

Welcome ^{to} your Neighbourhood

UNA's Newcomers' Guide to Resources and Services

hampton

hawthorn

chancellor

wesbrook

east campus



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Congratulations and welcome to your new home! Moving to a new country / province / city is an exciting and confusing time. There is a lot to learn all at once. The UNA is here to help! To help you settle in your new home, you will need to know the following:

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This Newcomers' Guide is published by the University Neighbourhoods Association. It is also published in Simplified Chinese, Traditional Chinese, and Korean. They are available at the University Neighbourhoods Association office and the Old Barn Community Centre.

请到以下地址索取中文版本的《新移民指南》。
한국어 번역본은 아래 주소에서 받으실수 있습니다.

University Neighbourhoods Association
5923 Berton Ave. Vancouver BC V6S 0B3
t. 604.827.5158 f. 604.827.5375
www.myuna.ca

The Old Barn Community Centre
6308 Thunderbird Blvd. Vancouver BC V6T 1Z4
t. 604.827.4469 f. 604.827.3471
www.oldbarn.ca

Now that you are living on the UBC campus and in the UNA, you may be surprised to learn that you are not living in the City of Vancouver, but on unincorporated lands referred to as Electoral Area A. The University Neighbourhoods Association (UNA) was established in 2002 to promote the creation of a vibrant and sustainable community for the residents of UBC's residential neighbourhoods. Today, approximately 7,500 residents live in five UNA neighbourhoods including Hampton Place, Hawthorn Place, Chancellor Place, East Campus, and – our newest neighbourhood – Westbrook Place.

The UNA approximates a municipal council for UBC's residential neighbourhoods. The UNA Board of Directors is currently comprised of four directors elected by UNA residents, two directors appointed by UBC and one appointed by the Alma Mater Society (AMS). The number of elected directors is determined by neighbourhood population and will increase over time.

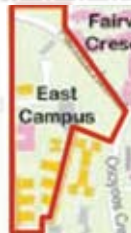
The UNA is responsible for local regulation (such as noise, parking, and animal control), as well as community programs and recreation, elections, landscaping, policies and by-laws, and acts as a liaison for the community's use of UBC facilities. Residents' concerns, opinions and views are heard through the UNA and it will help shape future development and the allocation of community facilities at UBC.

The UNA Office
5923 Berton Ave.
Vancouver BC
V6S 0B3

t. 604.827.5158
f. 604.827.5375
www.myuna.ca

Hours of Operation
M - F 8:30 am - 4:30 pm

**University
Neighbourhoods
Association**





- Free membership
- Meet your neighbours
- Vote to elect the UNA Board of Directors
- Have input in how your tax dollars are spent
- Stay informed

Becoming a UNA member is the best way to become involved in the UNA community. UNA members are eligible to vote in UNA elections and to run for the UNA Board. The Board decides how the UNA budget will be spent and also makes decisions that affect the day-to-day lives of all residents. Anyone 18 years of age or older who lives in a UNA neighbourhood is eligible to become a UNA member. Membership is free. All that is required is proof of residence.

If you have any questions about becoming a UNA member, please contact the UNA Office at reception@myuna.ca or phone 604.827.5158.

What does the UNA Board of Directors do?

- Informs and represents residents on issues that affect their quality of life
- Provides municipal-like facilities and services
- Hosts community events
- Manages the Old Barn Community Centre
- Promotes sustainability
- Liaises with UBC on:
 - Community and recreation programs
 - Access to UBC facilities
 - Development and maintenance of neighbourhood green spaces
 - Traffic and transportation issues

Emergency Services 9-1-1

If you have an emergency, there are three kinds of help you can ask for: Police, Fire and Ambulance. You can ask for any of these three services by calling one telephone number: 9-1-1. Make sure that everyone in the family, including children, knows how and when to dial 9-1-1. Write your address by the phone, so that your family can say it quickly in an emergency.



