

Institutional Student Information, Policies, and Student Support

Documents

1. Passport:

Canadian immigration documents cannot be issued beyond your passport's expiry date.

2. Student Permit Application:

- [Click to apply or extend a study permit or student work permit](#)
- [Check Study Permit processing time by country](#)

JoinAir is listed under the Designated Learning Institution framework. At present, we are not authorized to issue a Provincial Attestation Letter.

3. Transport Canada Medical:

You must obtain a Transport Canada Category 1 Medical before flight training commences. It is recommended that you complete this at least 6 months prior to your arrival.

[List of Civil Aviation Medical Examiners \(CAMEs\) by country](#)

4. English Language Proficiency:

- Transport Canada requires all international students to pass the Transport Canada Aviation Language Proficiency Exam before applying for your program of choice.
- We are able to coordinate an English examination for you; however, the testing itself is not performed on-site.
- Candidates that are assessed below operational must wait a period of 90 days prior to attempting a re-assessment and candidates that are assessed operational will be valid for a period of 48 months.

BC Medical:

All people residing in B.C. must enroll in the Medical Services Plan (MSP). This makes sure you can access provincial health care benefits like visits to a doctor. International students will need to provide a valid study permit or work permit. [Learn more and apply for MSP here.](#)

Social Insurance number:

If you are a Canadian citizen, a permanent resident or a temporary resident, you need a Social Insurance Number (SIN) to work in Canada or to receive benefits and services from government programs. [Learn more and apply for your SIN here.](#)

Post Graduation Work Permit:

You must meet the PGWP eligibility criteria set by Immigration, Refugees, and Citizenship Canada (IRCC). [Learn more and apply for a PGWP here.](#)

1. You have completed a flight training course and hold a Canadian commercial pilot's licence.
2. You have, or are in the process of obtaining, an instructor's rating and have a job offer to work as a flight instructor at a flight training institution.
3. If your program is longer than 6 months, if you possess a SIN number, and if you are studying full-time, then you may be eligible to work during your time as a student.

Our programs are **not currently eligible** for the Post-Graduation Work Permit

International Student Housing

While we do not currently offer dedicated housing for international students, we maintain a list of a few local Chilliwack homeowners who may provide rooms for rent. This option is available upon program admission and is offered on a first-come, first-served basis. Students can opt to searching for accommodations through Airbnb, Facebook Marketplace, Craigslist, or Kijiji <https://www.apartments.com/chilliwack-bc/>

[Learn more about housing in Canda.](#)

BC Tenant Rights:

It is important to understand your BC Tenancy Rights to protect yourself while renting a place during your studies in Canada. [Learn more about your rights.](#)

Cost of Living in Canada:

Average cost of living in Chilliwack, BC, varies based on housing type, personal expenses, and lifestyle. Below is an average estimate to help you plan your budget.

- Accommodations: average \$1500/month
- Transportation – Car/Insurance: estimated \$500/month
- Food Costs: estimated \$300-\$800/ month

For any further assistance in planning your living expenses, please feel free to reach out to our administrative team. [Learn more about your arrival.](#)

Welcome to Chilliwack:

Here at JoinAir, we recognize the importance of community integration for students, especially those who are new to the area. While we do not coordinate or oversee community integration activities, we do provide general information and guidance to help students become familiar with the local community during their flight training program. Exploring the community allows international students to discover local services, events, and resources that make settling into life in Canada smoother and more enjoyable. [Community Resources - City of Chilliwack](#)

Transit:

Getting around the community is easy with accessible public transit options.

<https://www.bctransit.com/chilliwack/>

[Transit - City of Chilliwack](#)

Training

Learning Environment:

Located at the Chilliwack Airport in the Lower Mainland, JoinAir is positioned in one of the best training environments in British Columbia. The expansive Fraser Valley supports all initial flight exercises, while the nearby Coastal Mountain Range provides ideal conditions for intermediate and advanced training.

Admission and Attendance:

International applicants must complete all admission requirements before admission to any JoinAir training programs.

Students are required to maintain full-time status in accordance with the student contract.

