Guide to Resources & Supports for Parents
Welcome

Welcome to the fifth edition of the Guide to Resources & Supports for Parents. The intention of this guide is to provide parents on campus with links to important resources and supports at UBC and within the Greater Vancouver Area. The original intent of the guide, to raise awareness of the unique experiences of single parents on campus, has not changed though the intended audience has grown to include a much broader population of parents at UBC. It is important to be conscious of the compounding barriers faced by single parents within higher education. With that said, welcome to this year’s guide.

If you have any suggestions, comments or additions for next year’s guide please do not hesitate to contact me by email at cj.rowe@ubc.ca.

Sincerely,

CJ Rowe

Thanks and Acknowledgements

We would like to extend a heartfelt thank you to Kirsty Allen and Sheelah Ziajka as it was their energy, passion and experience as single parents on campus that prompted the creation of this guide and the Single Parents on Campus group. A big thank you goes out to Helena Zhu and Hedda Hakvag for updating and revising this edition of the guide. Thank you to Willem King for the beautiful cover art and to Arezou F. Noureddin, Leanne Prain, and Dwayne Beaver for their photographic contributions. We’d like to thank Lindsay Todd for her creative talents which helped make this edition possible and the AMS Innovative Project Fun for their financial contributions.
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Introduction

Who’s behind all this?

We are single mothers, who graduated from UBC in May 2008. We identify ourselves among the growing number of single mothers facing the challenges of housing, employment, massive debts, child care, and parenting within this dynamic campus of UBC and, more broadly, across this province and nation.

According to the UBC Trek 2000/2010 mission statement:

*The University of British Columbia will provide its students, faculty, and staff with the best possible resources and conditions for learning and research, and create a working environment dedicated to excellence, equity, and mutual respect.*

Our experiences at UBC led us to question why we were struggling to fully participate in this academic environment. We discovered that the mean demographic, to which UBC structures its educational services and programs, is a single 22-year-old student who resides in the parental home. This establishes a serious flaw in the process of interpreting the feedback of the students attending UBC about what their experiences are, and how the University designates its resources.

I was a student at UBC before my son was born. I wanted to return to UBC to finish my degree, yet I questioned my ability to parent well while attending school full-time in order to qualify for another student loan to finish my studies. I do not have a large extended network of family or friends with whom to share the care of my son, and my return was further complicated by my inability to find affordable (read: any) child care on campus, making my transition back to UBC a long and questioning journey.

Once back, I was overwhelmed by how much I had to shuffle and negotiate just to complete a short paper for a class or do the readings. I was exhausted by my competing demands. I also realized how little time I was spending with my child, myself, and my friends. I created a very isolated bubble for my son and me.

I also felt excluded from UBC, due to my life outside the school environment. I was unable to participate in informal campus groups or activities, or the additional educational opportunities like evening lectures at UBC, or realize my own academic potential. I have been living and continue to live a “just get it done” existence; there is no time, energy, or support for anything else.

Finally, in my experience, some departments at UBC are not always sympathetic or supportive, demonstrating a lack of awareness of the concerns and barriers that single-parent students experience. As a mature transfer student, I came to UBC with
very little understanding of the challenges ahead. Both my son and I struggled with the adjustment of moving from a small coastal community to this urban environment.

Near the end of my first academic year, my cousin, with whom I was living on campus, died suddenly. This loss was not just emotional for my son and me, but it severed our support system and left us in a financial crisis. Gradually I began to build a network of friends within my community, and these people have supported me through the many challenges that have unfolded during my time at UBC.

However, like me, many of my friends are struggling to balance the needs of their families while negotiating through this space. While many of us struggle to get by on insufficient funds, our debt load continues to grow at an alarming rate. This is due to a change in the grant portion of loans for single-parent students, as well as to my own inability to maintain my community involvement and a high enough GPA to qualify for the level of scholarships that I had in my first years of post-secondary education. I too have had to lower my standards in order to meet the conflicting demands of my roles as parent and student.
Resources for Student Families

HOUSING

Affordable housing is almost non-existent in the City of Vancouver. UBC Housing and Conferences offers lower rents than market housing on campus, but it is not subsidized for single parents. Also, you must rent at least a two-bedroom unit if your child is over 12 months of age. There are alternatives to campus housing, such as BC Co-operative Housing, but there are generally long waitlists. There is no one location for cheap housing in this city, but some are cheaper than others, as shown in this Ubyssey interactive map:


If you can get your kids into a daycare and school, it is very convenient to live and study on campus. Because commute times eat into study time and restrict your access to courses, it is also more efficient. The Courts, although old and run down, provide more privacy and more green space. However, many of the Courts are fairly dark due to the presence of large trees. And, the kitchens are smaller and have no dishwasher.

A lot of construction will be taking place all around the campus for years to come, so be sure to inquire about construction adjacent to your unit before you accept it. Speak with the previous tenants to get the lowdown on your new place. The newer units are closer to the village and seem to have a stronger sense of community (read: less privacy). Workers do enter your unit with little or no notice, so if you plan on smuggling a cat into your place, be prepared for the possibility you’ll be discovered.

Because eligibility for housing depends on your student status, it makes sense to apply for co-op housing off campus as well.

www.bchousing.org/options/subsidized_housing/apply

Apartment Guide: apartmentguide.ca

AMS Rentsline: www.amsrentsline.com
Listing of off-campus apartment rentals for UBC students.

BC Housing Rental Assistance Program: bchousing.org/programs/RAP
The Rental Assistance program provides cash assistance to help with monthly rent payments. To be eligible, you must have a household income of $35,000 or less, have at least one dependent child, and have been employed at some point over the last year. The waiting list for subsidised housing involves a long wait, so apply early and always specify the exact building you would like.

Rent for UBC housing includes hydro, heat, and water as well as basic cable and a shared laundry room. Phone and Internet are not included.