Calling 9-1-1 for police and fire help does not cost money, even if you are calling 9-1-1 from a pay phone. If you dial 9-1-1 by mistake, please do not hang up. Stay on the line and indicate you do not need help. If you hang up, they will send the police just in case you do need help.

Public Safety

The UNA neighbourhoods are safe neighbourhoods with a generally lower crime rate than most parts of the Lower Mainland. The RCMP provides policing for the entire campus community, including the UNA and the University Endowment Lands (UEL). There is also a private security patrol that operates in UNA neighbourhoods from 10 pm to 6 am daily.

RCMP Detachment
2990 Wesbrook Mall
t. 604.224.1322

Garbage and Recycling Services

Garbage and recycling services are provided to UNA residents through their individual strata corporation or property management company. Please check with either your strata chair or property manager for pick-up schedule.

UNA residents can drop off e-waste, including old computers and related equipment, at UBC Waste Management (2329 West Mall). There are also boxes located at the Old Barn Community Centre where UNA residents can deposit household batteries and cell phones for recycling.



Composting Services

All UNA buildings are eligible to become part of UBC's Organics Collection Program by joining the UNA / UBC Composting Project. The organic waste collected through this program goes to the UBC In-Vessel Composting Facility in South Campus where it becomes compost. To find out more about the Composting Program, contact the UNA Office at reception@myuna.ca or phone 604.827.5158.

Recreation Services



The Old Barn Community Centre is at the heart of our growing community. The community centre, located in Hawthorn Place at 6308 Thunderbird Blvd, serves as a gathering place for the community and includes the following facilities and programs:

- Exercise room
- Meeting rooms
- Coffee shop
- Public gathering place
- Indoor children's play area and library
- Outdoor playground and green space

The Old Barn
Community Centre
t. 604.827.4469
www.ldbarn.ca

Health Care Services

Your closest health care service provider is the UBC Hospital, which is located at 2211 Wesbrook Mall. It offers specialized treatment for non-life threatening emergencies by emergency trained physicians and nurses. For hours of operation, please call 604.822.7121. For more health services information, please visit the Vancouver Coastal Health website www.vch.ca.

Licenses and Permits



Presently, the UNA does not issue any licenses or permits, but some licenses and permits are available either through UBC or through the City of Vancouver.

Building Permits or Business License
UBC Campus and Community Planning
2210 West Mall Vancouver BC
604.822.2633
www.planning.ubc.ca

Dog Licenses
Vancouver Animal Shelter
1280 Raymur Ave. Vancouver BC
604.871.6888
www.vancouver.ca

Parking Permits

Residential buildings in the neighbourhoods all have underground parking; you can arrange for parking through your strata or rental agent. The limited on-street parking should be used for your guests and visitors. The UNA has different parking rules for different neighbourhoods. To find out about the parking rules in your neighbourhood, please check www.myuna.ca.



Community Services Card

The UNA Community Services Card (CSC) provides residents with access to many Vancouver and UBC facilities. All UNA residents are eligible for a UNA Community Service Card (CSC).

To apply for your CSC, visit the UNA office at 5923 Berton Ave. with a proof of address or apply online at www.myuna.ca.

Community Services Card is NOT your UNA Membership

The CSC does not constitute membership in the UNA. UNA membership, which is also free, must be applied for separately. Adults over 18 years of age are eligible for UNA membership, which gives members the right to vote in UNA elections and to run for election. You do not need to be a Canadian Citizen to become a UNA member. For more information on UNA membership, please see page 3, or contact the UNA office 604.827.5158.