Full-time studies consist of participating in online ground school and attending flight training sessions five days per week. Attendance is monitored through our online login system, which updates the student record automatically. Failure to meet these requirements will result in Joinair reporting the issue to IRCC

Learning support services:

JoinAir provides comprehensive learning support services, including exam tutoring and specialized flight test preparation, ensuring students receive the guidance they need to succeed. Available upon request through the administration.

Program Syllabus:

We operate our programs on a continuous enrollment model, enabling students to start their training at any time of the year. This structure allows for individualized pacing and tailored guidance from our instructional team.

Program Duration:

- **Aeroplane Program:** The aeroplane training program is a more extensive course, generally taking 18 to 24 months to complete, based on individual progress and flight hours.
- **Helicopter Program:** The helicopter training program typically lasts between 4 to 6 months, depending on the student's progress and availability.

Ground School: Our ground school is currently transitioning to an online format. We still offer in-person sessions, which are usually one-on-one with an instructor for students who want additional support alongside the online course. If multiple students need ground school at the same time, we can organize a weekly class-style session, similar to what we've offered in the past. That said, most students now prefer the flexibility of online learning, as it allows them to study on their own schedule while still having access to instructor assistance whenever needed. The instructors will recommend what online course to be working on based on where you are in your flight training.

Financial Assistance:

The institution recognizes that flight training is a significant financial investment and is committed to transparency regarding program costs and available supports. Students may be referred to external funding sources, including StudentAid BC, where eligibility criteria are met. We also provide guidance to help you explore financial support options such as scholarships, grants, and loan opportunities, ensuring you have access to the resources needed to succeed.

Harassment and Anti-Racism Policy

JoinAir is committed to fostering a professional aviation training environment grounded in respect, safety, and inclusivity for both students and staff. We are committed to fostering a professional aviation training environment grounded in respect, safety, and inclusivity.

- **Harassment-Free Environment:**
Harassment includes verbal abuse, sexual harassment, bullying, or any unwelcome physical or psychological behavior. We are committed to ensuring that all individuals are treated with dignity and respect.
- **Anti-Racism Commitment:**
JoinAir does not tolerate discrimination based on race, ethnicity, nationality, or cultural background. Racist remarks, cultural insensitivity, or bias-based discrimination are prohibited.
- **Reporting and Accountability:**
If a student experiences or witness harassment or racism, report it to the office manager Marina Mason, Craig Joiner, or Ben Ham
- **Education and Training:**
Ongoing training will be provided to all students and staff on recognizing and addressing harassment and racism, ensuring a safe, inclusive environment.
- **Confidentiality:**
Reports will be handled with confidentiality and respect for all parties involved.
- **Commitment to Improvement:**
We continuously strive to improve our practices to maintain a welcoming and safe learning environment for everyone.

All reports will be investigated, and violators will face disciplinary action, including suspension or dismissal if necessary.

Student Safety, Health, and Well-being

Safety is a foundational principle in aviation training. Joinair integrates general health supports with aviation-specific safety practices.

- **Aviation-Specific Safety:**

Require adherence to all Transport Canada aviation safety regulations and institutional standard operating procedures

Provide safety briefings before all flight training activities

Ensure aircraft maintenance and operational safety standards are met

- **Mental Health and Well-being:**

Recognize the unique stressors of flight training (e.g., performance pressure, scheduling variability) and encourage early support-seeking

- **Addiction and Overdose Prevention:**

Enforce strict zero-tolerance policies for substance impairment during training

Sexual Misconduct

JoinAir Helicopters maintains a zero-tolerance stance toward sexual misconduct and affirms that sexual harassment is a serious form of misconduct that undermines the integrity of the learning and working environment. All students have the right to study and work in a space free from discrimination and any behaviour that is harassing, coercive, or disruptive. Individuals who engage in such conduct will face consequences ranging from a written warning to termination

Sexual misconduct: refers to any unwanted physical, verbal, or visual sexual behaviour, including sexual advances, requests for sexual favours, or other sexually oriented conduct that is offensive or objectionable to the recipient. This includes, but is not limited to, epithets, derogatory or suggestive comments, slurs, gestures, and offensive posters, cartoons, images, or drawings. Acts such as sexual assault, sexual exploitation, stalking, indecent exposure, voyeurism, and the distribution of sexually explicit photos or videos—as well as any threat or attempt to commit such acts—are defined as sexual misconduct under the Sexual Violence and Misconduct Policy Act for public institutions.