UBC is a “soft target” for thieves, so lock up your bike and watch your laundry!
CHILD CARE

As we noted in the Introduction, space in UBC Child Care is limited, and you should register your children for child care early, depending on their ages. Although construction for more child care centres at UBC is underway, do not depend on getting a space in UBC Child Care. Older kids tend to fare better, but regardless of your children’s ages, be sure to have a back-up plan.

For on-campus child care information, start by contacting UBC Child Care Services to place your children on the wait-list.

Although some programs, such as the Kid’s Club and Kid’s Club Junior Before and After School Care programs, shut down in the summer months, UBC offers interesting week-long programs throughout July and August. These programs allow you to opt out of child care during this time and thus reduce your expenses. This system also allows some flexibility with holiday times.

You must make sure your children are always registered in all programs to keep your space. If your children are in the After School Care programs, you can opt out of full-time summer care if you will be away, and you will not lose your space for the fall. If you have younger children who are moving up an age group, be sure to communicate with the Child Care Services office, as they may allow single parents some flexibility by allocating you one of the spots they know will be opening up later on in the new centre. The best way to find out what your options are is to communicate with the Child Care Services office as far in advance as you can and to follow up regularly with them.

UBC Child Care Services
2881 Acadia Road, Vancouver, BC V6T 1S1
604.822.5343 childcare@housing.ubc.ca
www.childcare.ubc.ca
Office hours: Monday to Friday, 8:30 am to 4:30 pm
Informal child care arrangements are also common on campus, although this method is usually more expensive than putting your child in a child care centre. At the Commons block front desk, ask for the Babysitters Registry to find interested parties. The listings are not always up-to-date, so you may have to make a few calls to find someone. The notice boards at the Beanery Coffee Shop and the Commons block, The Resident, and the UBC Families Forum online are the best places to look for child care providers or to place your own ad. There is also a Babysitting Co-op that runs on a system of reciprocity; however, we didn’t find that it worked as well for single parents. Summer programs may also be offered for school-aged children through the UBC Farm and other organizations on campus.

This information is usually published in The Resident, a free newsletter distributed to those living in UBC student family housing. The Acadia/Fairview Commons block always has a copy at the main desk.

**UBC Families**  
[www.facebook.com/groups/ubcfamilies/](http://www.facebook.com/groups/ubcfamilies/)  
Here you will find numerous discussion threads and resources, including a discussion section just for single parents.

**Breastfeeding Café**  
[www.facebook.com/groups/700602943325116/](http://www.facebook.com/groups/700602943325116/)  
A welcoming place to meet other moms and nurse your baby or toddler.

**Westcoast Child Care Resource Centre**  
604.709.5661  
[www.wstcoast.org](http://www.wstcoast.org)  
This non-profit society has a list of all child care providers in the Lower Mainland, and you can download the file from their website. Note that they divide care providers into categories of care, so make sure that you download the type of facility that you are interested in.

It’s also a good idea to let as many people as possible know that you are in need of child care (in addition to putting your child on wait-lists), because often it is through word of mouth – and luck – that you will find a space.
Child Care Subsidy
https://www.mcf.gov.bc.ca/childcare/subsidy/index.htm?WT.svl=Body
Child Care Subsidy is a monthly payment to assist eligible families with the cost of child care. You may be eligible to receive full or partial subsidy based on your family’s circumstances. You can also look into:

BC Family Bonus Program:
www.cra-arc.gc.ca/bnfts/rfld_prgrms/bc-eng.html

Canada child tax benefit: www.cra-arc.gc.ca/bnfts/cctb/menu-eng.html

UBC Child Care Parent Council
daycarecouncil@gmail.com
parents.childcare.ubc.ca
The UBC Child Care Parent Council is a registered non-profit foundation that represents the parents of the UBC Acadia Road Childcare both to the facility’s administration and to relevant arms of UBC, which subsidizes and houses it. The Council is composed of parents representing each UBC Daycare Centre, as well as representatives from UBC Child Care Services. The Council meets monthly during the academic year. Ongoing activities and roles of the Council include advocacy, funding child care centre improvements and fundraising.

SCHOOLS

Although the construction boom at UBC has been underway for quite some time, there hasn’t been a similar commitment to infrastructure development. Consequently, University Hill (U-Hill) Elementary and University Hill Secondary Schools are over capacity, and many children are busing or being driven by their families to schools off campus.

Queen Elizabeth, Queen Elizabeth Annex, and Queen Mary are the three main elementary schools taking UBC’s overflow. Information on registration procedures and deadlines is available on the Vancouver School Board website: www.vsb.bc.ca/.

University Hill Elementary School
5395 Chancellor Boulevard Vancouver, BC V6T 1E2
604.713.5350 uhill-elem.vsb.bc.ca

University Hill Secondary School
3228 Ross Drive Vancouver, BC V6S 0C6
604.713.8258 uhill-sec.vsb.bc.ca

The U-Hill Elementary hot-lunch program costs $4.50/day or whatever you can afford
TRANSPORTATION

As with everywhere at UBC, the family housing area is within walking distance to the rest of campus, but having a bicycle makes things that much easier. Bicycle trailers, although great for hauling tired kids and groceries, are a hot commodity among “binners,” so don’t leave your bike trailer unattended – even if it is locked up in a public place. During the day, a shuttle runs to the main bus loop on campus every 30 minutes, and there are bus stops along University Boulevard and Wesbrook Mall.

The city buses, the SkyTrain, and the SeaBus are all operated by TransLink, and your UBC U-Pass gives you unlimited use of all these services. The main bus loop is located on Wesbrook Mall behind the Student Union Building (SUB). The 4, 9, 14, 17, and 99 buses make stops between UBC and Alma Street, so these are great for a trip to Safeway, No Frills, and veggie markets. These buses can be accessed by walking through the trails across Acadia Road, or from the newer family housing units, through the field behind U-Hill Secondary School.