- Free UNA CSC
- Access to UBC Facilities
- Access to Vancouver Public Library
- Special rates at the Old Barn Community Centre



Community Access



Free access with your CSC



Vancouver Public Library
West Point Grey Branch
4480 West 10th Ave.
t. 604.665.3982
www.vpl.ca



UBC Libraries
Koerner Library
1958 Main Mall
t. 604.822.2725
www.library.ubc.ca



Botanical Garden
6804 SW Marine Dr.
t. 604.822.9666
www.botanicalgarden.org



Nitobe Memorial Garden
1895 Lower Mall
t. 604.822.0238
www.nitobe.org



Spencer Field
Southwest of
Thunderbird Blvd. and
Wesbrook Mall
(check the field programs
at www.oldbarn.ca)



Outdoor Basketball Court
across the street from
the Osborne Centre on
Thunderbird Blvd.
(no reservation required)

Preferred rate with your CSC



UBC Aquatic Centre
6121 University Blvd.
t. 604.822.4522
www.aquatics.ubc.ca



**UBC Doug Mitchell
Thunderbird Sports Centre**
6066 Thunderbird Blvd.
t. 604.822.6121
www.thunderbirdarena.ubc.ca



UBC Tennis Centre
6160 Thunderbird Blvd.
t. 604.822.2505
www.tennis.ubc.ca



Robert F. Osborne Centre
6108 Thunderbird Blvd.
t. 604.822.0207



The Old Barn Fitness Room
6308 Thunderbird Blvd.
t. 604.827.4469
www.oldbarn.ca



The Old Barn Programming
6308 Thunderbird Blvd.
t. 604.827.4469
www.oldbarn.ca

Services Levy and Rural Taxes

Owners of homes in the UNA pay a Rural Tax to the Province of British Columbia and a Services Levy to UBC. The two added together are comparable to the City of Vancouver municipal tax for a similarly assessed property. The Services Levy is collected by UBC and is deposited into the Neighbours' Fund which funds the UNA Operating Budget.



For information about your Services Levy, please contact the UBC Finance office at 604.822.3596 or visit www.finance.ubc.ca. For information about the Rural Property Tax, please contact 604.660.2421 or direct 250.387.0555, or visit www.sbr.gov.bc.ca/individuals/Property_Taxes/Rural_Property_Tax/rpt.htm.

Neighbour's Fund

The Services Levy is deposited into the Neighbours' Fund, which is a designated fund within UBC. The UNA Annual Operating Budget receives funds from the Neighbours' Fund to provide municipal-like services to the residents of the UNA. The Neighbours' Fund is made up of the annual Services Levy collected from UNA homeowners and businesses. The UNA allocates money annually to four Reserve Funds within the Neighbours' Fund: Infrastructure Replacement, Capital Replacement, Rate Stabilization, and Operating Contingency.

Community Shuttle Buses

There are 3 community shuttle routes at UBC:

- C19 runs from Alma and Broadway along NW Marine to UBC;
- C20 covers destinations and residences on the west side of campus including Totem Park, the Botanical Gardens, Nitobe Gardens, the Museum of Anthropology and the Chan Centre;
- C22 serves residents on the east side of campus, e.g. Hampton Place and Fairview/Acadia.



All routes begin and terminate at the north side of the Student Recreation Centre, adjacent to the diesel bus loop. To view a route map, please check www.trek.ubc.ca/programs/community_shuttle.

School Bus Program

The UTown@UBC School Bus Program is a volunteer-run, non-profit program that transports children living at UBC and UNA to five neighbouring public schools: University Hill Elementary, Queen Elizabeth Elementary, Queen Mary Elementary, Queen Elizabeth Annex and Southlands Elementary. To learn more about the program or to pick up a registration form, please visit the appropriate school office.

Education



There are currently two public schools serving families living at UBC or the University Endowment Lands: University Hill Elementary School (<http://uhill-elem.vsb.bc.ca>) and University Hill Secondary (<http://uhill-sec.vsb.bc.ca>).

UBC Point Grey Campus offers undergraduate, graduate and PhD programs in 12 different faculties. For post-secondary academic program information, please visit www.ubc.ca.

UBC also offers continuing studies courses for adults. For more information, visit www.cstudies.ubc.ca.

