

PARENT HANDBOOK

2021-2022



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Mission Statement

The mission of Redeemer University is first: to offer a university-level liberal arts and science education which is Scripturally-directed and explores the relation of faith, learning, and living from a Reformed Christian perspective; and second: to support research and creative endeavour in this context. Central to this mission are the following objectives: to equip students for lives of leadership and service under the Lordship of Jesus Christ; to advance knowledge through excellence in teaching and in scholarship; to be an academic community in which faculty, staff and students can develop intellectually, socially and spiritually; to reach out through academic service to society; and in all these things to glorify God.

Welcome!

Dear Parents:

Welcome to the 2021-2022 school year! We are so glad that your student has chosen to study at Redeemer University. While it is your student who will be doing the studying, we recognize the important role you play during your student's education, and we hope this parent handbook will be a helpful resource for you.

Even after a year and a half living with COVID-19 in Canada, life on campus may be different for your student. Redeemer maintains health and safety measures and will continue to follow all guidelines. We are thankful that it is looking like we can resume some of our more regular activities, which we unfortunately were not able to do fully last year.

Your student has been provided a copy of Redeemer's On Course, which has information on everything they need to know before starting their first semester. You can review the [link here](#). Please review this document and should you have any further questions, do not hesitate to ask myself or one of the staff members listed in this handbook.

Redeemer knows partnering with parents promotes a successful school year, and we look forward to seeing you at upcoming events and staying connected by sharing updates throughout the year.

Sincerely,



Christine Giancola
Director, Strategic Relations

Redeemer & COVID-19

The [Framework for Fall 2021](#) describes what it will look like for Redeemer to provide the best quality Christian university education that maximizes the potential for on-campus, in-person learning while providing the most enriching virtual experience for those participating remotely. The Framework also outlines the safety measures and precautions being taken to ensure the health and safety of everyone.

We encourage you to speak with your student regarding the framework, including:

- Do they understand the responsibilities and expectations of being a part of the Redeemer community for 2021/22?
- Discuss with your student how they will contribute to their own health and safety, as well as the health and safety of others at Redeemer.

Additionally, Redeemer is limiting the number of visitors to campus at this time, with its Interim Policy for Campus Visitors in place. This means that, as parents, you will not be able to visit or enter your student's dorm or the academic buildings while this policy remains in place (with the exception of Move-In day). We thank you for your cooperation and understanding, as we work diligently to ensure the health and wellbeing of the Redeemer community.

Transitions

Helpful information for you during your student's transition to university

For most people, going to university is a milestone, both for the individual and for the family. Not only will your student enter a new environment, but relationships at home will change as well.

This is often the first time that students are making decisions without the immediate counsel and support of their parents. The involvement of Redeemer staff in your student's life will be different from that of a parent, even though we may share many common interests and goals.

School is a Full Time Job

One of the major challenges faced by most university students is the development of self-discipline regarding their use of time. We suggest you encourage your student to view university as a “full-time job.” The adjustments that occur and the habits that are established during the first year at university often serve as a springboard for future educational and life situations.

Stay Connected to School News

Throughout the year, Redeemer reminds the student body about upcoming events, policies, procedures, and deadlines (such as housing deposits, key returns, academic deadlines and so forth) through the Redeemer App. Your student is encouraged to take the time to read these regular updates. The Redeemer App can be accessed online or through the downloadable app to their devices. As a parent, you can also stay updated on deadlines and events through our parent eNews.

Adjusting to University can be Difficult

Just as most jobs have their high and low points, going to university also has its moments of success and moments of failure. This will become apparent to you in the messages and phone calls you receive from your student throughout the year. Encourage them to keep an open mind and an optimistic outlook towards university. It is often the case that nothing warms the heart more than the memory of home via letters, phone calls, baked goods or other surprises to help maintain contact. These years of university can be a unique opportunity for you to develop a stronger friendship with your student.

Learning to Make Good Choices

It would be misleading for people to assume that a small Christian university will remove all of life's temptations from the university experience. Through regulations and through example, Redeemer University seeks to guide students to develop healthy, Christian attitudes and appropriate social behaviour. Occasionally, however, we meet with students who have broken a campus policy. We attempt to provide appropriate supervision of student life on campus, as well as guidance and accountability when policies are broken.

Talking about Expectations

We encourage you to find time over the next few weeks to discuss your hopes and your expectations with your student while they attend Redeemer. In turn, we hope we will have the opportunity to get to know your student well enough so that we can give guidance, encouragement and insight necessary for a healthy university experience.