Safeway is a short walk or bus ride away. They will deliver groceries to your door if you need to do a big shop and don’t have access to a vehicle. The drug-store in UBC Village has books of bus tickets for sale, which are handy when you don’t have change. Be sure to buy the right ones for your kids, as they cost significantly less than those for adults.

For more information on bus schedules or routes, use TransLink’s online trip planning:

TransLink
604.953.3333
http://tripplanning.translink.ca/

For information on the next bus, begin by looking at the bus stop sign. You’ll see a five-digit number, the identification for that stop. Next, activate your phone’s text messaging function. In the “Send To” field, enter “33333” (the same as the last five digits in TransLink’s customer information hotline). Then, under “Message” enter that five-digit bus stop code (make sure you’re in “Number” mode). Within seconds, you’ll receive a list of the next six buses scheduled to arrive at that stop.

Car Sharing
604.685.1393
www.modo.coop/

The Co-operative Auto Network (Modo) might be a good option for those living on campus.

Zipcars are also on campus now: www.zipcar.com/vancouver/!nd-cars

So are Car2Go: https://www.car2go.com/en/vancouver/
ENROLMENT SERVICES

This is a place that we all need to visit once in a while for financial assistance. If you have applied for student loans, then chances are you will have to come here to correct, amend, or argue about something at some point in your academic career. This is also where you go in late December or early January to pick up the bursary money that you applied for in late August.

You must have a student loan and have an “unmet need” in order to receive a bursary. Your “unmet need” is the number from which your bursary award amount is calculated. Scholarships are strictly merit-based, and you can access these without having a student loan. The deadline for bursaries is usually early September. Remember: The costs of attending UBC far exceed the student loan maximum, so be sure to apply for the bursary.

It is important to remember that this arm of the bureaucracy is here to give you money when you are in need. They offer emergency loans (which you must repay), but you may also be entitled to other monies at their discretion. Policy 72 claims that all students must – financially – have equal access to UBC.

If you have a financial emergency, contact your Enrolment Services Professional or make an appointment right away (see http://students.ubc.ca/about/esp). If you start placing charges on your credit cards, this money cannot be deemed “a need” and your debt will simply mount.

Go to Brock Hall and stand in the often very long line-ups at the beginning of term or call Enrolment Services at 604.822.9836. The Finances website hosts all the application downloads for bursaries and scholarships: students.ubc.ca/finance.

Read through Policy 72 and give them feedback about your experiences and the debt load that you are taking on for your family!

Visit www.universitycounsel.ubc.ca/policies/policy72.pdf
ACADEMIC RESOURCES & CAREER SERVICES

There are numerous resources available throughout UBC, both online and at locations around campus. The following is a short list of favourites that can help you along the way.

UBC Work Co-op Programs
Search your faculty’s homepage for more information on this studying/work alternative or visit http://www.coop.ubc.ca. As a co-op student with dependents, you will not be expected to move for work placements, as your children are in care/school.

Writing Centre
http://cstudies.ubc.ca/writing/
They will help you write a much better paper than the one you were going to hand in. But, of course, you have to have something to take to them so they can help! Be sure to use this resource early in the term before they get swamped.

UBC Library Workshops
http://events.library.ubc.ca(libs/
http://services.library.ubc.ca/user-guides/
The UBC Libraries offer lots of workshops to help you. These include Refworks and other programs that will help you organize all those precious references that you’ll be compiling. Also, each library hosts classes to help you do research. So go and learn how to do research like a super star student!

UBC Academic Advising
Each faculty has their own advisors offering advice on courses and programs.
www.students.ubc.ca/coursesreg/academic-planning/academic-advising/

The Learning Commons - http://learningcommons.ubc.ca/
UBC offers classes to help you improve your computer skills, from spreadsheets to photos. Check the website for what is offered and when. There are classes all year long, so you can try to fit this into your schedule early in the year.

Centre for Student Involvement and Careers
1036 – 1874 East Mall Vancouver, BC V6T 1Z1
604.822.4011 career.services@ubc.ca
www.students.ubc.ca/careers/
Career Services assists students and alumni in planning and developing their career and job search skills. Our workshop series assist students in developing their career skills through a blend of in-class and online learning. Individual cover letter, resume and career consultations are available by appointment.
HEALTH

Student Health Services
604.822.7011
students.ubc.ca/livewell/services/student-health-service
Operating out of the UBC Hospital, this is a family doctor clinic for any UBC student. These doctors help with minor injuries and illnesses during the week, but they’re often very busy at the drop-in service.

Wellness Centre
Irving K. Barber Learning Centre, Room 183 (lower level)
604.822.8450 wellnesscentre@ubc.ca
students.ubc.ca/livewell/services/wellness-centre
You can drop in here in the basement of the SUB for weekly wellness lectures or for safer-sex items.

Child immunization Clinic
Acadia Commons Block, Activity Room (2707 Tennis Crescent)
2nd Thursday / month 9:30 – 11:30 am
4th Thursday / month 9:30 – 11:30 am
Appointment is needed. Please phone 604.261.6366 ext. 3317 in advance.

AMS/GSS Health & Dental Plan
www.ams.ubc.ca/services/health-dental-plan/
The AMS/GSS Health & Dental Plan is extended health and dental coverage. Students have the option of enrolling their spouse and/or dependent children each year by paying an additional fee, over and above their fee as a member of the AMS/GSS.

Subsidy for AMS/GSS Health & Dental Plan
www.gss.ubc.ca/health/
Partial or full reimbursement of the Health & Dental Plan fee is available on a needs basis from the AMS and GSS. The application for reimbursement requires detailed financial information and is done via the GSS web site.