Day Care

The UBC Child Care Services provides a range of services tailored to meet the needs of families living, working or studying at UBC Vancouver. Child care staff are skilled, trained and licensed Early Childhood Educators who help to ensure a valuable experience for children in their care, especially those with developmental needs. UNA residents have access to 50 daycare seats with the UBC Daycare. To learn more, visit www.childcare.ubc.ca.

Attractions



Right in your own back yard, the UBC campus offers arts, culture, gardens, restaurants, accommodation and recreational facilities for every taste and budget. Take in a play, see an art exhibit, hear a symphony, walk through the gardens, go for a swim, grab a bite to eat...

- Museum of Anthropology (www.moa.ubc.ca)
- Botanical Garden (www.ubcbotanicalgarden.org)
- Chan Centre (www.chancentre.com)
- UBC School of Music (www.music.ubc.ca)
- Beaty Biodiversity Museum (www.beatymuseum.ubc.ca)
- More attractions (www.attractions.ubc.ca)

Natural Environment

From Pacific Spirit Park to the cliffs of Point Grey, the campus abounds in natural wonders. With the natural backdrop of the North Shore mountains, nearby beaches, and forested parkland, the campus is a scenic destination ideal for enjoying the natural beauty of the region.

- Pacific Spirit Park (www.pacificspiritparksociety.org)
- Spanish Bank Beach (<http://vancouver.ca/Parks/rec/beaches/spanishbank.htm>)

Community Communications

Get involved in your community, and stay informed about community news and activities. The UNA communicates with you in various ways:

- The Campus Resident - monthly newspaper
- Myuna announcements - weekly email newsletter
- Websites - www.myuna.ca and www.oldbarn.ca
- Old Barn Program Guide - seasonal recreational guide
- Annual Report - published each fall

Signing up for **myuna announcements** is the best way to be informed! Visit **www.myuna.ca** to sign up today!

Volunteer with the UNA

Whenever you have any questions or concerns, or some thoughts and ideas to help build a better community, the UNA is here to listen. Want to be more active in the community, volunteer for one of UNA's community committees:

- Community Gardens Committee
- Emergency Preparedness Committee
- Multicultural Committee
- Plant Stewardship Committee
- Sustainability Committee
- Bylaw Development Committee

- Stay informed
- Voice your opinion
- Share thoughts & ideas
- Build a better community
- Be sustainable



Involved in the Community



- Free community events
- Community gardens
- Seasonal celebrations
- Annual General Meeting
- Social gatherings
- Community garage sales

Community Events

The UNA hosts community events throughout the year, from the Annual Barn Raising to the Lunar New Year Celebration. Most community events are free of charge, and are organized by the UNA's Old Barn Community Centre. Sign up for the myuna announcements, or visit www.myuna.ca or www.oldbarn.ca for upcoming events.

Community Parks and Community Gardens

The UNA Community is blessed with generous green spaces. Larger parks include:

- Jim Taylor Park, in Hawthorn Place
- Michael Smith Park, in Wesbrook Place
- Khorana Park, in Wesbrook Place

Most neighbourhoods also have smaller parks or green spaces with benches and ornamental plantings. The community is also home to the UNA pilot community garden, in Hawthorn Place, and community plantings of herbs, vegetables and fruit trees near the Old Barn Community Centre.



Welcome to UNA's Community Centre

healthy, diverse
and sustainable
community



6308 Thunderbird Blvd.
t. 604.827.4469
www.oldbarn.ca



The Old Barn Facilities



The Old Barn Community Centre is a welcoming place where you can come to work out in the Exercise Room, enjoy a coffee or something to eat at the coffee shop, attend a community celebration or simply visit with your family and friends in one of the Community Centre's public spaces. The building is equipped with wireless internet and plenty of places to plug in your laptop.



