

PARENT HANDBOOK

2020-2021



Contents

Welcome.....	2
Redeemer and Covid-19	3
Student Life Staff.....	4
Transitions.....	5
Academics.....	6
Important Dates.....	6
Student Life	7
Orientation Note on Sexual Violence Awareness	9
Caring.....	10
Accommodations on Campus	11
Stay Connected	11

Mission Statement

The mission of Redeemer University College 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.



Redeemer
University

Welcome!

Dear Parents:

Welcome to the 2020-2021 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 son or daughter's education, and we hope this parent handbook will be a helpful resource for you.

Redeemer University offers a Christ-centred Core Curriculum that educates students to transform culture and communities from a kingdom perspective. Each one of the 39 majors and streams at Redeemer provides invaluable experiential learning opportunities that will prepare graduates for a rapidly changing future. Whichever one your student chooses will undoubtedly equip them with a foundational education rooted in faith.

Although COVID-19 has changed the way the world looks and has required adjustments on campus for health and safety measures, what hasn't changed at Redeemer is the knowledge that we serve a Sovereign God who holds all things in his hands.

While Redeemer is excited to offer in-person and remote learning this fall, changes have been made on campus to ensure we are following necessary provincial guidelines. Enclosed in this handbook is helpful information your student will need to know about what we are doing to manage the spread of COVID-19 on campus. We encourage you to read through the framework that was released earlier this summer together.

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.

Each year Redeemer chooses a verse to guide us, and this year we have chosen 2 Corinthians 12:9, "My grace is sufficient for you, for my power is made perfect in weakness." Times of uncertainty and tragedy help us see how greatly we need God, and we pray that your student and your family will see the power of God work in your lives this year and every year.

Yours in Christ,



Dr. Robert Graham

President

Redeemer & COVID-19

The framework 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 entire framework is developed around a dual delivery model with a commitment to protect students, faculty and staff by following current and evolving public health guidelines. The full Framework can be found at <https://www.redeemer.ca/covid-19/redeemer-framework-for-fall-2020/>

Summary of the Covid-19 Framework:

Committed to the health and safety of students, faculty, staff and the wider community, the framework is supported by these public health principles and guidelines:

- Physical distancing is promoted and applied wherever possible
- Face masks are required indoors, in all public areas and classrooms regardless of physical distancing
- Good hand hygiene is promoted, with hand sanitizer widely available
- Extensive sanitization, screening and monitoring practices are in place
- Maximum gathering size is 50 in classes, students are distanced whenever possible
- Close contact is maintained with public health officials

Redeemer will not be permitting visitors to campus except in exceptional and necessary circumstances such as to host prospective students and key donors, for off-peak campus rentals, soccer facility rentals and for physical plant contractors.

Redeemer University will deliver the vast majority of its courses on campus, through in-person classes. In most cases, students will have the choice to participate in their program in person or remotely. Redeemer is investing in the latest technologies and approaches to ensure the availability of online participation

This fall, residences will be open with each unit, typically of six to eight students, considered to be a "household" that operates like a family, living and eating together. Dorm dinners will continue and groceries will be purchased at The Market by using a "shop ahead" system. Refresh and Tim Hortons will be open with prompts to ensure physical distancing.

The townhouse or apartment for each "household" will be a designated safe space reserved only for the members of that "household." Students will be able to connect with each other outdoors, in class and at public areas on campus with physical distancing encouraged and masks required. Redeemer will continue to monitor the public health guidelines and will adapt these procedures as they change.

As this is a complex situation and there is a lot of information in the framework, we encourage you to speak with your student regarding the framework, including questions like these:

- Do they understand the responsibilities and expectations of being a part of the Redeemer community for 2020/21?
- 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.

Student Life and Learning Services Staff

Contact Redeemer's Student Life or Learning Services staff if you have any concerns about your student's social, physical, spiritual, or academic well-being. 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.

We can listen to your concerns and try to connect with your student. We can also let you know about what resources and supports are available and determine the right person to connect you with!