MSP Premium Assistance and Healthy Kids Program
www.health.gov.bc.ca/msp/infoben/premium.html#regular
MSP premium assistance offers subsidies ranging from 20 to 100 per cent, based on an individual’s net income. Families receiving premium assistance may be eligible for the Healthy Kids program which helps with the costs of basic dental care and prescription eyewear for their children. Families need to show their child’s BC CareCard to their dentist or eye specialist before services begin and mention the Healthy Kids Program coverage.
COUNSELLING

UBC Counselling Services
604.822.3811
students.ubc.ca/livewell/services/counselling-services
Located in Brock Hall, this busy office is the place to go for free individual and group counselling services and is open to all UBC students. Support is provided by pre- and post-doctoral interns and masters-level practicum counsellors or by intake counsellors.

First appointments can be made in person, by phone, or by dropping in. Drop-in sessions may be harder for single parents (who depend on child care), as they run on a first-come, first-served basis, and you must be able to arrive early to request a time. Check out their website for further information.

Office hours: Monday, Tuesday, Thursday, and Friday: 8:30 am to 4:30 p.m.
Wednesday: 8:30 am to 7:00 pm (September to April)
Wednesday: 8:30 am to 6:00 pm (May to August)

Emergencies are seen on the same day. If your concerns are urgent, please notify the receptionist when you arrive, or call ahead at 604.822.3811.

Speakeasy
604.822.3777
www.ams.ubc.ca/services/speakeasy/
Speakeasy provides information, peer counselling, and crisis support to UBC students.

Family Services of Greater Vancouver
604.731.4951
www.fsgv.ca
Offers services and counselling on parenting, adoption, and addiction. They also offer programs for youth, vocational programs, and financial counselling services.
FOOD

UBC Food Bank
www.ams.ubc.ca/services/food-bank/
foodbank@ams.ubc.ca
The Food Bank is located in the basement of the SUB, across from Sprouts, and is open Monday 8-9:30, 10-12, 2-3, 4-5, Tuesday 8-11, 2-5, Wednesday 8-11, 1-3, Thursday 8-11, 12-5, and Friday 9-11. If you have a class at these times, call these fine folks and they will attempt to accommodate you.

Sprouts
www.ubcsprouts.ca
Located in the Student Union Building, Sprouts is a volunteer and student-run cafe and grocery store featuring local, organic, and fair-trade foods. Every Friday at 11:30 a.m., it hosts “Community Eats” to provide vegan lunch and sometimes groceries by donation (suggested $1) to all those who come with a reusable container and utensils. On other days, it serves affordable food and drinks.

Greater Vancouver Food Bank Society
604.876.3601
www.foodbank.bc.ca
Provides a two-day food supplement each week. To receive assistance, bring valid government-issued IDs of all individuals living at your current address and a piece of mail with the address.
Other Useful Resources & Contacts

SOCIAL SERVICES

BC HealthGuide
www.healthlinkbc.ca/servicesresources/bchealthguidehandbook/
The website is an online source for basic medical questions and concerns.

BC Volunteer Grandparents Society
604.736.8271 www.volunteergrandparents.ca
Their mission is to bridge intergenerational groups and is for children between the ages of 3 and 14. An application is available on their website.

Big Brothers of Greater Vancouver
604.876.2447 www.bigbrothersvancouver.com
Big Brothers is a mentoring program for boys between the ages of 7 and 12. You must start with an information-gathering session to begin your application process. Sheelah didn’t use the program, but Kirsty’s son had a big sister through his school and it was great!

Big Sisters of BC Lower Mainland
604.873.4525 www.bigsisters.bc.ca
Big Sisters is like Big Brothers, but for girls ages 7 to 17.

Boys and Girls Clubs of South Cost BC
604.879.6554 www.bgcbc.ca/
They offer programs for parents and kids as well as summer camps for youths.

CHADD Vancouver, Children and Adults with Attention Deficit Disorder
604.222.4043 www.vcn.bc.ca/chaddvan/
CHADD offers information and mutual support for children with, and parents of children with ADD/ADHD.

Contact a Dietician
8-1-1 (Toll free in B.C.)
Hours to call: Monday to Friday 9am-5pm www.healthlinkbc.ca/healthyeating/
Dietitian Services specializes in nutrition information based on the most current scientific sources. You can learn about nutrition for good health throughout the entire life cycle - from pregnancy to senior adulthood. The dietitians provide nutritional consultation by phone.
Family Support and Resource Center: Library
604.453.8335 ext 1
Toll free: 1.800.331.1533 ext 1
fsrc@cw.bc.ca
www.bcchildrens.ca/KidsTeensFam/FamilyResourceLibrary/default.htm
Located in room K2-126 of BC Women's Hospital and Health Centre, this health sciences library is open to everyone. They offer online sources as well. The centre is open 10 am – 4 pm Monday to Friday and the lounge outside is open 24/7.

Kitsilano Neighbourhood House
604.736.3588  www.kitshouse.org
This neighbourhood house offers support groups for women, gay families, and parents of twins, and recreational programs for families, kids, and youths. They are also a licensed child care facility.

La Leche League
604.520.4623  www.lllc.ca
The league offers support for breast-feeding mothers.

Learning Disabilities Association of BC
604.873.8139  www.ldav.ca
The association has programs and support for families with children who have learning disabilities.

Leisure Access Card
Vancouver Parks Board
http://vancouver.ca/parks-recreation-culture/leisure-access-card.aspx
Specifically for low-income families (you probably qualify). Download the application and then send it in as soon as possible. Only a certain number of cards are issued per year, so the earlier in the year you apply the better. This card entitles you and your family to free swimming and skating at community centres as well as a 50 percent discount on most classes. All kinds of programs are offered through the Vancouver Parks Board at the various community centres. They have drop-in gyms at each centre, for kids of all ages. Call or search online to access each centre’s calendar of events.

Lower Mainland Christmas Bureau
604.253.7191  www.lmcb.ca
They open in early December but there is usually a long wait. They will give you a gift card for $50.00 to use at Safeway and a gift for your child(ren).