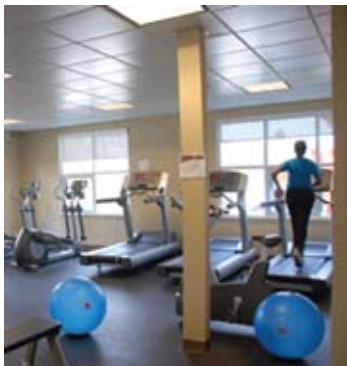
Jim Taylor Park

- Playground
- Equipment rental
- Giant chess set
- Children's garden
- Community centre special events



Meeting Rooms

- 1711 sq. ft.
- Programs & classes
- Room rental
- Birthday parties
- Community concert and events



Exercise Room

- 7 am – 10 pm
- Gym drop-in
- Gym punch card
- Gym membership
- Youth gym program



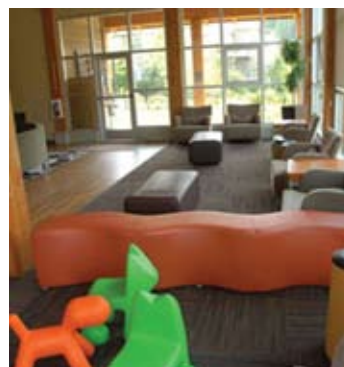
John Young Lounge

- Gas fireplace
- Social gatherings
- Informal meetings
- Quiet coffee time



Coffee Shop

- Bean Around the World Cafe
- Specialty coffee
- Breakfast & lunch
- Kids' menu
- Licensed beverage service



Neighbourhood Living Room

- Community library
- Big screen TV
- Kids' playing area
- Community's public space
- Quiet study time

The Old Barn Hours of Operation

Mon - Sun 7:00 am - 10:00 pm
Holidays 12:00 pm - 6:00 pm



Birthdays • Anniversaries • Workshops • Receptions
Graduations • Conferences • Business Meetings

The Old Barn Community Centre can create memorable moments for you and your guests whatever the occasion – birthdays, anniversaries, graduations, receptions, workshops, conferences, and business meetings. You don't have to be a member to have your special day or event at the Barn. Our facilities are available for both private and corporate events.

Rental Rooms	Capacity for Banquet / Meeting	Capacity for Reception	Room Size
Meeting Room #1	45 ppl	80 ppl	986 sq. ft.
Meeting Room #2	25 ppl	50 ppl	725 sq. ft.
Entire Upper Floor	80 ppl	150 ppl	1711 sq. ft.

Birthday Parties

Team up with our fun and energetic leader for an action packed party! She will assist you with set-up, clean-up, activities and decorating ideas. All parties include a party leader, a room at The Old Barn decorated with balloons and banners, and access to the fridge and kitchen area.

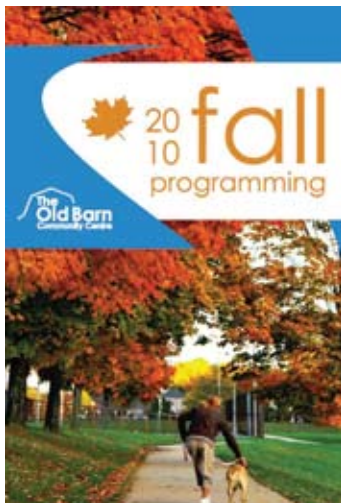
To reserve space, contact our Bookings Coordinator 604.822.9675 or bookings@oldbarn.ca.



Programming

To Register for a program

- Visit our front desk at 6308 Thunderbird Blvd.
- Call our front desk at 604.827.4469
- Check www.oldbarn.ca



At the Old Barn Community Centre, we have programs for everyone in your family, from toddler, preschool, children, youth, adults to seniors. We offer arts programs, fitness classes, martial arts, bootcamps, language, dancing, and music classes. We also offer seasonal camps and movie nights.

The Old Barn Program Guide is published three times every year (Spring & Summer, Fall, Winter). It is delivered to your home in March, August and December.

