



This Caregiver Bulletin is designed to be a ready resource for all parents and guardians who need quick access to key people at our school and answers to common questions.

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Van Tech's Grade-Specific Staff

Grade	Key Staff		Contact E-mail
8	Counsellor/H & R Learning Support	Leanne Hagglund	lhagglund@vsb.bc.ca
	Learning Support	Kim Kwan	kfkwan@vsb.bc.ca
	Administrator	Janet Thompson	jthompson@vsb.bc.ca
9	Counsellor/H & R Learning Support	David Waisberg	dwaisberg@vsb.bc.ca
	Learning Support	Tara Hansen	thansen@vsb.bc.ca
	Administrator	David Cacchioni	dcacchioni@vsb.bc.ca
10	Counsellor/H & R Learning Support	Adele Esnault-Oka	aaesnault@vsb.bc.ca
	Learning Support (designations A-G)	Rod Ofreneo	raofreneo@vsb.bc.ca
	Learning Support (designation Q)	Jennifer Belanger (TTOC)	jsbelanger@vsb.bc.ca
	Learning Support (K & Former LSP)	Kim Kwan	kfkwan@vsb.bc.ca
	Administrator	Janet Thompson	jthompson@vsb.bc.ca
11	Counsellor/H & R Learning Support	Kaera Ross	kross@vsb.bc.ca
	Learning Support	Jennifer Belanger (TTOC)	jsbelanger@vsb.bc.ca
	Administrator	David Cacchioni	dcacchioni@vsb.bc.ca
12	Counsellor H & R Learning Support	Nick Van Iersel	nvaniersel@vsb.bc.ca
	Learning Support	Rod Ofreneo	raofreneo@vsb.bc.ca
	Administrator	Roberto Moro	rmoro@vsb.bc.ca

* **Tara Hansen:** Learning Support for all LAC students (grades 8-12) – thansen@vsb.bc.ca

Van Tech's School-Wide & External Support Staff

Position	Name & Contact Info	Description of Support
Indigenous Education Team	Robin Roberts Enhancement Teacher rroberts@vsb.bc.ca cell: 604-341-0784	The All Nations team supports Indigenous students and Indigenous teaching practices throughout our school. Robin (enhancement teacher) and Kristen (enhancement worker) can be found in room 320.
	Kristen Quesnelle Enhancement Worker kquesnelle@vsb.bc.ca	
Community Schools Team	Kelsey Mc Cready Youth & Family Worker kmccready@vsb.bc.ca cell: 604-690-0218	Foster belonging and connectedness amongst students, 1:1 support and small groups with a focus on Social Emotional Learning and Mental Health. Establish connection for students and families to the community (extra-curricular, out of school programs, volunteering). Support with Elementary-High School transition.
	Heidi Benson Community Schools Coordinator hbenson@vsb.bc.ca cell: 604-317-8907	
Substance Use & Health (SACY)	Nevena (Nev) Vojic nvojic@vsb.bc.ca	S.A.C.Y. is a substance use and health promotion initiative between the VSB and VCH. It focuses on early intervention strategies, meeting students, and to help students manage and deal with substances before they become a major issue.
Parent & Family Engagement (SACY)	Savoy Williams savoy.williams@vch.ca	Savoy works with parents and caregivers to strengthen family relationships and provide guidance for those caring for a student who is substance affected.
Vancouver Coastal Health	Mary Grace Anzures School Nurse marygrace.anzures@vch.ca	Mary Grace works as our school nurse and is available on an on-call basis. She specializes in supporting students with sexual health questions.
Leadership and Resilience Program (LRP)	Murray Anderson Program Coordinator & Youth Worker	Murray runs a wrap-around support program for grade 8-9 students, supporting their transition to high school and building connections and a sense of belonging with a focus on group work, volunteering, and field trips.
School Liaison Officer	Constable Michelle Rajtschan cell: 604-404-7671	Building trusting relationships with students and take a preventative approach through implementing education interventions and workshops. Enhance school safety and support positive decision-making by students. Where possible, divert students from formal involvement with the criminal justice system. Michelle's role is to work collaboratively with the VSB and school staff to support school safety with an intentional focus on proactive and preventative strategies and approaches which include referrals for various recourses within the community and school for both students and parents.