Journeying Together

What follows is additional information you may find helpful. During the course of the upcoming school year, we hope you'll find time to give us the opportunity to become better acquainted with you. We think Redeemer University is a great place, made available to us by the grace of the Lord, and we want very much to have your family share that view with us in the weeks ahead.

Academics

Information about meeting with an Academic Advisor, registering for courses, and class schedules can all be found in the On Course document.

Information about Records

If you, as a parent, wish to receive information from Redeemer University about your student's academic or financial matters, your student must provide written consent to the Registrar's Office and the Student Accounts Office asking for such material to be made available to you. All communication regarding the student's grades or financial matters are given to the student.

Important Dates*

September 4

New Student Move-In Day

September 7

Returning Student Check-In Day &

Night Classes Start

September 8

Day Classes start

October 11

Thanksgiving Day. No classes

October 28-29

Reading Break. No classes

December 22 - January 9

Christmas Break (residence halls closed)

February 21-25

Reading Break

April 15

Good Friday. No Classes

April 18

Easter Monday. No Exams

April 28

Summer Break Begins

*Some of these dates may be subject to change.

Learning Services

Accessible Learning

How can students register with Accessible Learning to inquire about academic accommodations?

At the University level it is very important that students request academic accommodations themselves. Students must:

1. Complete the Accessible Learning - Academic Accommodation Request Form which can be found within their application portal or on the Redeemer App.
2. Submit current relevant documentation.
3. Meet with a Learning Services Staff member to discuss potential academic accommodations.

What type of documentation does a student need to receive academic accommodations?

Documentation must come from a registered health care professional experienced in the field of the student's disability. It should confirm a diagnosis of a disability and include a description of functional limitations that impact academic performance. Students are not required to disclose their diagnoses in order to register for services; however, this information can be helpful in completing a thorough assessment for accommodation and support needs. All documentation must be on the practitioner's official letterhead, indicating the name of the practitioner, professional credentials, address, phone number, date, and signature. Qualified practitioners include: Physician, Nurse Practitioner, Psychiatrist, Psychologist, Audiologist, Chiropractor, Occupational Therapist, Physiotherapist, and Speech-Language Pathologist.

Students with a Learning Disability or Attention Deficit Hyperactivity Disorder should submit a copy of their latest Psycho-educational assessment completed by a registered psychologist. The assessment should have been completed within three years.

If a student is in the process of being assessed, interim accommodations can be considered.

For more details on academic support services, please consult [On Course](#).

Student Life

Orientation and Residence Life

Your student will have received information pertaining to orientation and residence life in On Course and the Redeemer App.

Frequently Asked Questions

Where does a student go to check their student billing account?

Selfservice.redeemer.ca or the Redeemer App

When are tuition and housing fees paid?

Information about tuition and housing fees will be communicated to your student over the summer months. The first payment is due August 30, 2021.

What about Personal Property Insurance?

Redeemer's property insurance does not cover student losses of personal property as a result of fire, flood or theft. Students are asked to put proper identification on things such as bikes, computers, stereos, televisions, etc. Please check with your insurance company to see if your student's belongings are insured at Redeemer. If not, you may wish to insure your student's personal property.

What about the adjustment to living in residence?

For students who are living in residence, becoming accustomed to residence living may be one of the most difficult adjustments your student will have to make. With some effort it can be done successfully. At times, it can be difficult to balance individual needs with what is best for the overall group. We've found that there are certain times of the year when living with others can be more stressful than others, and we seek to use that time to walk students through managing stress and working through conflict. Even though it is not always easy, we consider ourselves to be extremely privileged to have our townhouses and small living groups.

What about mail and phone lines for residents?

All students and staff at Redeemer University have mailboxes in the main academic building by the Cafeteria. You can contact anyone on campus using the address below:

[Name]

Redeemer University

777 Garner Road East Ancaster, ON L9K 1J4

There is still a landline located in each residence. In September, your student can let you know their specific residence phone number.

How Safe is the Campus?

You can be confident that our campus is a safe and secure environment in which to live, work and learn. The residence halls afford privacy and are secured with self-locking doors. The Redeemer Security Team provides 24/7 security patrol and surveillance of the campus and emergency response to medical and other emergencies. Always remember that much of your student's safety depends on his or her alertness. If a student needs to make an emergency call, it is recommended that individuals call both 911 and the Redeemer University Security at ext. 4444.

Who Does My Student Talk to in Times of Distress?

Students can find information about health, wellness and counselling resources on the Redeemer App. Qualified Christian counsellors are available at no charge to students through Redeemer's connection with Shalem Mental Health Network and the Christian Counselling Centre.