Dean of Students

Kevin Johnson
x4466
kjohnson@redeemer.ca

Chaplain

Josiah Bokma
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Residence Life Coordinator

Megan Andrews
x4219
mandrews@redeemer.ca

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Learning Services Director

Nancy Hartholt
x4220
nhartholt@redeemer.ca

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Julie Kingma
x4341
jkingma540@redeemer.ca

Transitions

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

Supports are Available

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. Redeemer staff's involvement in your child's life will be different from that of a parent, even though we may share many common interests and goals. If you have concerns or if you feel your student's behavior is not typical for them, please don't hesitate to connect with us (via email list above).

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 son or daughter 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, the Student Life Department reminds the student body well in advance about upcoming events, new policies/procedures, and deadlines (such as housing deposits, key returns, academic deadlines and so forth) through the Time Out, an email newsletter. Your student is encouraged to take the time to read these regular updates, which are delivered directly to their Redeemer email. 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 son or daughter 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 son or daughter.

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 son or daughter while they attend Redeemer. In turn, we hope we will have the opportunity to get to know your son or daughter well enough so that we can give guidance, encouragement and insight necessary for a healthy university experience.

Connect with us

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

Academic Advisors:

Academic advisors are available to help students register for courses, explore program options, make course and program changes, and review graduation requirements. This year, due to the COVID-19 pandemic, academic advisors will be available to meet with students virtually or over the phone. Course changes can be made by emailing coursechanges@redeemer.ca. Course registration for each year is done through a one-on-one appointment with an academic advisor in the spring or summer; normally, these appointments are done in person but this year they may be done virtually. Students can also meet with the faculty advisors in their program for advice on how the courses of the department work together, experiential learning opportunities and post-graduate options.

As a Christian liberal arts institution, we're interested in exposing our students to a broad range of academic disciplines. We also want to help them develop their ability to think critically and Christianly and to learn to improve their communication skills. If these things happen, then learning specific job skills should be easier to master as should dealing with an ever-changing job market. Academic advisors are here to support students but academic planning is ultimately the student's responsibility.

For those students who are undecided about their educational future, the Centre for Experiential Learning and Careers (CELC) offers a number of tests and counseling services to assist the student in determining direction. There are also a number of programs/services on campus designed to assist students who are experiencing challenges with a course or who aspire to a greater level of success. Help begins with our Study Smart Seminars and is available on a continual basis through our Academic Success Program. Tutors, proofreaders, and professional staff are available to assist students throughout the academic year.

Information about Records

If you, as a parent, wish to receive information from Redeemer University about your son or daughter's academic or financial matters, your son or daughter must provide written consent to the Registrar's Office and the Business 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 5	New Student Move-In Day
September 7	Returning Student Check-In Day
October 14	Thanksgiving Day
October 24-25	Reading Break
December 18 - January 5	Christmas Break
February 17-21	Reading Break
April 10	Good Friday
April 13	Easter Monday
April 24	Summer Break

Student Life

Orientation (www.redeemer.ca/launch)

During the summer, we will be sending new students information about Redeemer's orientation program. We think orientation is an exciting way to help students make the transition to university life. It is our desire to help them become familiar with their surroundings, meet new people, embrace our academic vision, and make connections within the Redeemer community. This year, orientation will look a little different due to COVID-19 restrictions.

When students arrive in September they will be welcomed by fellow students and staff members (Student Life Staff, RA's etc.) readily available to help with registration and the move-in process.

Student Billing Accounts

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 before Labour Day.

Residence Life: Students Living On Campus

When should new resident students arrive on campus?

New Resident Move In Day is Saturday, September 5, 2020. Residence Life staff will communicate the move in time slot that has been allotted to each new resident student. Due to the COVID-19 pandemic each resident student will be permitted a maximum of two move in helpers. Everyone must wear a mask while on campus. When the time slot has ended, all move in helpers are asked to leave campus.

What are the Covid-19 guidelines for living on campus?

What a great privilege it is to live and learn together in community. This fall 2020*, the Residence Life experience will be shaped by the health and safety guidelines outlined in the Redeemer COVID-19 framework.

