



Vancouver College[™]
of Dental Hygiene Inc.

INTERNATIONAL STUDENTS- POLICIES AND PROCEDURES

Updated January 24th, 2025

OUR COMMITMENT

Vancouver College of Dental Hygiene Inc. (VCDH) is committed to following all policy, procedures and regulations set out by the Private Training Institutions Regulatory Unit (PTIRU), the Ministry of Post-Secondary Education and Future Skills, Immigration, Refugees and Citizenship Canada (IRCC) and all other governing and regulatory bodies.

This policy has been created to adhere to regulation set out by these ministries and governing bodies to ensure international students receive quality education and supports. This policy will outline the Enrolment Management Strategy, Issuing of Provincial Attestation Letters (PAL's), Orientation for International Students, Support Services and Complaints/Dispute process.

ENROLMENT MANAGEMENT STRATEGY

VCDH provides a learning centered environment enabling individuals to develop personal and professional success by offering high standards of current and comprehensive dental education. These standards provide knowledge and skills that reflect current practices and promote ongoing education and research. VCDH delivers quality education, services and modern facilities to both domestic and international students.

VCDH is currently only permitted to issue three maximum Provincial Attestation Letters per year. This means, only three international students are currently eligible to join per intake. VCDH will only reserve the maximum number of spots for international students based on the Provincial Attestation Allocations to ensure the availability of these quality services and supports.

TRANSFERS FROM ANOTHER INSTITUTION

International Students transferring from another institution must speak with an Admissions Coordinator to discuss the transfer process. An international student transferring from another institution prior to completing the semester or a minimum of 25% of a career college program cannot do so unless one of the following apply:

- The institution from which the student seeks to transfer (the 'releasing institution') has ceased to maintain the Education Quality Assurance (EQA) designation;
- The institution to which the student seeks to transfer (the "accepting institution") verifies that the releasing institution is aware that the international student is seeking

transfer and the releasing institution has directly confirmed that the international student is enrolled, attending and is not on academic suspension at the releasing institution;

- The accepting institution verifies that the transferring student has completed a Designated Learning Institution (DLI) Student Transfer online showing that the student is now enrolled at the accepting institution.

FACILITIES, RESOURCES AND SUPPORT SERVICES

The teaching facility at VCDH is fully equipped with high quality and up to date equipment and was designed and built specifically as a Dental Hygiene College to benefit students. VCDH will continue to keep all current information regarding our facility (including photos), tuition, refund policy and available supports on the VCDH website.

POINT OF CONTACT

VCDH has Admissions Coordinators dedicated to assisting applicants with their application to the college and arrival to Canada. These coordinators can assist applicants with information on admission requirements, equivalency assessments, study permits, housing and living resources.

The Senior Educational Administrator will be the point of contact for all International Students during the program. This individual is happy to assist International Students with their transition to Life in Canada including resources in the community such as housing, food and health services.

TRAINING OF FACULTY AND STAFF

VCDH Faculty and staff are required to complete Ethics, Indigenous and Equity, Diversity and Inclusion (EDI) certificates when completing their new hire paperwork. VCDH also requires faculty to follow policies set out by the college including the Respectful and Fair Treatment of Students Policy and EDI-B.

ETHICS

This course reviews health care principles used in dentistry to help identify and support choices when faced with an ethical problem or dilemma. Each principle is discussed with examples from the practice of Dentistry and Dental Hygiene.

THE PATH-YOUR JOURNEY THOUGH INDIGENOUS CANADA

This course is 6-modules on the history and contemporary realities of First Nations, Inuit and Métis in Canada.

EDI

This learning journey covers principles, information and history regarding EDI, privilege, stereotypes, anti-racism and stories of resilience and resistance.

RESPECTFUL AND FAIR TREATMENT OF STUDENTS POLICY

The Vancouver College of Dental Hygiene Inc. is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students.

While on the Vancouver College of Dental Hygiene Inc. premises or in the course of activities or events hosted by Vancouver College of Dental Hygiene Inc. the following activities are prohibited:

- Emotional and Psychological intimidation or harassment
- Bullying
- Discrimination
- Stalking
- Physical violence

Every student has the right to study in an environment which is free of harassment and discrimination, as learning can best be accomplished in an atmosphere of understanding and mutual respect for dignity and rights of each individual.