Students can also connect with the Student Life team. Particularly in times of distress, a student is able to immediately turn to their RA for support.

What Does My Student do if He/She becomes III?

Students can book an appointment at the Student Health & Wellness Clinic on campus. The clinic is staffed by a nurse practitioner. Clinic staff can assist students with a variety of matters: minor injuries, illnesses (ie, fever, cough, abdominal pain, sore throat), wound care, feelings of depression or anxiety, medication renewals, immunizations, smoking cessation support, health education, resources for stress management, nutrition, activity, mental health support, and other topics. The clinic is currently scheduled to be open 3 days a week. There are, also, local doctors and urgent care centres who are willing to see Redeemer students. Students can contact learningservices@redeemer.ca for instructions regarding absences due to illness.

Additional Questions or Concerns

You may have concerns about your student's social, physical, spiritual, or academic well-being. It is recommended that you discuss these concerns with your student and encourage them to connect with the relevant Redeemer staff.

You may contact Redeemer's Student Life staff if further interaction would be helpful. We can listen to your concerns and discuss possible options for assisting your student. Please note that due to the fact that most of our students are over 18, we cannot comment on specifics about your student's situation, but we can also let you know about what resources and supports are available and determine the right person to connect you with.

Student Life Contact Information

Dean of Students - Kevin Johnson

X4466 kjohnson@redeemer.ca

Student Life Departmental Assistant - Elizabeth Williams

x 4428 stlife@redeemer.ca

Campus Services

Redeemer OneCard

The Redeemer OneCard offers your student a variety of services on campus including admittance to various locations and is their Campus debit card. Students are able to manage their cards online or via the OneCard app.

If you are interested in adding money to your student's card, you can do so in the form of Campus Cash. Campus Cash can be spent at all dining locations, the Bookstore, printers/copiers, and more. You can do this by visiting onecard.redeemer.ca and select Parental Login. You will be prompted to enter a Standard ID which is your Students ID number and the first three letters of your students first name. Campus Cash can be purchased for both students living in residence and commuting students and does not expire.

For more information on how this works, please contact Campus Services at 905.648.2139 x4124 or campuservices@redeemer.ca. We'd love to hear from you!

Meal Plan

Meal plan information can be found on the website. Students with allergies and dietary requirements are encouraged to contact Campus Services (campuservices@redeemer.ca) so any concerns can be addressed.

Treat Program

Surprise your student with a special gift! Our Treat Program packages are a nice way to make the transition from home to school a little brighter, ease the stress of exams, celebrate a birthday, or just let someone know that you are thinking of them. There are various options including birthday cakes, pizza parties, monthly cookie subscriptions, dinners, and exam care packages. Prices range from \$20.00 - \$45.00 More information and orders can be made by visiting www.redeemer.ca/treat.

Accommodations On Campus

Visiting parents are able to rent accommodations on campus (pending pandemic restrictions). To inquire or make a reservation, parents are encouraged to email stay@redeemer.ca, or phone the Campus Services office at (905) 648-2139 extension 4124.

Stay Connected!

Parent eNews

Redeemer sends out monthly Parent eNewsletters, with updates from various staff and senior leaders, as well as ways to support your student, be in the know about various campus events and resources, prayer requests and more. Email parents@redeemer.ca to make sure your email address is up to date.

Parent Page

Visit Redeemer's parent webpage at www.redeemer.ca/parents to find more information, receive updates, and get involved in campus life at Redeemer.

Social Media

Join Redeemer's [Facebook community](#)

Join Redeemer's [Parent Facebook group](#)

Follow Redeemer on [Twitter](#)

Follow Redeemer on [Instagram](#)

Check out Redeemer's [Youtube Channel](#)

Questions?

If you aren't sure where to direct a question, feel free to contact Christine Giancola, Director of Strategic Relations at parents@redeemer.ca.

E Y E S
F O C U S E D
O N . . .

Jesus

HEBREWS 12:1-2

1 THEREFORE, SINCE WE ARE SURROUNDED BY SO GREAT A CLOUD OF WITNESSES, LET US ALSO LAY ASIDE EVERY WEIGHT, AND SIN WHICH CLINGS SO CLOSELY, AND LET US RUN WITH ENDURANCE THE RACE THAT IS SET BEFORE US, 2 LOOKING TO JESUS, THE FOUNDER AND PERFECTER OF OUR FAITH, WHO FOR THE JOY THAT WAS SET BEFORE HIM ENDURED THE CROSS, DESPIsing THE SHAME, AND IS SEATED AT THE RIGHT HAND OF THE THRONE OF GOD.



Redeemer
University

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