



## Get Started with the Wellness Centre

- **Wellness Centre – [Wellness Info Desk](#)**  
Ask your questions about health & wellness resources at UBC and beyond.

## Online Tools

- **[Student Health & Wellbeing Resources](#)**  
Find resources and helpful tips organized by topic.
- **[Health Link BC](#) or call 811** - Check physical health symptoms, learn about health topics or talk to a health professional.
- **[Medimap](#)** - See available walk-in medical clinics and wait times and book an appointment.
- **[Therapy Assistance Online \(TAO\) Self-Help](#)** - Learn about managing stress, anxiety, anger, problem solving, and relationships, evaluate your alcohol and/or drug use, sign up for a free, secure and private account with your UBC email.
- **[Mind Health BC](#)** - Take an online mental health assessment and find provincial resources.

## Professional Mental Health Support

- **[UBC Counselling Services](#)** - If you're feeling persistently stressed, anxious, or sad, you can book an appointment by phone at 604-822-3811. Below are hours for Winter term 1 & 2 (summer hours may vary). See website for hours.
- **[Here2Talk](#) or call 1-877-857-3397** - Free, 24/7 mental health counselling and referral service. Single session counselling available in various languages via phone, online chat, or Here2Talk app. Access worldwide for all registered BC post-secondary students.

## Medical Care

- **[UBC Student Health Service](#)** - UBC students can access a wide range of health assessments and treatments provided by doctors, nurse practitioners, specialists and nurses. Locations at UBC Hospital and Orchard Commons. For appointments:
  - Book an in-person, virtual (video), or phone appointment through the [online form](#).
  - For procedures, nursing, or urgent concerns, please call [604 822 7011](#). See website for hours.
- **[Nurse on Campus](#)** - to a nurse about anything related to your physical, mental, emotional, social or academic wellbeing. Monday to Thursday – locations vary.
- **[Emergency Services \(24/7\)](#)** - Call 9-1-1 or go to your nearest emergency department

## Sexual Violence Support

- **[Sexual Violence Prevention & Response Office](#)** - Call 604-822-1588  
See website for hours.

## Urgent Mental Health Support

- **[Crisis Centre BC \(24/7\)](#)** - Call 1-800-784-2433
- **[Vancouver General Hospital's Access & Assessment Centre](#)** - Call 604-675-3700
- **[Emergency Services \(24/7\)](#)** - Call 9-1-1 or go to your nearest emergency department

# FAQS

## ! When should I call 911?

If you, or someone you know, experiences these signs, [seek medical help](#) right away:

- Active thoughts of suicide with a plan or suicide attempt
- Loss of touch with reality, hallucinations or disorganized thinking
- Experiencing an alcohol and/or other drug poisoning or trouble remaining conscious
- Immediate concerns about the safety for yourself or another person

Learn more about suicide awareness and intervention by taking the [SAIT course](#).

## How can I help a peer?

- Ask “how can I help?” Sometimes just listening is all that’s needed. [Learn more](#) about how to help a peer.
- Find the [relevant resources](#) and share.
- Be aware of observable signs and symptoms that indicate the need for immediate medical intervention (above).

## Where can I learn more about health and wellbeing?

- Get information to support your [health and wellbeing literacy](#).
- The Wellness Centre offers a wide range of training and education opportunities including self-directed learning and bookable workshops, events, and booths. [Find out more](#).

## What extended health benefits are available to students?

If you are a UBC student registered in classes, you are automatically enrolled in the [AMS/GSS Health and Dental Plan](#). This extended health insurance plan covers up to 80% of the cost of prescription medicine, dental care, vision care, travel insurance and more. The Plan also covers up to 100% of the cost of a mental health practitioner including psychologists, counsellors, and social workers up to \$1250.

## What happens when I call Counselling Services?

If you're feeling persistently stressed, anxious, or sad, call [Counselling Services](#) for:

- A Wellness Advising appointment: Wellness Advisors are certified mental health professionals. This appointment will focus on assessment and wellness planning that connects you to the level of support that best meets your needs.
- A Drop-In Counselling appointment: Many students find that a single counselling session can help them move forward in a positive direction. These appointments are goal-directed, focusing on strengths and identifying helpful perspectives and/or strategies.

## What is available for Indigenous students?

- In addition to all of the resources listed on this document, Indigenous students can access [support from counsellors](#) at the First Nations Longhouse at UBC.
- Learn more about the First Nations Health Authority in BC for services and [health insurance](#).
- 24/7 support is available from the First Nations and Inuit Hope for Wellness Helpline and [Online Chat](#). Many [other supports](#) exist for Indigenous UBC community members.

## What do I need to know about health insurance if I'm an international student?

UBC automatically enrolls you in iMED health insurance for your first months in Canada. If you are staying longer than six months, you must enroll in the BC health insurance program (MSP) as soon as you arrive. See the [International Student Guide](#) for details.

## Is there anything else available for students who live in residence?

- Students who live in on-campus housing can book an appointment with the [Counsellor in Residence](#). Students living in residence also have access to the [Dietitian in Residence](#).
- [Nurse on Campus](#) rotates through the First Year Residences from September to April.

## Is there support for students who are in recovery with alcohol, drugs, and/or addictive behaviours?

- The [UBC Student Recovery Community](#) is a safe, welcoming, and inclusive space that empowers students with lived experience to support one another on their chosen recovery pathway. Get 1 to 1 peer support, join a peer-based recovery support group, and find community with other students navigating recovery.