Unwelcome or harassing: conduct occurs when sexual advance (verbal or physical), requests for sexual favours, or other verbal or physical behaviour of a sexual nature meet any of the following conditions:

- **Condition of employment:**
Submission to such behaviour is made an explicit or implicit requirement for employment, including matters such as promotion, training, scheduling, or overtime.
- **Basis for decisions:**
Submission to or rejection of the behaviour is used to influence employment decisions such as hiring, promotion, or termination.
- **Impact on environment:**
The behaviour interferes with an individual's work performance or creates an intimidating, hostile, or offensive work or learning environment.
- **Off site conduct:**
The behaviour occurs in a residence or off campus setting but affects a student's sense of safety, ability to study, or overall learning environment.

Unwelcome conduct is behaviour that is not desired, is personally offensive, lowers morale, and interferes with a person's ability to work or study effectively.

What should you do if you are sexually harassed?

If you feel that you have been the recipient of sexually misconduct, verbally report it immediately to the Chief Flight Instructor, or Officer Manager.

It is preferable to make a complaint in writing, so you can accompany or follow up your verbal complaint with a written complaint although you will not be pressured to make any written report.

Written reports can be sent to:

Chief Flight Instructor – craig@joinairhelicopters.ca

Office Manager – info@joinairhelicopters.ca

If your immediate supervisor is the source of the harassing conduct, report the behavior to that person's supervisor or to the Chief Flight Instructor.

All information related to a Complaint or Report is **confidential** and will not be shared without the written consent of the parties, subject to the following exceptions:

- If an individual is at imminent risk of severe or life-threatening self-harm.
- If an individual is at imminent risk of harming another.
- There are reasonable grounds to believe that others in the institutional community may be at significant risk of harm based on the information provided.
- Where reporting is required by law.
- Where it is necessary to ensure procedural fairness in an investigation or other response to a Complaint or Report.

Your identity will be protected and there will be no blame, shame, guilt, pressure or reprisals directed against you for making a complaint. Any processes undertaken pursuant to this policy will be based on the principles of administrative fairness. All parties involved will be treated with dignity and respect.

What happens after a complaint is made?

Receipt of a complaint will be acknowledged within 24 hours.

Within 7 days after a verbal or written complaint is made, a supervisor, or other person designated by the owner, will investigate the complaint. The person will speak with possible witnesses and will speak with the person named in your complaint. Your anonymity will be protected to the best extent possible.

Depending on the complexity of the investigation, you will be contacted within 1-2 weeks about the status of your complaint and whether action is being taken.

JoinAir Helicopters takes all such complaints very seriously and will deal with them with the utmost respect, sensitivity and confidentiality.

Dispute Resolution Policy and Procedures

This policy outlines the process for student complaints concerning JoinAir Helicopters and all areas of its operations. No student will be subjected to retaliation of any kind for submitting a complaint.

1. Informal Resolution:

Discuss concerns directly with the relevant instructor, staff, or department.

2. Formal Complaint:

If unresolved, submit a written complaint to info@joinairhelicopters.ca or craig@joinairhelicopters.ca

3. Review:

An investigation will be conducted for all parties involved. A decision will be provided within 48 hours.

Appeal:

If unsatisfied, file a complaint to craig@joinairhelicopters.ca, a decision will be issued within 30 days. If it is still unresolved, file a complaint with the [Private Training Institutions Regulatory Unit \(PITRU\)](#). Student may be represented by an agent or lawyer.

Critical Incident and Crisis Management Policy

This crisis management plan is a critical component of our organizational readiness, enabling a timely and effective response to unforeseen crises. The plan is designed to reduce harm, safeguard students and staff, and facilitate a prompt return to normal operations.