This policy refers to any interactions with classmates, faculty, or clients that takes place on campus or off campus.

A student shall not emotionally or psychologically intimidate or harass, bully, discriminate, stalk or physically assault a student, group of students, faculty or guests to the school, on the basis of race, ancestry, place of origin, colour, ethnic origin, language spoken, citizenship, creed, sex, age, marital status, criminal charges or criminal record, mental or physical disability, sexual orientation, political affiliation or union membership.

All students are responsible for maintaining and promoting an environment that is free of discrimination and harassment.



Violators will be subject to penalties which may include release/dismissal from the program and the police will be contacted.

Any student that has an issue with discrimination and/or harassment must notify the Business Director or Program Director where it will be brought to the Dental Hygiene Program Committee.

If under any circumstances, a prohibited activity occurs, the following outlines the process for addressing the activity:

Procedures to Report prohibited activities:

A student making a report will submit a completed written report to the Program Director, using the following contact information:

Mr. Himanshu Laul RDH(C), BSc, Ad. Ed. Cert
Dental Hygiene Program Director
1205-6th Avenue
New Westminster, B.C
V3M 2C1
604-215-7611
himanshul@vancouver-college-dental.org

Should the Program Director be absent, the written report will be submitted to the Business Director using the following contact information:

Ms. Carole-Anne Masic Dip. DH RDH(C), PID, BHSc
Business Director
1205-6th Avenue
New Westminster, B.C
V3M 2C1
604-215-7611
caroleannem@vancouver-college-dental.org

The process for responding to a Report (written statement and request for action) involving a student is as follows:

The Program Director and or Business Director will acknowledge receipt of the complaint within fourteen (14) business days.

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The process for addressing and remedying the activity is as follows:

Early Resolution

- Whenever possible, a first step is to approach the person(s) whose conduct is at issue and inform them that the conduct or behavior is inappropriate, unacceptable and unwelcome.
- Should discussion with the person(s) not resolve the issue, or if, for some reason, such discussion is not appropriate, speak with the Program Director and/or the Business Director, if applicable.
- If a Complainant requires assistance raising a concern before proceeding to a complaint, or in the event direct contact did not resolve it, the complainant is to contact the Program Director and/or Business Director to put in a formal complaint.
- The Program Director or Business Director who receives a complaint of harassment resolvable through resolution must take action to assist the Complainant in achieving a resolution within fourteen (14) business days of receiving the complaint.
- The Program Director or Business Director shall record the details of information provided during the resolution.
- The primary objective of the resolution process is to promptly restore and/or maintain a safe and harassment free environment.

Resolution & Follow Up

- Once the process has been completed and corrective actions, if any, are implemented within sixty (60) working days, the complainant shall be notified of actions taken.
- The Program Director and/or Business Director will contact the parties periodically, and as required, to ensure that the environment is safe and harassment free.

EQUITY, DIVERSITY, INCLUSION AND BELONGING (EDI-B) STATEMENT

The Vancouver College of Dental Hygiene Inc. (VCDH) recognizes the important role we play as a dental educational institution that serves and protects the public interest. We are committed to informed equity, diversity, inclusion and belonging (EDI-B) action to minimize systemic barriers and to help build a more inclusive and equitable dental educational system for all, including Indigenous peoples, immigrants, refugees, people who are racialized, people with disabilities and the 2SLGBTQIA+ communities.

Our commitment to informed EDI-B action is a conscious decision to foster respectful partnerships with the public, students, faculty, staff, employers, and our community outreach



partners. It is our shared responsibility to encourage anti-oppressive practices that embrace innovation and recognize the value of diversity to achieve sustainable and meaningful change.

We promise to listen, reflect, learn, and act in collaboration with our committee, students, staff, faculty, employers, community partners and the public. We are committed to being transparent about our EDI-B work and actions and why they are important to us. This work is never done. As individuals and as a dental educational college, we commit to being life-long learners and will continue to educate ourselves to better our work within our regulatory mandate and daily practices.

What EDI-B means

To help recognize how equity, diversity, inclusion, and belonging (EDI-B) can support the delivery of safe and equitable dental care in British Columbia and enhance the College's regulatory work, it is important to understand what EDI-B means.