Lower Mainland Grief Recovery Society
604.696.1074  www.lmgr.ca
They will help you locate grief recovery support groups.
Ministry of Children and Family Development
604.660.5437
After hours line 604.660.4927
www.gov.bc.ca/mcf
Social workers refer parents to parenting programs, support groups, addiction services, and counselling. This is a government program, and we advise caution when calling in “the ministry” to help you with family matters.

Vancouver Community Dental Clinic North Community Health Office
#200-1651 Commercial Drive Vancouver, BC V5L 3V3
604.215.3935
Monday to Friday 8:30 am–5:00 pm dentalhealth@vch.ca dentalhealth.vch.ca/child_services.htm
The dental centre offers free preventive dental care for babies and young children. Contact these folks for an appointment if you do not have dental coverage or a dentist for your child, or if you just want to talk to a dental professional about your child’s teeth.

Robert and Lily Lee Family Community Health Centre
Vancouver Community Public Health Dental Program
#210-1669 E. Broadway, Vancouver, B.C. V5N 1V9
(604) 675-3980
Monday to Friday 8:30 a.m. to 4:30 p.m.
Similar to the community dental clinic above, Robert and Lily Lee also is a clinic under Vancouver Public Health Children’s Dental Program. Eligible children include all children under 36 months, some children grade 7 and under, and students up to grade 12 with a dental emergency. Some charges may apply. Available services include check-ups, x-rays, cleanings, fluoride, fillings, among others. To check for eligibility, please visit www.vch.ca/VancouverDentalHealth. To find other eligible clinics, please visit http://www.vch.ca/locations-and-services/find-locations/

NurseLine
604.215.4700
Registered nurses are available 24 hours a day to provide confidential health information, support, and advice.

PACE Program
604.266.3141 thepaceprogram.ca
The centre is for families with young children three to 10 years old with significant emotional and/or behavioural challenges. They provide an intensive day program, family counselling, play therapy, parent education, in-home support, and follow-up. Outreach service to daycare centres and preschools includes hands-on support for children, and consultation and training for service providers.
Pacific Post Partum Support Society
604.255.7999  www.postpartum.org
They provide support for women experiencing difficult postpartum adjustments, including postpartum depression and anxiety. They offer telephone support, support groups, and partner information sessions as well as educational workshops.

Parent Support Services of BC
604.669.1616  www.parentsupportbc.ca
Parenting support workshops, circles, and educational classes for all kinds of families. They have a strong focus on preventing family violence.

PFLAG Support Group (Parents, Families/Friends of Lesbians and Gays)
604.626.5667  www.pflagvancouver.com/resources.html
They offer support groups for parents, families and friends of gay, lesbian, bisexual, and transgendered people.

PovNet
Contact through website form  www.povnet.org
The website provides information on anti-poverty work in BC. They also provide links to various government ministries.

UTown@UBC Community Service Card
 utown.ubc.ca
Receive free or reduced-fee access to UBC attractions. Any individual living in Acadia Park or the University Apartments, including children and non-student residents of other student housing on campus on a 12-month lease.

Queer Families Vancouver
 info@queerfamilies.ca
A diverse group of 150 gay, lesbian, bisexual, and transgendered parents and their children living in and around the Lower Mainland. Events include camping, swimming, skiing, and other social get-togethers. Potluck is the second Sunday of the month from 5:00 to 7:00 pm. West-side location.

The Red Book Online
 redbookonline.bc.ca
This is an online search engine for services in the Lower Mainland.

Residential Tenancy Branch (of the BC government)
604.660.1020  www.rto.gov.bc.ca
The website on the comprehensive list of the laws governing residential tenancy rentals is very detailed, so you will need to spend some time to get what you need.
TRAC Tenant Resources & Advisory Centre Tenant
Info line: 604.255.0546  www.tenants.bc.ca
If you are having problems with your landlord or need information, this is one of two sites to look at. Good luck! As you may already know, Vancouver is not a renter’s market.

Vancouver Coastal Health Authority
http://www.vch.ca/home/
These Community Health Centres are the closest to UBC and offer a wide variety of services from infant care to needle exchanges. They also offer support programs and home visits by nurses and community health workers.

Vancouver Infant Development Program
604.822.8166  http://www.mcf.gov.bc.ca/spec_needs/idp.htm
For parents concerned about the development of their children, from infants to three years old. They offer in-home support, workshops, and parent groups.

Vancouver Status of Women
2652 East Hastings Street Vancouver, BC V5K 1Z6
604.255.6554  womencentre@vsw.ca  www.vsw.ca
Vancouver Status of Women (VSW) understands that there are some women who face struggles on many fronts. In recent years, VSW has been more actively involved in organizing communities of women to develop strategies that address the wide variety of issues concerning women. Open Monday and Wednesday from 12pm to 3pm.

Westcoast Child Care Resource Centre
604.709.5661  www.wstcoast.org
This non-profit organization has a list of all child care providers in the Lower Mainland. You can download the file from their website.

West Side Family Place
604.738.2819  http://www.westsidefamilyplace.com/
A great play place to go with young kids. They offer a variety of parenting programs and classes. Subsidies are available. Their super-friendly and caring staff will always be there to listen to what’s going on in your life and offer help or support.

Women’s Enterprise Centre Vancouver
1.800.643.7014  www.womensenterprise.ca/contact
They provide information and some training to help women start their own businesses. This is a Government of Canada initiative, so check out the website for more detailed information.
YWCA Single Mothers’ Support Services
604.895.5849
www.ywcavan.org/programs/single-mothers-support-services
They offer support for single mothers. We hope to get a monthly meeting scheduled on campus.

UNA Access Card
www.myuna.ca/services/accesscard/
Allows UNA residents to access many cultural and recreational facilities on and off campus, including MOA and Whitecaps games.

MULTICULTURAL SERVICES

MOSAIC
604.254.9626  www.mosaicbc.com
They offer many services and referrals for immigrants and refugees; from settlement and employment to translation services.

