

Residence: A Parent/Guardian Resource

Prepared for the Residences at Niagara College

The Residences at Niagara College are professionally managed by Campus Living Centres Inc.

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The Residences

Daniel J. Patterson Campus
137 Taylor Rd. SS#4
Niagara-on-the-Lake, ON
LOS 1J0

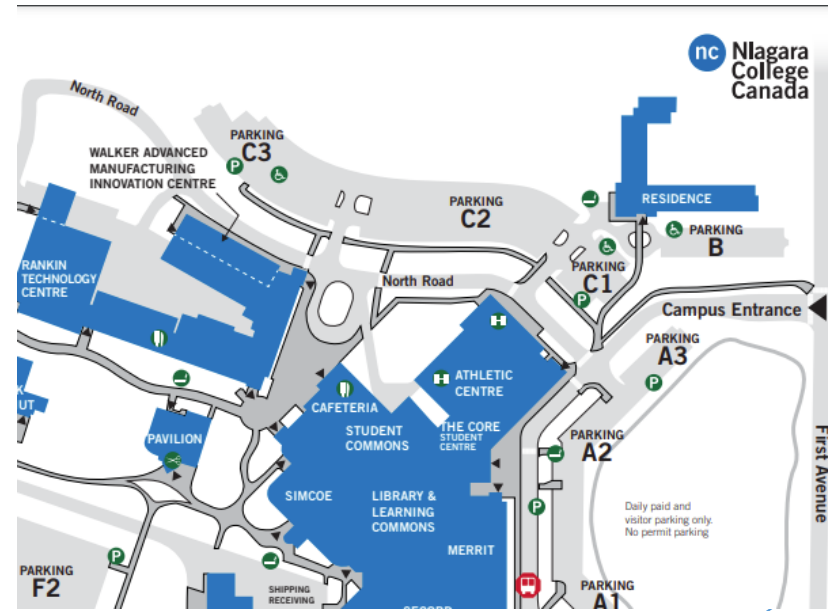
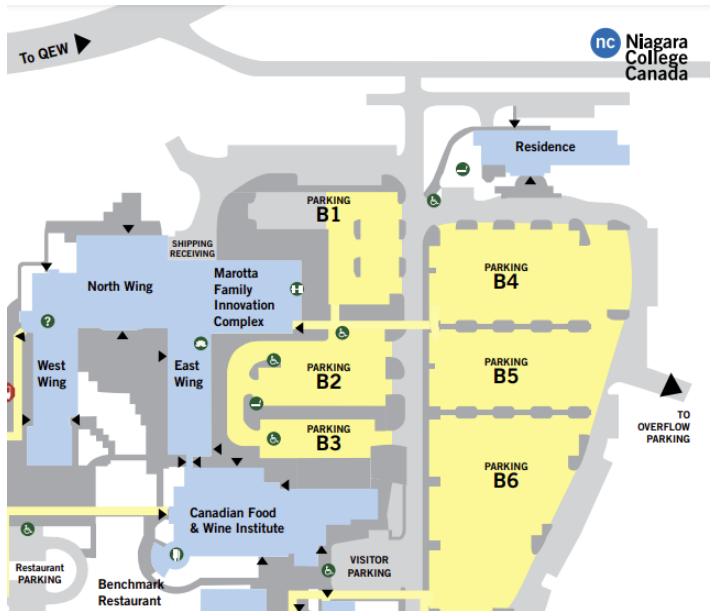
Phone: 905-641-4435 Ext: 3900

Email: info.notl@niagararesidence.ca

Welland Campus
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Welland, ON
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Residence Staff

GENERAL MANAGER (GM) The General Manager is responsible for the operation of all facets of the Niagara College Residences at Niagara-on-the-Lake and Welland.

RESIDENCE SERVICES SUPERVISOR (RSS) Many of the day-to-day activities in the residence are overseen by the Residence Services Supervisor. Niagara-on-the-Lake and Welland each has their own RSS.

RESIDENCE SERVICES REPRESENTATIVES (RSR) The role of residence services representatives is to aid students in their day-to-day life in residence. If students need help with something around the building, or just want to chat with someone, RSRs can be found at the front desk 24 hours a day. In conjunction with the RAs, RSRs complete nightly rounds of the building to help ensure the safety and security of the building and its residents.

RESIDENCE LIFE COORDINATOR (RLC) The RLC is responsible for all matters related to student life, including overseeing the residence life program, providing support services to students, and administering the judicial process associated with the RCLS. The RLC also supervises the Resident Advisors and volunteers working in residence.

RESIDENT ADVISORS (RA) The role of RA is traditionally filled by returning students who live in the building and plan educational and social activities in the residence. RAs provide valuable support and guidance to residents, while at the same time acting as a liaison with Residence Management. The RAs complete nightly rounds of the building and are available through the Residence Life Office or the Front Desk. RAs have the tools and knowledge to get you the answers, direction and/or assistance you need, or can simply be someone to talk to.

