to BC First Nations Health Services, Brenda wanted to update and hone her leadership and conflict resolution skills. Brenda looked to JIBC to take courses in conflict resolution and discovered the Aboriginal Leadership Certificate program.



Brenda has seen the improvement in her skills since taking the program: "With the changes to health services, I needed to learn how to create dialogue and keep the dialogue open, especially with so many organizations. The courses have been very helpful in creating that – correcting the little things that make a really big difference".

The program, which includes courses on subjects ranging from dispute resolution to Aboriginal justice and governance models, has also helped Brenda become a more effective communicator with fellow staff members. "It has changed my leadership in terms of how I deal with people. I now involve staff members rather than just directing them."

The small class size and knowledgeable instructors in the program helped Brenda adjust to returning to a post-secondary environment. "The smaller group made it easy to get to know each other and build cohesion. It was surprising and great. I enjoyed all the instructors. I found them to be quite ready to give examples and help you through things you don't understand."

Now working on her final project, Brenda is enjoying looking back and seeing her progression through the program. For new students coming into the program, Brenda offers some good advice: "Come in with an open mind. The mind can't learn if it's not open."

Learning Resources

Developing Your Academic Skills

Visit the Learning Commons at www.jibc.ca/learning-commons

Study Habits

Dedicating time to regular study so you can keep up with coursework and prepare for exams is a good idea. Try to study in a quiet, comfortable environment without distractions. Concentration is easier without visual distractions, so face a blank wall if possible. Plan to study in short sessions of an hour each day, rather than one six hour session each week. If there's anything you don't understand, ask for help right away. Don't try to keep up on your own without assistance. Studying with a small group of peers can also help reinforce information that requires memorization, or that might be difficult to understand on your own.

Reading Skills

Reading for fun is not the same as reading for school. With most textbooks, it is more important to understand the main concepts than to memorize everything. When you have a lot of reading to do for a course, learn to skim articles and books for the overall content or the main points. Keep a dictionary nearby to check definitions while reading to save time and frustration. Improving your vocabulary will help you to decipher technical or difficult words much easier, and will increase your reading speed. With practice, you will learn to evaluate and understand the content as you read it.

Note-taking

The amount of information presented in-class can be overwhelming at times. It is best to develop a note-taking system that you can refer to later during your study time. It can be difficult however to know what information you should take note of. Prepare for each lecture by consulting your course syllabus for the topic of the day and any related readings for reference before class. During the lecture, listen for facts versus opinions; and try to take note of only the information relevant to the topic for the day. Organize your notes as an outline:

1. Main topic
 - A. Subtopic
 - i. support information (definitions, explanations, examples or opinions)

Create shorthand symbols for short or common words to focus on the main themes of the lecture. Take time to review your notes after class and expand on any ideas while the lecture is still fresh in your memory.

JIBC supports the use of technology to enhance and enrich their learning experiences. Use of laptops in class helps students take good notes and look up research described by the instructor during a class. JIBC Library lends laptops and iPads to students registered in JIBC Certificate/Diploma/Degree Programs, actively taking courses (Library account must be in good standing).

Time Management

Make sure your desk is always tidy so no time is wasted looking through clutter. Assess your day and plan a rough schedule or to-do list so you know what you need to get done that day. Schedule specific times to use your phone or social networking sites so you aren't distracted throughout the day. Make a point of setting aside a few minutes daily to relax and focus on tasks. Try to be flexible with your time for unexpected emergencies. If you have trouble finishing everything on your list, keep a time log to assess where the time is going.

Avoiding Plagiarism

Plagiarism is presenting someone else's creation, such as words, charts, graphics, calculations, or ideas, as your own without referring to the original author. The JIBC Student Code of Conduct Policy states "plagiarism, which includes but is not limited to presenting the ideas or works of another person as one's own and using another person's work without proper attribution." The main goal of any essay is to present your thinking on a topic, not to copy someone else's ideas.

Citing your sources is a key part of your essay or assignment. It shows that you are giving credit to the person with the original idea. It also helps the reader find the source of your information.