Crisis Management Team

Assigned Crisis Management Team

- a. Crisis Manager: Oversees the response and decision-making process.
 - i. CEO: Craig Joiner
- b. Communications Officer: Manages internal and external communications.
 - i. Admin: Marina Mason
- c. HR Manager: Handles employee-related concerns.
 - i. GM: Craig Joiner
- d. Operations Manager: Ensures business continuity and operational response.
 - i. GM: Craig Joiner
- e. IT/Tech Lead: Manages tech issues, including cybersecurity crises.
 - i. IT: Danial German

Emergency Contacts List: 1

- Company Contacts: 604-855-1100
 - CEO: Craig Joiner 604-798-2447
 - GM: Marina Mason 604-792-1333
 - CFI- Heli: Craig Joiner 604-798-2447
 - CFI-Aero: Ben Ham 604-799-8299
- **Local Emergency Services**
 - Police: 911 , Non-Emergency: 604-792-4611
 - Fire: 911 , Non-Emergency: 604-792-8713
 - Ambulance: 911,
 - Healthlink BC 811
 - Poison Control 604-682-5050

2. **Activation of the Crisis Management Team**

- Determine the criteria for activating the crisis response plan (e.g., severity, impact, scope).
- Contact all CMT members and convene an immediate meeting (in person or via conference call/video).

Situation Assessment

- Collect accurate, real-time information about the crisis.
- Establish an early response team to gather facts and assess the situation's scope and impact.

Crisis Response

- **Activate a Response Plan:** After identifying the crisis, the CMT will develop a response plan (considering all relevant information acquired in the situation assessment).
- **Adapt Strategies:** Adjust the response plan based on the evolving nature of the crisis.
- **Activate Contingency Plans:** If necessary, implement contingency plans (e.g., temporary relocation, backup systems, legal interventions).

Internal Communication

- Keep employees informed about developments, next steps, and safety protocols.
- Ensure transparent and clear communication within the organization.

External Communication

- Prepare and issue statements to the public, customers, and media.
- **Designate Spokesperson:** One person should be the designated spokesperson to speak to the media or public.

Monitor and Analyze

- Continuously monitor the situation, assess public reaction, and adjust messaging.
- Track social media, news outlets, and other relevant platforms for updates or misinformation.

3. Post-Crisis Evaluation

- Once the crisis is contained, hold a debrief meeting with the crisis management team to evaluate:
 - What went well?
 - What could have been done better?
 - How effective was communication (internal/external)?
 - Was the crisis response plan effective?

Business Continuity

- Begin working on a plan to restore normal operations as quickly as possible.
- Assess the need for business process changes, product/service modifications, or enhanced risk mitigation strategies.

Public Relations Follow-Up

- If needed, issue follow-up statements or interviews to reassure the public, and clients.
- Acknowledge the crisis and the company's commitment to resolving issues and preventing future incidents.

Mitigation and Prevention Phase

Lessons Learned

- Conduct an in-depth analysis of what triggered the crisis, what actions worked well, and where improvements are needed.
- **Update Crisis Plans:** Revise the crisis management plan based on lessons learned and incorporate any changes in operations or communications.

Risk Mitigation Strategies

- Develop new strategies to mitigate risks that were revealed by the crisis.
- Enhance preventive measures, such as better training, stronger cybersecurity, or improved crisis communication protocols.

Continuous Improvement – If a crisis event occurs

- Set up regular crisis management training sessions and simulations for all employees, particularly for the CMT.
- Continuously assess industry trends and emerging risks (e.g., geopolitical instability, climate change, technological risks) that could impact the organization.

5. Documentation and Reporting**6. Maintain Crisis Logs**

- Keep detailed records of all crisis-related communications, decisions, actions taken, and lessons learned.
- Use this data to improve future crisis response efforts.

Legal and Regulatory Compliance

- Ensure compliance with relevant laws and regulations during the crisis.
- If applicable, file necessary reports with regulatory bodies (e.g., TC, WCB, PTIRU, Police, Ambulance).

At JoinAir Helicopters, our students' well-being is our top priority. In addition to support from our Program Administrator, you have 24/7 access to **Here2Talk**—a free, confidential service available year-round in multiple languages.

Connect with a trained counsellor anytime through:

- Chat: Use the *Here2Talk* app for quick, convenient access.
- Phone:
 - Toll-free (Canada): **1-877-857-3397**
 - Direct: **604-642-5212**
 - International: **+1-604-642-5212** (standard charges may apply)

Visit [Here2Talk](#) to learn more or start a conversation.