HOUSEKEEPING AND MAINTENANCE (HK /MNT) These staff members support the ongoing operations of the facility while also providing a level of customer service.

Residence Life Staff

Resident Advisors/Residence Life Team

- ▶ Generally, an in-house student staff member
- ▶ Available at the front desk Monday – Thursday (7p – 1a) and Friday Saturday (8p – 2a)
- ▶ How to use laundry & kitchen services
- ▶ Questions about college or residence services
- ▶ Roommate conflict and remediation
- ▶ Someone to talk to
- ▶ Transitioning to residence life assistance

I'm a primary/secondary contact

The primary and secondary contacts serve as the individuals that are contacted by the Manager if concerns or problems arise with the Resident as detailed in Section 5 of the Student Residence Agreement (SRA).

For applicants younger than 18 years old the Residence is able to discuss the applicants' account with the account holder, the primary and/or secondary contact.

For applicants, 18 years or older the Residence can only discuss the details of the account with the applicant. This includes information related to financial payments made on the students' behalf. All inquiries will need to be made by the applicant.

Additional Information

All statements, invoices, and refunds are delivered to the resident in their name and we are unable to give out information regarding a resident without their express permission.

In regards to refunds, cheques are made payable in the resident's name and there it becomes their responsibility to ensure all deadlines are met. By placing this responsibility on the resident, it is our hope that it helps them develop a better sense of finance and resource management.

A copy of the Student Residence Agreement (SRA) can be found under the 'Resources Tab' at www.niagararesidence.ca.

Contacting/Arriving at the Residence

Contacting the Residence

- ▶ Examples of what the residence **can** do:
 - ▶ Leave a message for a resident to contact you
- ▶ Examples of what the residence **cannot** do:
 - ▶ Release students phone number or room number
 - ▶ Respond to inquiries about a student's location or activities
 - ▶ Respond to inquiries of a student's disciplinary status
 - ▶ Providing information about a student's roommate

Arriving at the Residence

- ▶ All non-resident's, including parents/guardians must register as a guest to enter into the residence past the security entrance.
 - ▶ You will be required to leave a piece of photo ID while you are signed in with a resident.
- ▶ You are free to wait in the lobby without signing in for your resident.
- ▶ Please note that parking is separate from the residence and is enforced daily. You can find more about parking at [Niagara College | Campus Safety | Parking Services](#)

How to support your resident

Encourage your resident to get involved. Involved residents are better connected, develop support groups, and feel more positive about their post-secondary experience.

Stay connected...but not too connected. Call to find out how they are doing. This will open the door to discussion when things get tough. At the same time, it will be to their benefit for you to let them know you are here for them, and then allow them to come to you.

Encourage your resident to explore residence and greater-campus resources and services.

Empathize with the experience. Accept that mistakes will be made. Keep the communication channel open and inviting so your resident can lean on you through their hard times.

Listen and encourage your student to their own decisions.

Decide on a money management strategy upfront. How and when you will get involved is important for them to know.

Care packages. This assists with the connection to home and is critical at high-stress/high-output periods in the student life cycle.

Feel proud. You are supporting and guiding your resident through their post-secondary journey!

Conversations to have with your resident

(1/3)

Communication

- ▶ Talk with your resident regarding their expectations of communicating with you (daily, weekly, monthly)
- ▶ Talk with your resident regarding what kind of communication is preferred (voice calls, video calls, texts, emails)
- ▶ Encourage conversations around schedules. Residents may mute or turn off communication while in class or studying. Let them know how to communicate when they will not be available.

If a resident discloses roommate conflict, please encourage them to speak to a Resident Advisor (RA). The residence will always seek to have roommates solve conflict through guided mediation.

Coming Home/Traveling

- ▶ Work on a plan with your resident on expectations for visiting home (on weekends, monthly, during reading break, at the end of the semester).
- ▶ Plan ahead on travel arrangements - how are they traveling? (by car, bus, train or plane) and plan for unexpected interruptions to travel (weather, layovers or mechanical interruptions).
- ▶ If your resident uses a personal vehicle, consider purchasing 24/7 roadside assistance.

It is important to note that the Residence is closed for the Winter Break. Residents may apply for an extension, however extensions are not guaranteed

Conversations to have with your resident

(2/3)

Physical/Mental Health Plan (1/2)

- ▶ Provide your resident with contact information for their established health professionals.
- ▶ Work on a plan with your resident for situations such as emergency refills of medications.
- ▶ Work on a plan to keep to established physical/mental health routines while living in Residence

It is important to note that Residence Staff are not medically qualified to administer medications in any form to residents.