REACH Multicultural Family Centre
1145 Commercial Drive, Vancouver
604.254.5456  www.reachcentre.bc.ca/mfc.htm
Offers culturally appropriate direct services, including cross-cultural facilitation, counselling, and health education programs. Also offers parenting classes.

Multicultural Family Support Services Society
604.436.1025  www.vlmfss.ca
Serves immigrant and visible minority women and their families experiencing family violence.

LEGAL ASSISTANCE

Justice Education Society
604.660.9870  www.justiceeducation.ca
This society offers the Parenting After Separation program, to help parents in the process of separation, and a space to learn about Canada’s laws and justice system.

Legal Services Society of BC
604.408.2172  www.lss.bc.ca/legal_aid
If you have a legal problem but cannot afford a lawyer, they may be able to provide help. But remember, we also have access to the UBC Law Students’ Legal Advice Program (LSLAP).
**Law Students’ Legal Advice Program (LSLAP)**
604.822.5791 Appointment Booking & Program Inquiries
www.lslap.bc.ca
LSLAP provides free legal advice and representation for those who cannot afford it. No legal advice is provided over the phone, but the waiting time for an appointment is usually under two weeks. Services include the provision of information and support on a range of legal issues (welfare appeals, wills, employment, etc). They do not however assist with family law issues (divorce etc). There are clinics located throughout Vancouver, which is great for commuter students.

**ADVOCACY/SUPPORT**

**AMS Ombuds Office**
604.822.4846
www.ams.ubc.ca/services/advocacy-ombuds/ombuds-office/
assist@ams.ubc.ca
If you feel that you have been treated unfairly or need to approach the University or the AMS to resolve a conflict, the AMS Ombudsperson can assist you. These people are impartial and give you confidential service.

**Equity Office**
604.822.6353 www.equity.ubc.ca
The UBC Equity Office works to prevent discrimination and harassment on campus and handles complaints when they occur. UBC students, faculty, and staff are welcome to bring their human rights concerns to the Equity Office for consultation.

**Access & Diversity**
604.822.2415 students.ubc.ca/access
Access & Diversity works to eliminate systemic barriers to full participation in university life that students experience, arising from race, ethnicity, disability, gender and sexual diversity, and intersecting inequalities. If you experience any barriers to academic success and require additional support (e.g., note-takers or exam accommodations) these are the people to see.

**University RCMP Victim Services/Community Policing**
2990 Wesbrook Mall Vancouver, BC V6T 2B7
604. 224.1322 www.rcmp-grc.gc.ca/sk/progs/victim-eng.htm
This service provides information, advocacy, and sensitive support services to all victims of crime. You don’t have to have a police file or incident report to contact the services.
Womyn’s Centre
SUB, Room 245h womyncentre@gmail.com
This is a safe space where you can go to study, rest, or make a phone call. They are activists for the feminist agenda on campus, specifically gender-based violence against women. They look at the barriers to education that women experience at UBC. The Women’s Feminist Collective is the governing body and they meet (during the term) once a week. This space is open to all who identify themselves as women.

Pride UBC
604.822.4638
prideubc@gmail.com
www.prideubc.com
Here you will find a great deal of peer support for members and friends of gay, lesbian, bisexual, and transgendered communities at UBC as well as a forum for discussion on sexuality. PrideUBC hosts many great events (beer gardens, dances, parties, and discussion groups) and their office has a big library, comfy furniture, and a free telephone. You can drop by at lunch.

Battered Women’s Support Services
604.687.1867
www.bwss.org
They offer all types of support to help women in time of need: counselling, advocacy services, support groups, education, and training.

BC Bereavement Helpline
604.738.9950 www.bcbereavementhelpline.com/
The foundation facilitates support for those who are bereaved.

UBC Families
www.facebook.com/groups/ubcfamilies/

OTHER SERVICES & CONTACTS

UBC Access and Diversity Parents on Campus Blog
blogs.ubc.ca/access/category/parents-on-campus/
A blog that is updated regularly to include events that are happening both on and off-campus that might be of particular interest to students who are parents.

UBC Blue Pages
www.directory.ubc.ca/public/bluePages.pdf
Faculty and Administrative Directory
www.directory.ubc.ca/index.cfm
Type in the name of an instructor or faculty member to quickly find phone numbers and email addresses.

Faculty Advising
students.ubc.ca/enrolment/courses/academic-planning/advising
For academic matters, an academic advisor is the first person you should contact. Look up your faculty or school.

AMS/GSS website
www.ams.ubc.ca or www.gss.ubc.ca
This is your governing student body. They offer all kinds of services. Check out the website to find out about clubs and events on campus. They also link to the various governing bodies on campus, so they are an excellent source to help you get connected.

Acadia/Fairview Commonsblock
604.822.3172
family@housing.ubc.ca
For those living in family housing, this is an important place to find information and participate in on-campus activities.

Women Students' Lounge in Brock Hall
Brock Hall, Room 1261
This is a room dedicated to women on campus. Although it is tiny, it is a good place to meet for an all-women group project. It's located in the hallway near Crane Library.
Things to do with your kids

ON CAMPUS

UBC Aquatic Centre
604.822.4501  www.recreation.ubc.ca/aquatics
Pool, lessons – fun!

Thunderbird Arena
www.recreation.ubc.ca/ice/
UBC students skate for free. Children and other family members start at $2.75 for drop-in with a Community Service Card. The arena offers drop-in skating and lessons.

Acadia/Fairview Commonsblock
Many ongoing and free activities happen at the Commonsblock. Check out The Resident, a free monthly newsletter, the seasonal program calendars (both delivered to family housing units and available at the Commonsblock front desk), and the ever-changing Commonsblock notice boards, for upcoming events.