Please visit www.oldbarn.ca for current programs and upcoming special events.

Free Special Events

The Old Barn hosts special events throughout the year, such as:

- Annual Barn Raising (September)
- Lunar New Year Celebration (January or February)
- Easter Egg Hunt (March or April)
- Earth Day Celebration (April)
- Mother's Day / Father's Day Concert (May or June)
- Canada Day Celebration (July)
- Evening in the Park (July & August)
- Halloween Party (October)
- Caroling Night (December)
- Skating Party (December)

The UNA Office

5923 Berton Ave.
Vancouver BC V6S 0B3

t. 604.827.5158
f. 604.827.5375
reception@myuna.ca
www.myuna.ca

Hours of Operation

Mon - Fri 8:30 am - 4:30 pm

The Old Barn Community Centre

6308 Thunderbird Blvd.
Vancouver BC V6T 1Z4

t. 604.827.4469
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reception@oldbarn.ca
www.oldbarn.ca

Hours of Operation

Mon - Sun 7:00 am - 10:00 pm
Holidays 12:00 pm - 6:00 pm

Emergency Numbers

Fire, Police, Ambulance	911
Campus First Aid	604.822.4444
UBC Hospital	604.822.7662
Poison Control	604.682.5050
Campus Security	604.822.2222
RCMP (non emergency)	604.224.1322

Local Services

Save-on-foods

5945 Berton Ave.
t. 604.221.5999
www.saveonfoods.ca

Village walk-in Clinic

#228 - 2155 Allison Rd.
t. 604.222.2273

UBC Bookstore

6200 University Blvd.
t. 604.822.2665
www.bookstore.ubc.ca

UBC Koerner Library

1958 Main Mall
t. 604.822.2725
www.library.ubc.ca

Canadian Imperial Bank of Canada (CIBC)

5796 University Blvd.
t. 604.221.3550
www.cibc.ca

Bank of Montreal (BMO)

2142 Western Pky
t. 604.665.7076
www.bmo.ca

Royal Bank (RBC)

5960 University Blvd.
t. 604.221.5702
www.rbc.com

Translink

604.953.3333
www.translink.ca

Useful Contact Information

New to Canada

<http://www.cic.gc.ca/english/pdf/pub/welcome.pdf>

The Welcome to Canada booklet has useful information and tips from the Citizenship and Immigration Canada website, such as “how to find a job”, “how to find a place to live” and more.



New to British Columbia

www.welcomebc.ca

The BC’s Newcomers’ Guide has information to help you settle down in BC. The guide is available in English, Simplified Chinese, Traditional Chinese, Korean and more languages.

Social Insurance Number (SIN)

www.servicecanada.gc.ca/eng/sc/sin

The Social Insurance Number (SIN) is a nine-digit number that you need in order to work in Canada or to have access to government programs and benefits.



BC Health Care Card



www.health.gov.bc.ca/msp

All residents of BC must enroll with MSP (Medical Services Plan). It insures medically required services provided by physicians and supplementary health care practitioners, laboratory services and diagnostic procedures.

Driver’s Licence

www.icbc.com/licensing

All drivers in British Columbia must have a valid (legal) driver’s licence. If you have a valid driver’s licence from your country or from another province of Canada, you can use your licence for 90 days. You must apply for a B.C. licence within 90 days.