Budgeting

- ▶ Discuss who is responsible for paying residence fees, tuition, food, textbooks, etc.
- ▶ Discuss when you will be involved with providing monetary assistance such as weekly/monthly assistance, only when a resident indicates they require monetary assistance or not at all.

It is important to note that the Residence communicates directly with the resident/account holder regarding deadlines.

Know your healthcare options

Where to go to access the care you need



When to seek primary care

Primary care providers offer care across Niagara in different clinics and settings such as doctors' offices, walk-in clinics, nurse practitioner-led clinics, community health centres and more.

Your primary care provider will:

- Diagnose and treat common illnesses and injuries
- Make referrals to healthcare specialists who can help with a specific condition
- Support in managing a chronic condition (such as diabetes or high blood pressure)
- Write prescriptions for medication
- Provide regular check-ups including physicals and routine screening tests (e.g. for cancer)

When to go to an Urgent Care Centre

Niagara Health has Urgent Care Centres in Fort Erie and Port Colborne, which treat patients for health concerns that are not an emergency but can't wait for a scheduled appointment with a family doctor or other primary care provider.

Seek treatment for:

- Nausea, vomiting and flu
- Coughs, colds and fevers
- Ear, nose, throat and eye problems
- Minor cuts that may need stitches
- Sprains, strains or sports injuries
- Minor asthma flare-ups or allergic reactions



Niagara Health Urgent Care Centres:

Fort Erie Site, 230 Bertie St. | Port Colborne Site, 260 Sugarloaf St.

When to go to an Emergency Department

Go to your nearest Emergency Department if you are in need of serious medical attention. Call 9-1-1 for life-threatening, time-critical emergencies.

Seek treatment for:

- Trouble breathing
- Bleeding that won't stop
- Chest pain or pressure
- Broken bones
- Partial or total amputation of a limb
- Traumas or injuries to the head
- Deep cuts or wounds
- Severe burns
- Severe pain
- Poisoning
- Loss of consciousness, unable to wake
- Sudden headaches, dizziness, weakness, numbness, trouble seeing or speaking
- Mental health issues (overdose, thoughts of suicide, self-harm or harm to others)
- Severely ill or injured children and infants
- Obstetrical emergencies (early pregnancy complications, labour and delivery)

Niagara Health Emergency Departments:

St. Catharines Site, 1200 Fourth Ave. | Niagara Falls Site, 5546 Portage Rd. | Welland Site, 65 Third St.

Conversations to have with your resident (3/3)

Physical/Mental Health Plan (2/2)

- ▶ When discussing emergency planning with your resident, it is important for you and your resident to explore and consider resources available near you.

For local resources, please visit NiagaraHealth.on.ca/KnowYourOptions

Health Connect Ontario can give you advice 24/7 on where to go for care. Call 1-866-797-0007.

For more information and wait times, please visit NiagaraHealth.on.ca/KnowYourOptions

Residence Resources to direct towards your Resident

- ▶ A Residence Advisor (RA)
- ▶ Community Resource Counter – Community and Niagara College resources available to support student needs
- ▶ Monthly calendar of events located in the lobby of each residence
- ▶ Informational & event Posters in all hallways

Online Resources to direct towards your Resident (1/2)

www.niagararesidence.ca

- General Information and FAQ for current and incoming residents
- Links to important resident-specific resources
 - Housing Portal (view current application, account statement, enter a non-emergency maintenance request)
 - Copies of the Student Residence Agreement (SRA) and the Residence Community Living Standards (RCLS)
 - Both forms are key to a resident's success in living in a safe and respectful community
 - Contact & Mailing Information for both properties
- LiveChat
 - Great for general questions
 - Account-specific information requiring identification are re-directed to the specific-property to confirm and follow through.

Online Resources to direct towards your Resident (2/2)

- Social Media
 - The Residences use Instagram and Facebook
 - Advertise Residence, Campus and Community Events
 - Important notice reminders
 - Zoom information is generally included in the post descriptions for events.
- Email
 - The Residences send emails to residents via the registered email in their Housing Portal (this is not required to be a student email) to send building wide emails (i.e. fire test notices, maintenance, or our monthly residence newsletter)
 - We recommend that all students frequently check their inbox/spam for @niagararesidence.ca email addresses or @myhousingportal.ca email addresses

Additional Material for Parents/Guardians

- ▶ Open letter to parents: <http://goo.gl/B3TIVb>
- ▶ Cohen, H. (2010). *The happiest kid on campus: A parent's guide to the very best college experience (for you and your child)*.
- ▶ Johnson, H. & Schelhas-Miller, C. (2011) *Don't Tell Me What to Do, Just Send Money: The Essential Parenting Guide to the College Years Paperback*