

STUDENT SUPPORT SERVICES POLICY

Policy Statement

MTCBC is committed to fostering a safe, inclusive, and supportive environment for all students enrolled in any of our Montessori Teacher Education Programs. Our goal is to ensure every learner has access to a robust and comprehensive support system that promotes academic success, personal well-being, and professional development.

2. Purpose

This policy outlines the wide-ranging student support services available throughout the duration of the program. These services aim to:

- Ensure students' safety, health, and wellness.
 - Support academic and professional development.
 - Enhance quality of life and integration within the local community.
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3. Scope

This policy applies to all full-time and part-time students enrolled in the MTCBC, including domestic and international learners.

4. Student Support Services Overview

4.1 Housing Support

- Connections to vetted landlords or student accommodation providers: an updated list is released upon applicant's request.
- For students relocating from outside the area, MTCBC staff offer guidance on housing options by providing detailed information about neighbourhoods in the Vancouver area, including proximity to the training centre, safety ratings, and public transit accessibility.
- Guidance for domestic and international students on tenancy laws and rental rights:
<https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies>

4.2 Health and Wellness

- For information for registering with local family doctors (General Practitioner):

<https://www.healthlinkbc.ca/find-care/health-connect-registry>

- Welcome Orientation for international students (open to domestic students): information will be shared on access to walk-in clinics and telehealth services for medical care, preventive health, nutrition, and lifestyle tips.

4.3 Safety and Personal Security

- Welcome Orientation covers campus safety protocols.
- Access to 24/7 emergency contact numbers and safety hotlines.
- Information on local police and emergency services.
- Policies addressing harassment, bullying, and discrimination with clear reporting pathways – covered in the Student Policy Manual.

4.4 Mental Health Services

- Information on accessing mental health services: <https://www.healthlinkbc.ca/mental-health-and-substance-use/mental-health/mental-health-supports-and-resources>
- Staff trained in Mental Health First Aid.
- Training and Administration staff who may or may not be trained in Mental Health First Aid are available to listen and support. Just reach out to us.
- Training staff hold regular individual sessions to do a general health and wellbeing check-in.

4.5 Addiction and Overdose Support

- To access confidential substance use (addiction) support programs: <https://helpstartshere.gov.bc.ca/>

4.6 Educational Program Progression Assistance

- Training staff conduct regular individual check-in sessions with each student to monitor academic progress and identify challenges at an early stage.
- When necessary, and based on input from treating professionals (e.g., doctors, therapists, specialists), Individual Learning Plans (ILPs) are developed for students who require flexible pacing or accommodations. These plans are agreed upon by both the student and the training centre.
- Deferral Plan: Support for re-entry is provided to students returning after a leave or interruption, following a mutually agreed-upon schedule and a written agreement.

4.7 Learning Support Services

- Access to academic learning support

- Support for neurodiverse learners based on an Individual Learning Plan.
- Online learning platform (Populi) with 24/7 access to material.

4.8 Local Community Integration Supports

- Orientation and welcome session for all students.
- Connections to local Montessori and non-Montessori schools for Montessori and ECE practicum placement and mentorship.

4.9 Daily Life and Well-being

- At the Welcome and Orientation session, topics such as transportation services, child care, time management, communications, banking, work-life balance are covered.
- Aside from regular individual check-ins, a mid-course anonymous evaluation form is filled out by the students to assess ongoing services received.

5. Implementation and Review

This policy is overseen by the Operations Director in collaboration with the Training teams. Mid-course and End-Course reviews will include student feedback, local service evaluations, and alignment with safeguarding and post-secondary education standards.

6. Contact and Access

Students are encouraged to contact the Operations Director at any time:

Email: director@mtcbc-ami.org

Phone: 604-261-0864

7. Related Documents

MTCBC Student Policy Manual

Applicants are asked to read the policy manual and sign an acknowledgment that they have read and understood the policies. During the Welcome Orientation, they are encouraged to bring up any questions arising from the policy manual.