Check the Phone Book

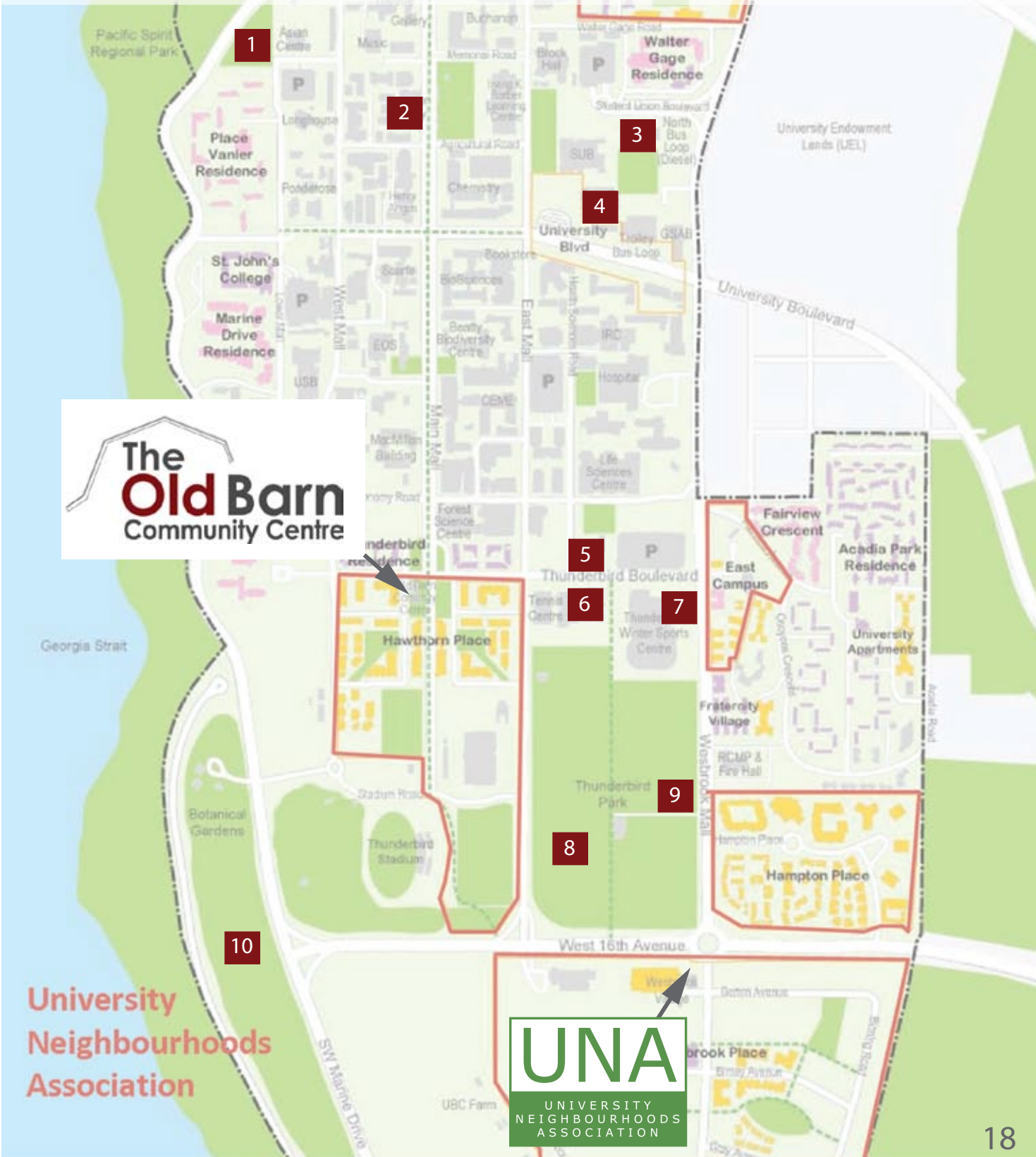


www.yellowpages.ca

Check the blue pages in the phone book for telephone numbers for various government departments. You can also find immigrant-serving community organizations.

Map

- 1. Nitobe Memorial Garden
- 2. Koerner Library
- 3. UBC Rec Centre
- 4. UBC Aquatic Centre
- 5. Outdoor Basketball Court
- 6. Robert F. Osborne Centre
- 7. Thunderbird Winter Sports Centre
- 8. Thunderbird Fields
- 9. Spencer Field
- 10. Botanical Garden



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