

Health, Safety and Well-Being Resources

At inlingua Victoria, the health, safety and well-being of our students is important to us. Students who need medical care, mental-health support, addiction or substance-use support, or assistance in an overdose emergency can access the following local and provincial resources.

1. Medical Emergency

Call **9-1-1** immediately if you or someone else is experiencing a life-threatening medical emergency, serious injury, overdose, poisoning, or an immediate risk of harm.

Nearest major hospital and emergency department:

Royal Jubilee Hospital

Address: 1952 Bay Street, Victoria, BC **Phone:** 250-370-8000

Emergency Department: Open 24/7

2. Medical Care

Downtown Victoria Urgent and Primary Care Centre (UPCC)

The Downtown Victoria UPCC provides care for non-emergency health concerns that should generally be assessed within **12–24 hours**, including minor injuries, infections, cuts and wounds, some respiratory illnesses, and certain mental-health concerns.

Address: 1107 Pandora Avenue, Victoria, BC

Phone: 1-833-688-8722

Hours: 8:00 a.m. – 8:00 p.m., 7 days a week

Important: This centre does **not accept traditional walk-ins**. Students should call **1-833-688-8722** during clinic hours to request an urgent-care appointment.

Students can also call **HealthLink BC at 8-1-1** for health advice and help determining what type of healthcare service they need.

3. Nearest Pharmacy

Rexall – Downtown Victoria

912 Douglas Street, Victoria, BC

Phone: 250-384-1195

The pharmacy can assist with prescriptions, medications and general pharmacy questions. Other downtown pharmacies are also available if students require prescription services or pharmacist advice.

4. Mental Health and Emotional Support

Moving to another country can be exciting, but it can also be stressful. If you are feeling overwhelmed, anxious, lonely, depressed, or are having difficulty adjusting, you are not alone and support is available.

310 Mental Health Support Line

Phone: 310-6789 (no area code)

Available 24 hours a day, 7 days a week.

The 310 Mental Health Support Line provides emotional support, information, crisis support, and referrals to appropriate mental-health resources throughout British Columbia. Interpreter services are available.

9-8-8 Suicide Crisis Helpline

Students experiencing suicidal thoughts, emotional distress, or a mental-health crisis can **call or text 9-8-8** for crisis support.

Vancouver Island 24-Hour Crisis Line

Phone: 1-888-494-3888

Available 24 hours a day.

5. Addiction and Substance-Use Support

If you or someone you know is struggling with alcohol, drugs, opioids or another substance, confidential help is available.

Opioid Treatment Access Line

Phone: 1-833-804-8111

The Opioid Treatment Access Line provides **same-day support for opioid addiction and treatment access** anywhere in British Columbia.

BC Addiction and Substance-Use Resources

The Government of British Columbia's **HelpStartsHere** service provides information about addiction, substance use, treatment, recovery, overdose prevention, harm reduction and local support services.

[BC HelpStartsHere – Addiction and Substance-Use Support](#)

6. Overdose Prevention and Naloxone

Free Naloxone is Available in BC

Naloxone is a medication that can temporarily reverse an opioid overdose. **Free naloxone kits are available throughout British Columbia without a prescription**, including through community pharmacies, hospitals, emergency departments and other registered distribution sites.

Students can use the provincial locator to find a free naloxone location near campus:

[BC Take Home Naloxone – Find a Naloxone Site](#)

Local Downtown Naloxone Access

AVI Health and Community Services – 713 Johnson Street, Victoria

AVI provides harm-reduction services in downtown Victoria, including **free Take Home Naloxone kits and overdose-response education**.

Learn How to Respond to an Overdose

Students and staff can learn how to recognize and respond to an overdose, including how to use naloxone, through the Government of BC's overdose-response resources.

[BC Overdose Prevention and Response Resources](#)

If You Suspect an Overdose

1. Call 9-1-1 immediately.
2. Give naloxone if available.
3. Follow the instructions in the naloxone kit.
4. Stay with the person until emergency services arrive.

Naloxone can wear off before the opioid has left the person's system, so emergency medical assistance is still required even if the person responds to naloxone.

You do not have to manage a health, mental-health, addiction or substance-use concern alone. If you are unsure where to start, speak with an inlingua Victoria staff member, call **8-1-1**, or contact one of the support services listed above.

In an emergency, always call 9-1-1.



inlingua Victoria College of Languages
Suite 101-910 Government Street, Victoria B.C., V8W 1X3

• Phone: 778.817.1083 • Email: office@inlinguavictoria.com • www.inlinguavictoria.com

Feel the vibe