Examples of plagiarism include:

- The use of a quote from a source without citing the original work.
- Paraphrasing a passage from a source without citing the original work.
- Cutting and pasting a passage from a source directly into your own work without citing the original work.
- Passing another student's paper off as your own work.
- Purchasing a paper from an online service.

Exam Preparation

Avoid test anxiety by being prepared well ahead of exam day. Take care to eat well and get enough sleep the night before. By reading through your notes and class readings as part of your regular study plan, you will feel better prepared at exam time. To study before the exam, read your notes or textbook and test yourself to see if you can remember the main points. Repeat this process until you can remember all the necessary information before continuing to a new section. Go back and test yourself to make sure you remember what you've read. At the exam, take a moment to flip through the pages and read all the instructions carefully so you know what your instructor is looking for. There are a few different styles of testing at JIBC, such as:

- **Objective tests** do not require you to write a lot. True/false, multiple choice or matching questions make up the exam and test your ability to recognize the right answer when you see it. When studying, look for information that can be answered objectively, such as names and dates. Create flash cards for memorization practice.
- **Essay tests** require you to remember details and organize the information into essay form. Review the course outline to refresh your memory of the topics covered throughout the course. During the exam, create an outline of all the main points you want to cover, and then write what you know about each. Keep an eye on the clock so you have enough time to cover everything.
- **Short answer tests** require concise answers to the questions, usually in just a few sentences. Review lecture notes and the textbook to understand the topics your instructor emphasized in class. Make sure you know the definitions of key terms.

Writing Skills

Understanding how to organize and communicate your ideas will make the writing process easier. Make sure to read the assignment carefully and highlight key instructions. Ensure you understand the topic your instructor wants you to write about or develop a thesis for. A thesis is the argument you want to prove. Use your research and reading to create an outline of topics that support your thesis. Using the outline as your guide, begin writing the first draft with supporting facts from your research. Proofread, or have someone else read your first draft to make sure the thesis is answered or supported. Make changes or revisions as need be. The final draft should be free of grammatical and structural errors, and formatted according to assignment requirements.



Using the Library

The best place to start your research is at the JIBC Library. The Library's collection of justice and public safety resources includes books, DVDs, journals, audio CDs. In addition, the Library provides access to eResources such as eJournals, eBooks, databases, case law, legislation, codes, and standards.

Contact us

Phone: 604.528.5599

Fax: 604.528.5593

Email: library@jibc.ca

Web: www.jibc.ca/library

Facebook: [JIBCLibrary](https://www.facebook.com/JIBCLibrary)

Twitter: [@JIBCLibrary](https://twitter.com/JIBCLibrary)

Library Services

Library services and resources are available to students at the New Westminster campus, students at other JIBC campuses, and online learners. A free mailing service is provided to students registered in JIBC programs.

The Library catalogue and other online resources may be searched while on or off campus. Librarians are available to help you find information for your assignments and to give tips on learning how to cite your sources.

Ask Away is an online chat reference service that allows you to contact a BC post-secondary librarian in the evenings and on Sundays.

Computers & Internet

The 20-plus computers available for student use in the Library all have Microsoft Office and Internet access. A wireless network covers the entire building. Laptops and iPads are available to students registered in JIBC Certificate/Diploma/Degree Programs, actively taking courses. Group study rooms in the Library are equipped with a computer, a 40-inch monitor, and a DVD/VHS player. Printer, photocopier, and fax services are available for a nominal fee.

Research Tips

- Visit the Virtual Learning Commons for Writing and Study Help (www.jibc.ca/library/learning-commons)
- Try the free Information Literacy tutorial (www.jibc.ca/course/lib110).
- Define your topic and write a research question.
- Determine what information you need based on assignment requirements.
- Search for information on your research question, keeping a research log of terms you used in your search.
- Evaluate your findings, to see if your sources are relevant and appropriate.
- Cite all your information sources using APA citation style.

Students' Rights and Responsibilities

As members of the JIBC community, students can expect to be treated fairly and with respect, and to be able to study and learn in an environment that is free from discrimination and harassment. Students also assume responsibility for their behaviour and academic progress. JIBC's expectations for student behaviour and protections for students' rights are set out in a series of policies and procedures. It is your responsibility as a student to review and understand these policies, and to ask for information and assistance when you need it.