Van Tech's Language Supports

Language	Interpreter	Contact Email
Arabic/Kurdish	Heivin Ahmad	hahmad@vsb.bc.c
Cantonese/Mandarin	Wendy Chu	wchu@vsb.bc.ca
Farsi	Niloofar Shafaeizadeh	nshafaeizadeh@vsb.bc.ca
Spanish	Valia Flores de Puente	vfloresdepuente@vsb.bc.ca
Tagalog	Maria MacDonald	mmacdonald@vsb.bc.ca
Ukrainian	Olena Plakhotnyk	oplakhotnyk@vsb.bc.ca
Vietnamese	Alex Bui	abui@vsb.bc.ca

We have both multicultural and translation services for students and families.

Please contact your student's grade counsellor if you require an interpreter for a language not listed above.

About School Counselling

Secondary School counsellors have several roles. We support student learning and help if problems or barriers emerge to student learning or well-being. Back in the 1980's and 90's you knew us as "Guidance Counsellors" and we mostly stuck to educational advising and vocational guidance. The role has changed greatly since then as the scope of duties has evolved to recognize the importance of supporting child mental health, self and inclusive schools and shifts in curriculum.

On any day at Van Tech, the school counsellor could be working on:

- Timetables
- Course Planning
- Tracking graduation progress
- Educational Advising
- Sharing Post-Secondary Information
- Career Programs Planning
- IEP Development
- Attending Inter-Agency Case Meetings.

We also provide:

- Attendance Support
- Urgent Counselling Assessment
- Personal Counselling by Student Drop-In or Request
- Mental Health Support
- Referral and Collaboration with Community Partners.

We work very closely with other VSB support folks like Grade administrators, Community School Teams, school psychologists and Resource teachers, Career Programs staff, Multicultural Liaison Support staff, Indigenous Education teachers and District Learning Services.

Local Youth Mental Health Supports

A school counsellor often will be the first point of contact when a student is having a mental health struggle, either a student will come to talk with us about something or we may reach out to them if we are asked to by a teacher or caregiver or if a concern emerges about attendance or other behaviour.

School counsellors are happy to help support a referral to one of our community partners when more in-depth therapeutic or specialized clinical counselling work is needed.

Here are some of the available local mental health supports for teenage students. Please contact us if we can help choose the right support or provide additional info.

At Van Tech, we help our students access outside and public mental health support from many organizations, but there are three we use most: Vancouver Coastal Health, Foundry BC, and the Urban Native Youth Association (UNYA).

Vancouver Coastal Health

Services using a tiered model based on the degree of challenge for the student. Tier 1 is for students presenting with mild to moderate mental health challenges. These students don't generally have mental health diagnoses. Tier 2 is for students in the moderate to profound range where a diagnosis may be present or coming and there are significant barriers to daily life (school, recreation, etc.). Tier 3 is for students in crisis, generally presenting with suicidal ideation.

Each option is shared in a bit more detail below, but information on all of VCH's youth supports is available here: <https://www.vch.ca/en/media/24231>

Tier 1: Vancouver Youth Clinics

Youth Clinics provide free confidential medical support, sexual health support and counselling services to youth up to age 25. The closest one to our school is the East Vancouver Youth Clinic at **1669 East Broadway**. More information is available here: <https://www.vch.ca/en/location-service/east-van-sexual-health-clinic-robert-lily-lee-community-health-centre>

Tier 2: Child and Youth Mental Health (CYMH)

CYMH works with children, youth, and their families (ages 5-19) with mental health challenges. They do a weekly intake, which is available both in a drop-in and scheduled form. Vancouver organizes its four CYMH intakes by a family's address. Most Van Tech families will be connected to the "North East/Sunrise" team at **2750 East Hastings Street** (near Kaslo Street). Their phone number is **604-675-3896**.

Tier 3: Child Adolescent Response Team (CART)

This branch of CYMH focuses on supporting students in crisis and who are facing suicidal ideation and/or significant self-harm. Youth are generally referred through their school counsellors, but youth and parents can also connect directly by calling **604-874-2300**.

For more information, visit: <https://www.vch.ca/en/location-service/child-adolescent-response-team-cart-west-broadway>

FOUNDRY (foundrybc.ca)

Foundry offers young people 12-24 access to mental health and substance use support, primary care, peer support and social services. Their fantastic app (foundrybc) is available on the app store and students and caregivers can get virtual and in-person supports via their app. Location: **1260 Granville Street**.