As your student prepares for living on campus please note the following:

- Each residence unit, typically composed of two to eight students, will be considered to be a "household" that operates like a family, living and eating together. PPE will not be required in your residence unit. The townhouse or unit of each "household" will be a designated safe space reserved only for the members of that "household." You are not to enter or visit another "household." Students are to respect these safe spaces and refrain from visiting other "households". Outside visitors are not permitted in the "households."
- Students will be able to connect with each other outdoors, in class and at public areas on campus with physical distancing encouraged and PPE required in public areas.
- Each "household" will have weekly health screenings.
- Each "household" will be responsible to clean and sanitize their units. Residence Life staff will organize a schedule. Cleaning supplies will be provided to the household.
- Meal Plan: Dorm dinners will continue and groceries will be purchased at The Market by using a "shop ahead" system. Redeemer is exploring various options to safely enjoy a weekly communal meal. Refresh and Tim Hortons will be open with prompts to ensure physical distancing. Further details on food services will be provided by the Residence Life department.
- Resident students are permitted to go off campus, visit their families/homes as needed. Students who do so should practice proper health and safety protocols while off campus, do a screening when they return and continue to monitor their health. We encourage students to limit the number of off campus visits home as much as possible.

- Redeemer is excited to be opening a primary care health clinic on campus. A nurse practitioner will be on staff and can assist students with their health concerns and needs. More details are available on the Redeemer App.
- In addition to these Residence Life guidelines, students are to follow all of the Redeemer COVID-19 framework guidelines, policies and protocols.

*Redeemer University will continue to monitor the COVID-19 situation. Residence Life will inform students whether these guidelines will continue or be adjusted for the Winter 2021 term.

What is an RA?

Each first year residence has a student leader called a Resident Advisor (RA). An RA is directly responsible for the supervision and organization of a first year residence. He/she will report weekly to the Residence Life Coordinator or Director of Residence Life. The RA's main role is to assist our first year students in their adjustment to university life. They create an atmosphere in which spiritual growth is developed and encouraged. The RA is also responsible for reporting all discipline matters and concerns to the Residence Manager or Director of Residence Life and provides a listening ear for dorm and peer concerns. He or she will contact your child in the summer (by August 1) as a way of introduction and to serve as a resource for any questions your son or daughter might have.

What Should A Student Bring?

Many parents enjoy assisting their son or daughter in purchasing the items he or she requires while in residence at university. The following items are necessary:

- clothes hangers and clothes,
- bed linens (2 regular-size twin sets), pillows, blankets,
- towels and toiletries,
- laundry bag/basket, laundry detergent,
- a personal set of dishes, a personal set of cutlery,
- cleaning rags and rubber gloves (for cleaning, if you use them)
- tea towel & dish clothes,
- lawn chair, and
- items that feel like home (ie. music, pictures, plants, etc.).

Redeemer residences are furnished with a bed, desk, and dresser/ closet for every student. Redeemer kitchens already have pots and pans, bake ware, a kettle, a teapot and cooking utensils.

Furniture: No additional furniture, including mattresses, is allowed in the residences as residences are fully furnished.

Fridges: If your student needs a mini-fridge for dietary or medical reason, please contact campus services at campusservices@redeemer.ca and they will supply you with a mini-fridge. No other fridges, mini-fridges, or freezers other than what is provided by Redeemer are permitted on campus.

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 son or daughter's belongings are insured at Redeemer. If not, you may wish to insure your son or daughter'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 daughter or son can let you know their specific residence phone number.

Commuter Life: Students Who Are Commuting

We realize that commuting as a student is not always easy, either. The Student Life department wants to ensure that our commuter students feel connected and experience as much of a sense of belonging as they want to. Commuter students will be receiving information from their Commuter Advisors (upper year student who serves as an Advisor for commuting students) about commuter orientation, events, and other activities.

Campus Safety: 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 residences are set back behind a tree line which affords 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 child'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 Child Talk to in Times of Distress?

The Redeemer University Student Life Department provides for the needs of the student while they live and study at Redeemer. Should a student require or request assistance, the Student Life team is available to serve them to the best of their ability. Particularly in times of distress, a student is able to immediately turn to their RA who will then include a member of the Student Life Department. Qualified Christian counsellors are available at no charge to students through Redeemer's connection with Shalem Mental Health Network.

What Does My Child do if He/She becomes Ill?

Redeemer is excited to be opening a Student Health & Wellness Clinic on campus. The clinic will be able to support students with their health concerns. They can book an appointment with the nurse practitioner, Julie Kingma, on staff for 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, and for 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 who are willing to see Redeemer students.

Orientation Note on Sexual Violence Awareness

During Orientation your student will have opportunities to connect with each other, learn more about ways they can be involved on campus and hear information that relates to their safety and well-being during their time at Redeemer.