This section describes a few of the policies that are important for students to know. For a complete description, please refer to the JIBC Calendar (www.jibc.ca/calendar).

Student Conduct

The Student Code of Conduct Policy (www.jibc.ca/codeofconduct) addresses student behaviour that is disruptive, threatening or dishonest. This policy prohibits behaviour that interferes with a safe environment and one conducive to teaching and learning. Non-academic misconduct includes behaviour that affects the safety and freedom of other students, or JIBC staff or faculty. JIBC investigates all allegations of misconduct and will apply appropriate penalties if students are found to have committed the behaviour as alleged. Penalties range from reprimands to suspension from JIBC programs.

Cheating and Plagiarism

The Student Academic Integrity Policy (www.jibc.ca/academicintegrity) addresses issues of academic misconduct, and is meant to protect the academic integrity of the institution and to maintain a community where academic competition is fair. JIBC treats cases of academic misconduct very seriously. If it has been alleged that a student has committed an academic offence, the allegation is dealt with formally and penalties can be severe if it is determined that misconduct occurred. Academic misconduct includes plagiarism and cheating, as well as attempts to misrepresent academic performance or records.

Grading

Students can expect general uniformity in grading practices across courses. The Grading Policy (www.jibc.ca/grading) sets out the practices for evaluating student work. It assists JIBC instructors in maintaining high standards; commonly used in post-secondary education. Standard grades are meant to communicate clearly what a student has achieved within a course or program. Student achievement is measured against the specific learning outcomes for that course. The policy defines grades and credits, and describes the kinds of evaluation outcomes that are used at JIBC.

Academic Appeals

The Academic Appeals Policy (www.jibc.ca/appeals) provides the rationale and the procedure that students can use to challenge a grade, mark or assessment. This procedure is meant to assist students in ensuring that grading and evaluation are consistent, fair and reflect a student's true abilities. The best advice for any student experiencing academic or personal difficulties that affect grades or performance is to be proactive. Students should communicate early with their instructors, with the Registrar's office, and with the Manager of Student Advising & Learning Strategies. There are timelines for the appeal process outlined in the Academic Appeals Policy, and staff members will assist students in meeting them and formulating their appeal.

Your Official Record

The Student Records Policy (www.jibc.ca/studentrecords) sets out the framework for access to information contained in student records. Any information gathered about an applicant or student is considered confidential. Access for staff and instructors is only provided if there is a legitimate need to know what is in the student record. The Policy and the procedures that have been developed to assist JIBC staff in dealing with student records comply with the provincial Freedom of Information and Protection of Privacy Act.

The Harassment Policy

The Harassment Policy (www.jibc.ca/harassment) provides a process by which students can report behaviour that they find harassing or discriminating. JIBC considers discrimination and harassment to be serious breaches of human rights that require immediate action. The Policy provides all students with a mechanism to report any form of harassment or discrimination, and several options for resolving those complaints. Students who require information about dealing with harassment or want to get confidential advice on their options can contact the Manager of Student Advising & Learning Strategies.

Educational Planning and Career Support

To make the most of your learning experience at JIBC, we help you develop meaningful educational and career plans.

Our role is to assist you in planning your academic path, and make sure it fits with your learning and career goals.

Advising staff can help:

- Choose or change your program
- Clarify your educational goals
- Determine how to strengthen studying/learning skills
- Connect your learning to career possibilities
- Connect you with resources
- Answer your questions about learning options

To help make your learning experience successful at JIBC, you may contact Advising by calling 604.528.5884 or emailing studentcounselling@jibc.ca

Suggestions For The Mature Student

Whether you are returning to school to upgrade or starting a new career, the mature student faces unique challenges. The following suggestions are provided for your consideration.

Academic Skills

How do you learn best? Are you an auditory or visual learner? Perhaps reading and writing work better for you, or you learn best through experiential, hands on methods. If you are interested in knowing how you learn best, visit www.vark-learn.com.

What are your study methods? If you need to review study tips, time management, or test preparation skills, these resources are available to you through Student Advising.