Equity: Equity is defined as the removal of systemic barriers and biases enabling all individuals to have equal opportunity to access and benefit. Equity means recognizing that we do not all start from the same place and must acknowledge and make adjustments to imbalances. The process is ongoing, requiring us to identify and overcome intentional and unintentional barriers arising from bias or systemic structures.

Diversity: Diversity is defined as differences in race, colour, place of origin, religion, belief system, immigrant and newcomer status, ethnic origin, native or indigenous identity, culture, parental status, appearance, language and accent, mental health, education, geography, nationality, ability, sex, sexual orientation, gender identity, gender expression, generation and age.

Inclusion: Inclusion is defined as the practice of ensuring that all individuals are valued and respected for their contributions and are equally supported. Inclusion is about valuing people's unique ideas and lived experiences and ensuring they feel involved, respected, connected, and have their voice heard.

Belonging: Belonging is about creating a culture where people can be themselves, have psychological safety, appreciate each other, and feel part of something bigger. It is when an individual can bring their authentic self to work, they are more engaged and able to contribute. A sense of belonging is what unlocks the power and value of diversity.



ENROLMENT AND POLICIES

VCDH will track the progress and attendance of International Students. Students must adhere to the Active Participation Policy and meet all grade requirements to be successful.

All students must be provided with these requirements prior to commencing the program. It is the responsibility of the Senior Educational Administrator to ensure these policies are being followed.

Grades and attendance are tracked through the EduLink student portal. The Senior Educational Administrator will export data to see which students are 'at risk' due to low grades or absences from class.

All students at risk of failing a course by the middle of the semester, will be met with to discuss an action plan to be successful. Regular meetings with the Senior Educational Administrator is required to ensure the action plan is being followed.

DISPUTE RESOLUTION POLICY

1. This policy governs complaints from students respecting Vancouver College of Dental Hygiene Inc. and any aspect of its operations.
2. A student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by the institution at any time.
3. The process to make a complaint is as follows:

STUDENT DISPUTE RESOLUTION PROCEDURE:

Step 1: The student will submit a completed written complaint to the Program Director, using the following contact information:

Mr. Himanshu Laul RDH(C), BDSc, Ad. Ed. Cert Dental Hygiene
Program Director
1205-6th Ave New Westminster, BC
V3M 2C1
604-215-7611, himanshul@vancouver-college-dental.org

Should the Program Director be absent or named in the complaint, the written complaint will be submitted to the Business Director using the following contact information:



Ms. Carole-Anne Mrsic Dip. DH, RDH, PID, BHSc
Business Director
1205-6th Ave,
New Westminster, BC
V3M 2C1
604-215-7611
caroleannem@vancouver-college-dental.org.

Step 2: The Program Director/Business Director will arrange a meeting with the student within 14 business days of receipt of the written complaint.

The student will be provided an opportunity for an oral presentation and minutes will be taken.

The Program Director/ Business Director will provide a written reason to the student for the determination and reconsideration (if any) within 30 business days of date on which the student made the complaint.

The written response will specify whether the decision is final.

Step 3: If the decision is subject to reconsideration, the student will submit a completed written complaint to the Dean of Students using the contact information:

Dr. Boris Pulec Dean of Students
1205-6th Ave
New Westminster, BC
V3M 2C1 604-215-7611
Drpulec@vancouver-college-dental.org

The Dean of Students will arrange a meeting with the student within 14 business days of receipt of the written complaint.

The student will be provided an opportunity for an oral presentation and minutes will be taken.

The Dean of Students will provide a written reason to the student for the determination and reconsideration (if any) within 30 business days of date on which the student made the complaint.

The written response will specify whether the decision is final.

The complaint process will not impose any fees in relation to the complaint.



The complaint process must be available for at least one year after the student completed, or was dismissed or withdrew from the program.

Step 4: A student dissatisfied with the institution's final decision may file a claim with the Private Training Institutions Regulatory Unit (PTIRU) (www.privatetraininginstitutions.gov.bc.ca) on the grounds that the institution misled the student regarding a significant aspect of the program. The time limit for filing the claim is one year after the student completes, is dismissed from, or

withdraws from the program. A student making the complaint may be represented by an agent or lawyer.