Community Garden
www.myuna.ca/services/recreation/community-garden/
This is a great place to hang out with your kids, meet people in your community, and de-stress after a day of classes. If you think you’ll be staying in your unit year-round (as opposed to subletting for the summer months), put your name on the wait list at the Commonsblock front desk for a community garden space. There are also compost bins tucked behind the garden shed for all food waste, including meat scraps.

Museum of Anthropology (MOA)
604.822.5087  www.moa.ubc.ca
Free for UBC students and children 6 and under.

UBC Botanical Garden and Nitobe Garden
604.822.9666 (Botanical) 604.822.6038 (Nitobe)
www.ubcbotanicalgarden.org/kids
Both gardens are free to UBC students. From Nov. 16 to March 14, the garden is open to public 9:30 a.m. to 5 p.m. by donation. The Botanical Garden also has programs for kids.
UBC Early Development Research Group  
604.822.9540 edrg.psych.ubc.ca  
A group of researchers with the UBC Department of Psychology who study the development of language and learning in babies and children. They are regularly looking for parents who are interested in participating with their children (newborn up to 6 years with some opportunities for older children) in developmental studies at UBC. Many studies are designed as games and puppet shows for children to enjoy and we give each child a gift (toy, book, or t-shirt) for participation. A lot of families from UBC and the rest of Vancouver participate in these studies.

GEERing Up: UBC Engineering and Science for Kids  
604.822.2858 www.geeringup.apsc.ubc.ca

UBC REC Youth Recreation and Summer Teen Programs  
604.822.6000 www.recreation.ubc.ca/

GirlSmarts: Computer Science Program for Girls  
www.cs.ubc.ca/grades-k-12/girlsmarts  
The cost of a one-day workshop is $25, but bursaries are available.

Summer Science Program for Aboriginal Youth  
604.822.2115  
health.aboriginal.ubc.ca/education/ubc-summer-science-program/

CEDAR Science  
604.822.4587 http://cedar.ubc.ca/  
A free summer day-camp for Aboriginal children ages 8 -12.

UBC Physics and Astronomy Outreach  
outreach.phas.ubc.ca

UBC Farm ~ FarmWonders  
604.827.4048 www.farmwonders.ca

UBCevents  
www.events.ubc.ca

Pacific Spirit Park and Beaches  
pacificspiritparksociety.org/about-the-park/  
www.vancouvertrails.com/trails/pacific-spirit-regional-park/

Old Barn Community Centre  
6308 Thunderbird Boulevard  
www.oldbarn.ca  
Offers on-going programs for families and children.
School of Music Free Concerts
music.ubc.ca/ubc-events/

Beaty Biodiversity Museum
www.beatymuseum.ubc.ca
Free for UBC students, faculty, and staff and children age 4 and under. Offers hands-on programs for kids.

UBC Sport Camps
104 - 6066 Thunderbird Boulevard Vancouver, BC V6T 1Z3
604.822.1540  ubc.camps@ubc.ca
www.ubccamps.ca/
Runs sports programs for all ages, including specialty camps for children and youth during the summer, winter, and spring breaks.

OFF CAMPUS

IKEA
Richmond 604.273.2051 Coquitlam 604.636.1000  www.ikea.ca
The Georgia Straight has an updated Kids Time Out section each week that lists special events and performances just for kids. Take the kids for a super cheap dinner and then drop them off at the free IKEA play area. They have to be able to go to the bathroom on their own and meet the height requirement of 54” and be between three and ten years old.

Granville Island Kids Market
www.kidsmarket.ca
An awesome but busy and noisy space to take your kids. All kinds of activities from an old-school arcade to video games and an incredible ballpark that is three storeys high. Kids love it, and you can study here while your kids are trapped in the ballpark!

CampOUT
www.campout.ubc.ca
An outdoor leadership summer camp for queer, trans, and allied youth ages 14-21. The camp aims to help youth develop leadership skills and connect them with resources to support their health and wellbeing. CampOUT is affiliated with UBC and held in the Vancouver area. The cost of the four-day camp is only $25 and travel expenses can be reimbursed. Application deadline usually falls in spring.

Kids Upfront
www.kidsupfrontvancouver.com/
Access free tickets to sporting and cultural events.
Kids Vancouver  
www.kidsvancouver.com  
The website has links to everything kids might enjoy and then some! Spend some time browsing through the information.

Rocky Mountain Flatbread Company  
604.730.0321  
www.rockymountainflatbread.ca  
Kinda pricey but they serve all organic ingredients and they have a super little play area. The best part is that if they’re not busy, they let kids go into the kitchen and make their own pizzas. Very cool.

Vancouver Inspiration Pass  
pwp.vpl.ca/inspirationpass/  
This free pass grants free access for you and your family to popular Vancouver attractions, museums, and recreational facilities (swimming pools, ice rinks etc.) for a two-week period. Vancouver Public Library has 120 passes available every two weeks, and you apply for a pass through the library website or in person at any VPL branch. One pass will grant access to a variety of leisure activities for up to two adults and four children under 18.

West Point Grey Community Centre  
www.westpointgrey.org  
Offers programming in recreation, sport and the arts for all age groups.

YMCA  
www.vanymca.org  
YMCA of Greater Vancouver offers low-cost day, spring, and summer camps with need-based financial assistance to cover part of the cost. Some camp locations include Langara Family YMCA (282 West 49th Ave.) or Robert Lee YMCA (955 Burrard St.).

Robson Square Ice Rink  
www.robsonsquare.com  
Offers free skating with low-cost skate rentals. The rink also has family-friendly events, such as pictures with Santa and hot chocolate during some long weekends and holidays.
The UBC Board of Governors

The Board of Governors (BOG) - www.bog.ubc.ca - is responsible for all non-academic matters at UBC and is the highest-level decision-making body on campus.

BOG is the ultimate determiner of most aspects of life at UBC that affect students including: tuition policy; the university budget; budget allocation; building development on campus; landscaping and maintenance of facilities; long-term planning.