Remember to pace yourself. If you feel overwhelmed, speak with your instructor or contact Student Advising.

Be patient with yourself and your learning experience. It may take you a couple of courses before you adjust and meet your performance expectations. Enjoy the satisfaction of professional development. Being in school is an accomplishment. Congratulate yourself.

Juggling Roles

- **Be flexible.** Recognize that you may have to let go of some of your responsibilities because of your current role as a student. Think about delegating.
- **Prioritize.** Review your personal, social, academic and employment commitments and revise as necessary.
- **Try to lead a balanced life.** Proper nutrition, sleep, and regular exercise enhance learning and help manage stress.
- **If you start to feel overwhelmed or discouraged,** ask for help. The Student Advising department offers free, confidential personal, career and academic counseling. The earlier you seek support, the better.
- **Focus on one task or role at a time.** This will help enhance your concentration and improve your time management and effectiveness.
- **Balance Family and Social Relationships.** Inform family and friends about your course demands. Ask for their support and understanding. Remember to set aside time for family, friends and relaxation.

Relating to Other Students

Seek out like-minded people who share your values and your desire to learn. These qualities transcend age, cultural, and experiential differences.

Speak with other mature students to share challenges and strategies.

Take advantage of the opportunities to network and develop professional relationships.

Support from Instructors

Instructors are here to teach you and support your learning. Many have had experience in your field, and can relate to juggling family, work and school. Instructors want you to succeed and need to know if you have questions, difficulties or concerns. Ask for help when you need it.

Online Learning Support

Research and experience has proven that when students are well prepared for their online course, they are much more successful at achieving desired results. Online learning is a great option for students who require flexibility because of work schedules or other daytime classes. However, along with the freedom it offers, there are some challenges to overcome. To participate in an online course, you must be technically and mentally prepared.

Getting Started

Before taking an online course, you should review the minimum computer requirements that you will need at www.jibc.ca/computer

If you have never taken an online course before and want to see how suitable it will be for you, review some of the tips we provide on our website.

1. Finally, review some of the tips for success to make your online course a rewarding experience. View online tips on the JIBC website at www.jibc.ca/elearning
2. Frequently asked questions may also be answered on the JIBC Blackboard Blog (<http://blackboard9jibc.wordpress.com>).

Please Note: It is highly recommended that you spend time completing the online tutorials to get familiar with the online course environment before your course starts. Go to [online tutorials](#).

Troubleshooting

If you experience technical difficulties during your online course, such as problems with logging in and viewing your course, or viewing or submitting assignments, contact JIBC Student Services by calling 604.528.5590 or emailing register@jibc.ca. We will contact you as soon as possible.

If you have access to a class email list, fellow classmates may be helpful in assisting with technical questions. Also, your course may offer an online discussion area or bulletin board where you can post questions and receive support.

Course Content

If you have any questions about the content of your course, contact your instructor, or the program manager if you are taking a non-facilitated online course

Library Services for eLearners

Be sure to check out the Library section of the handbook for these services.

While attending JIBC's Career Fire Fighter Pre-Employment Certificate Program, Kyle Schafer's days on campus started at 6:15 am sharp. Kyle and his peers began every morning with outdoor fitness instruction, in rain, sun, snow or slush. After fitness, Kyle spent the remainder of the day in class with training officers and his fellow students, before heading home for further study.

Kyle decided to enrol in the program because he had friends who had gone through it and he believed it would provide the necessary training to achieve a career in the fire service. "The program is a great opportunity," says Kyle. "At JIBC, you get a feel of what the fire service is like, and working with the training officers was a great experience." JIBC's Maple Ridge campus gave him and his peers the tools they needed to be successful students: "It had all the facilities we needed: a burn building, fire fighting equipment, gym, showers and a lunchroom. We utilized everything on the campus"

Kyle says successfully completing the program gave him the confidence to apply to a local fire department. Although Kyle is excited about moving forward, he'll miss being in the program and spending time with his classmates. His advice to new students: "Have an open mind, never stop supporting your fellow students, and enjoy every minute because you'll miss it when it's over."





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