UNYA & Mental Health and Wellness for Indigenous Youth

UNYA's Native Youth Health and Wellness Centre (NYHWC) is a youth clinic providing culturally relevant, welcoming, accessible health and wellness services to Indigenous youth from ages 12 to 30. The youth clinic is a safe, accessible health centre, where you can feel comfortable accessing services and programs that support your physical, mental, emotional, and spiritual health. At the Native Youth Health and Wellness Centre, you can access the services and support of our Nurse Practitioner, Clinical Counsellors, Elders, and Registered Midwives. They are located at **1618 East Hastings Street**.

Common Questions & Answers

How Student's See their Counsellor

In Secondary school, students are assigned a counsellor based on their grade. Students should see their assigned counsellor. They can drop by or email for an appointment. Counsellors will call students down for a chat if there is a concern that emerges (checking in on attendance, referral from a teacher or parent). Counsellors do not discipline, we are advocates and supporters--a safe person to talk to.

School counselling is confidential. But, if concerns emerge about a student's safety (that they are at risk of being hurt, hurting themselves or hurting others) we have a duty to report to the appropriate adult and seek supports: a parent, guardian and/or social worker.

How do I see a Report Card (Learning Update) & What if I can't Log into MyEd?

All report cards will come out on <https://myeducation.gov.bc.ca/>.

Paper copies can be requested through the main office at **604-713-8215**.

Each account has an email attached to it for password recovery. This should be the student's email ideally.

If a student and parent cannot get into MyEd or you are getting the message about the account being disabled, they should go to the main office to have the account fixed. Unfortunately, only administrators and office staff can reset passwords that are disabled.

How can I make sure my Child gets Important Announcements?

Van Tech has a school-wide team called "[Van Tech Student Hub](#)" where important information can be found. We use specific grade channels, an athletics channel, a clubs channel, a general channel, and many more. Many teachers also use teams for their classes, which is a great place to go if they have missed information.

What do I do if my Child can't get into their Office 365/Teams/WIFI Account?

VSBC uses one account for a child's access to Office 365, Teams, WIFI, and logging into computers. The account is #####@learn.vsb.bc.ca where "#####" is their student number. If a student can't remember their password there are two options for resetting it:

- They can reset it themselves with their birthdate and PEN here: <https://studentpass.vsb.bc.ca/>
- They can ask any school teacher/counsellor/admin to reset it.

What Supports exist for Caregivers supporting a Youth with Mental Health Challenges?

There are a few good options in Vancouver, and starting by connecting with your child's school counsellor can be a great idea. Here are two we regularly connect families with though.

- **Kelty Mental Health Centre** (<https://keltymentalhealth.ca/>)
Located at BC Children's Hospital has information and support for students and caregivers. They offer peer support, have a podcast, and their website is a wealth of info on all things mental health. Highly recommended!
- **Family Smart BC** (<https://familysmart.ca/>)
They offer parent-peer supports, have some excellent videos on their site and host monthly information sessions on mental health topics.

How can my Child get more Involved in School Extracurriculars?

The two major ways students get involved are through **athletics** and **clubs**.

- Mr. Li (klli@vsb.bc.ca) is our wonderful Athletic Director, who shares information on the School Student Hub, under the Athletics channel and also on Instagram (@vantechathletics).
- Mr. Moon and the Student Council oversee the clubs of the school. We have a list of all the available clubs when they meet, and what they do available here:
<https://drive.google.com/file/d/1R7UYyFzYSOZULcES9ddoDqKQfL3o-Dc/view>

My child has an Individual Education Plan (IEP). Any suggestions for ensuring a smooth year?

Our Diverse Learners Department does an excellent job of sharing important information, such as IEPs to classroom teachers at the start of each semester. Teachers can also access IEPs digitally through MyEd. Van Tech has a fantastic “Learning Hub” model, in which students can either access support through a Learning Strategies (Skills) block on their timetable or by doing drop-in support every block of the week. There is also separate test-taking support with the Learning Hub.

With all of this said it never hurts to reach out to your child’s teachers and introduce you. We find that good early communication can make a big difference if a student is later having any challenges.

What should I do if I have questions or concerns about something in a class?

When parents have complaints or questions about marks, or they want clarification about things that happening in a class, they need to talk to the teacher first to clarify. If you have tried to contact the teacher or if there is a barrier there, then you can contact the Grade administrator. School counsellors are teachers too and the teachers are our colleagues. We can support our colleagues and our students in collaborative problem-solving, but we are not the appropriate resource for parent concerns. The VSB also has a document about resolving conflicts/concerns here: <https://media.vsb.bc.ca/media/Default/medialib/vsb-conflict-resolution-procedure.9f37b967827.pdf>