If you care about any of these issues, you care about what BOG does.

BOG is composed of 21 volunteers: the Chancellor; the President; 11 provincial appointees; three faculty members elected by faculty; three full-time students elected by students, and two persons elected by and from the full-time employees of the University who are not faculty members. Board meetings are held five times annually, and run about six to eight hours each. The morning sessions are usually open to the public. Board standing committees meet about one week earlier and are open to the public for only the first part of the meeting.

If you’re interested in attending a meeting, call the Board secretary at 604.822.2127 for reservations.

If you want to learn more about BOG or exactly what your BOG reps do, send them an email at bog@ams.ubc.ca.

Here is the real place to make your student concerns heard. This is the most influential body at UBC. Let them know what you need so they can help you achieve the academic excellence that they promise.
Last words

There are countless resources at UBC, in Vancouver, and in the Lower Mainland. It is really just a matter of finding them. We have spent hundreds of hours doing research for this resource guide. We have tried to compile information that is both suitable and relevant to what you might be experiencing as a single parent at UBC. Of course, we always value input and this resource guide will need constant updating, so we ask you – our readers and needers – to please contribute any ideas or resources.

We sincerely hope to connect with service groups on campus to find socially engaged volunteers who would like to make a real difference in the lives of single-parent students attending UBC. If you belong to a club or group on campus and feel that your organization would be a good match with ours, please contact us. We look forward to sharing our many stories and experiences of single parenting on this campus.

We encourage you to GET POLITICAL! Grab your friends (without kids) and get them involved, help them understand the presence of the many and intersecting barriers that you face as a student and single parent. You can create allies!

Write letters to your MPs, MLAs, Student Union Reps, Board of Governors, the President of UBC, Student Financial Services & Awards, Student Loan Services, BC Housing Services, Ministry of Children & Families, Ministry of Education, Millennium Scholarship, Commonsblock, UBC Housing and Conferences, the Prime Minister, the Premier, the media, the UN – anybody that you can think of that might be able to help us affect change.

Also, always ask if child care is provided. Get them thinking that it should be! Thanks for reading. We wish you success in your academic career!

Cheers,

Sheelah and Kirsty
# Emergency Numbers

## EMERGENCY CALLS ONLY

**Fire – Police – Ambulance**  
**Dial 9-1-1**

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus Emergency First Aid</td>
<td>604.822.4444</td>
</tr>
<tr>
<td>Hazardous Materials Response</td>
<td>911</td>
</tr>
<tr>
<td>Campus Security</td>
<td>604.822.2222</td>
</tr>
<tr>
<td>Poison Control Centre</td>
<td>604.682.5050</td>
</tr>
<tr>
<td>UBC Hospital Urgent Care Centre</td>
<td>604.822.7121</td>
</tr>
<tr>
<td>Trouble Calls – Plant Operations</td>
<td>604.822.2173</td>
</tr>
</tbody>
</table>

## NON-EMERGENCY NUMBERS

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
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</thead>
<tbody>
<tr>
<td>RCMP – UBC Department</td>
<td>604.224.1322</td>
</tr>
<tr>
<td>Ambulance</td>
<td>604.872.5151</td>
</tr>
<tr>
<td>Campus Fire Department</td>
<td>604.665.6010</td>
</tr>
<tr>
<td>Health, Safety and Environment</td>
<td>604.822.2029</td>
</tr>
<tr>
<td>Rape Crisis Centre – WAVAW</td>
<td>604.255.6344</td>
</tr>
<tr>
<td>Student Health Services</td>
<td>604.822.7011</td>
</tr>
<tr>
<td>UBC Sexual Assault Information Line</td>
<td>604.827.5180</td>
</tr>
<tr>
<td>Vancouver Fire Rescue Service</td>
<td>604.873.7000</td>
</tr>
<tr>
<td>BC NurseLine</td>
<td>604.215.4700</td>
</tr>
<tr>
<td>Parent Help Line</td>
<td>1.855.474.9777</td>
</tr>
<tr>
<td>Youth in BC 24-Hour Crisis Line</td>
<td>604.872.3311</td>
</tr>
<tr>
<td>Help Line for Children</td>
<td>310.1234</td>
</tr>
<tr>
<td></td>
<td>(no area code needed)</td>
</tr>
<tr>
<td>Kids’ Help Phone</td>
<td>1.800.668.6868</td>
</tr>
</tbody>
</table>
ONCE YOU’VE BEEN ACCEPTED TO UBC

REGISTER YOUR CHILD FOR DAYCARE OR SCHOOL

Daycare/before-and-after-school care:
At UBC - www.childcare.ubc.ca
Off campus - www.wstcoast.org

Schools:
Vancouver School Board - www.vsb.bc.ca

FILL OUT THESE FORMS

UBC Housing and Conferences Residence Application
https://secure.housing.ubc.ca/

Student Loan Application https://studentaidbc.ca/

UBC Bursary/Scholarship Applications
http://students.ubc.ca/enrolment/finances/awards (Deadline is early September.)

Application for BC Child Care Subsidy
www.mcf.gov.bc.ca/childcare/subsidy/index.htm?WT.svl=Body

Application for UBC AMS Health Care Subsidy
www.ams.ubc.ca/leadership/finances/subsidies/

Application for BC Co-op Housing
www.bchousing.org/Options/Subsidized_Housing

Providing/Subsidized Application for Community Services Card
utown.ubc.ca/communityservicescard

IF YOU LIVE OFF CAMPUS

Apply for Leisure Access Card (Free/discounted access to community centres)
http://vancouver.ca/parks-recreation-culture/leisure-access-card.aspx

Apply for BC Housing Rental Assistance (You need paid work to be eligible.)
www.bchousing.org

Apply for FlexPass
(You need this if you have a car and plan to drive to campus.)
parking.ubc.ca/what-flexpass