Some of you may have been following the media attention that has been given to issues of sexual violence on college and university campuses. The government of Ontario has launched the Sexual Violence Action Plan. Included in the plan is an expectation that all students have information about preventing sexual violence and harassment and are informed of resources and supports, starting with their first week of orientation and continuing throughout the year.

In our efforts to meet this expectation, we have invited representatives from the Sexual Assault Centre-Hamilton Area (SACHA) to talk with Redeemer students about sexual violence and what help is available for anyone who has experienced a sexual assault.

One of our faculty members, Dr. Jim Vanderwoerd, has researched issues related to sexual violence on Christian campuses in Ontario. His research assures us that there is less risk of sexual violence on these campuses but also tells us that there have been incidents of sexual violence on campus. As such, we recognize how important it is for students to have the information they need to get help if they are ever in a situation of sexual violence.

While we don't want students to live in fear, we recognize that this information can be distressing. Your son or daughter may contact you wanting to talk about it with you. We hope that those conversations will open avenues for talking about health and safety and how your son or daughter can get the care they need if they're ever in a difficult situation. If you have any questions or concerns please do not hesitate to contact myself or anyone else in the Student Life Office here at Redeemer.

Wishing us all much peace in the year ahead,

Matthew Wensink,
Director of Residence Life
mwensink@redeemer.ca
905-648-2139 x4246

Caring

Redeemer OneCard

The Redeemer OneCard is the primary way students purchase items at Redeemer. Funds are loaded on the Redeemer OneCard and students are able to purchase items from all food service locations. Students are able to manage their cards online or via the OneCard app. If you are interested in adding money to your son or daughter's card, you can do so throughout the year in the form of CampusCash. CampusCash 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 onecard.redeemer.ca. We'd love to hear from you.

Treat Program (www.redeemer.ca/treat)

Surprise your student with a special gift. Our Treat Program packages are a nice way to make the transition from home to school with a special gift, ease the stress of exams, celebrate a birthday, or just let your son or daughter know that you are thinking of them.

Let's Celebrate \$20

A cake to celebrate a birthday, an achievement or just because you care. Available in chocolate or vanilla.

The All-Nighter \$35

A selection of snacks and treats to keep your student's energy and spirits up.

Pizza Party \$45

Two large pizzas, two bags of munchies, and eight assorted canned pops.

Cookie Club \$56

Starting in October and ending in April, a dozen home baked cookies are attractively packaged and ready for pick up by your loved one. (Also available per month for \$12)

Exam Care Pack \$25

Encourage your student with a Care Pack and an uplifting note! Care Packs are sent to students during exam season. Donations toward Care Packs for international students are also most welcome. Orders for the Fall exam season must be received by the last Friday of November. Orders for the Spring exam season must be received by the last Friday of March.

Dinner's On Me \$45

Treat a student with a hot and ready Deluxe Meat Lasagna and Garlic Bread dinner. All orders are picked up by the students in the food services area. Yields 8 servings, enough to treat a whole dorm!

Place your order at redeemer.ca/treat

Accommodations On Campus

Due to COVID-19, it is not recommended that parents stay on campus at this time. However, if it is an emergency or becomes necessary, visiting parents are able to rent accommodations on campus. To inquire or make a reservation, parents are encouraged to email stay@redeemer.ca, visit 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 Student Life staff and senior leaders, as well as ways to support your student, 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 at www.facebook.com/redeemer

Follow Redeemer on Twitter @RedeemerUC

Check out videos at www.youtube.com/RedeemerUC

⁷ So to keep me from becoming conceited because of the surpassing greatness of the revelations, a thorn was given me in the flesh, a messenger of Satan to harass me, to keep me from becoming conceited.

⁸ Three times I pleaded with the Lord about this, that it should leave me. ⁹ But he said to me,

MY GRACE IS SUFFICIENT FOR YOU

2 CORINTHIANS 12:9

*for my power is made perfect in weakness.”
Therefore I will boast all the more gladly of my
weaknesses, so that the power of Christ may rest
upon me. ¹⁰ For the sake of Christ, then, I am content
with weaknesses, insults, hardships, persecutions,
and calamities. For when I am weak, then I am strong.*



Redeemer
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