

FAMILY & SUPPORTER RESOURCE GUIDE



This is an exciting and anxious time for most families as students prepare to come to college - most are leaving home for the first time. We are sure many of you are experiencing feelings of pride in your student's accomplishments, a sense of time rapidly passing, and a little worried at what the next year has in store for them.

Sometimes the transition to the independence of college social and academic life can be a challenge. It is fortunate that Fleming has a caring and committed group of professionals whom are here to help your student make this transition from high school or work as smooth as possible. In this guide we have outlined some of the services available so that you may direct your student in an appropriate manner if the need arises. We have also highlighted some tips in helping both you and your student ~~child~~ throughout the next few months.

Travis Doak,
Director, Housing, Food & Conference Services
and Student Conduct

THERE IS A HELPING HAND AT FLEMING

As the parent, family member or supporter of a college student, it is almost inevitable that sometime over the next few years you will receive a phone call, e-mail or text from an apparently distressed student/family member. It would not be unusual for them to experience any or some of the following:

- Feeling absolutely overwhelmed by the workload
- “I’m in the wrong program/course!”
- Feeling homesick – missing family, significant others or the stability of “home”
- A lack of funds – expenses are so much more than anticipated
- A new sense of identity
- The loss of an old significant other
- The excitement and anxieties of forming new friendships and relationships

Nor would it be unusual for them, in the heat of the moment, to make some impulsive decisions that in the long run may not be in their best interest. Hopefully, before doing anything too rash, they will confide in you as a parent/guardian and you will be able to offer some support and stability to the situation and refer them to the appropriate service on campus. Therefore, you should know about the many support services at Fleming and the many people who are only too willing to assist, encourage and support your student.



FACILITIES AND STAFF AT FLEMING RESIDENCE

While we provide quality rooms and furnishings, academic and personal growth workshops, clean and well-maintained buildings, and many more amenities, it is your student who really creates their own residence experience. At Fleming, we maintain the importance of adhering to residence policies, we encourage a supportive academic environment and expect all of our residents to behave responsibly and respect others. We also know that starting college and living in residence are big steps – and we are here to help. The residence staff works hard at organizing several different activities to help residents. So, we encourage your student to get involved – their residence experience will be that much more enjoyable.

DIRECTOR OF HOUSING, FOOD & CONFERENCE SERVICES

Travis Doak, Director of Housing & Conference Services and Student Conduct, is responsible for the overall operations of Residences and Off-Campus Housing at Fleming College. His goal is to develop a community based on respect, individual responsibility and involvement in which programs, activities, and discussions take place formally and informally that assist, you, the student to make informed decisions in your life.

RESIDENCE MANAGERS

The Managers are responsible for the overall operation of the residence. Their goal is to ensure a balance between the academic and social aspects of residence life.

RESIDENCE LIFE & OFF CAMPUS HOUSING COORDINATOR

The Residence Life Coordinator works closely with the Residence Life Staff to ensure everyone has a rewarding residence experience.

RESIDENCE MAINTENANCE WORKER

The Residence Maintenance Worker provides front line maintenance service responding to work orders submitted by students; completing scheduled service to the various mechanical systems in the facility; and working with external contractors to keep the facility and grounds looking their best.

RESIDENCE SYSTEMS ADMINISTRATOR

The Residence Systems Administrator provides front line support for students experiencing internet/WIFI connectivity issues and VoIP phones. This position is also the administrator of StarRez – the operating system used to manage the Housing Services department.

RESIDENCE LIFE ASSISTANTS

The Residence Life Assistants play an active role in developing a community at residence as well as the running of the residence office and assisting the Managers with residence life activities.

RESIDENCE LIFE STAFF (Senior Residence Assistants/Resident Assistants)

Our Residence Life Staff are full-time upper-year students at Fleming College. They are a valuable resource regarding life in residence and are available to answer questions about campus life, to handle emergencies, and to help out as needed. They participate in extensive training in topics such as homophobia awareness, mental health issues, racism and other wellness topics. The Residence Life Staff work to maintain a safe learning environment for all residents by enforcing College and residence policies, rules and regulations. The Resident Assistants represent the residents living on their floor and the Senior Resident Assistants oversee the entire building.

RESIDENCE COUNCIL

Residence Council consists of elected students who advise and assist the residents in matters concerning residence life. They also organize residence events and activities. Students are encouraged to get involved in their community, as it will increase their satisfaction in their living environment.

MEAL PLANS

All students living in the Sutherland Residence Village only must purchase the meal plan. The meal plan cost is a minimum of \$750.00 per semester. There are a variety of food options including: Tim Horton's, Pita Pit, pasta bar, deli and Pizza Pizza on-campus. Please keep in mind that this is not a full meal plan but rather it is intended to supplement meals you cook for yourself. Each suite comes with a full kitchen and appliances (stove, fridge, and microwave) are included. You are able to bring into your additional appliances such as a toaster oven, electric frying pan, or George Foreman grill.

Residence students can purchase their meal plan and top in up throughout each semester by contacting Aramark Food Services at <http://www.campusdish.com/en-US/CA/Fleming/MealPlans/>

LEARNING RESOURCE CENTRE (LRC)

The Learning Resource Centre is an integrated learning environment designed to help students succeed. It offers:

Audio Visual – provides a comprehensive range of media equipment and research materials for use by staff and students

Learning Commons – an open computing facility; students may use the computers for research using the Internet, completion of assignments.

Learning Support Services – provides learning support to meet the needs of students

Student Access and Referral Services (SARS) – provides an initial point of contact for students to access services that have been designed to maximize their success

Counselling Services – qualified counsellors are available to help students resolve issues relating to academic, career and personal concerns in a supportive



and confidential environment

Fleming Academic Advisors – every new student attending Fleming College is provided with an Advisor

STUDENT SERVICES

Health Services – a Registered Nurse is on campus during the day and is available for health education and counselling on a variety of issues. As well, a physician is on-site 2 days per week and is available by appointment.

Aboriginal Student Services – The aboriginal student services staff together with the Native Education Council, work to enrich the lives of students and staff at Fleming by providing support within the Fleming Community through programs, services and events.



Athletics Department – a variety of programs are offered in the recreation department such as intramural and varsity athletics, weight room, aerobics and much more.

Career Services – offer a variety of services for current students and graduates of Fleming to assist them in their job search.

WHAT CAN I DO TO HELP?

Should I ask them if they are homesick?

The power of association can be a dangerous thing. (A friend once told me “the idea of being homesick didn’t even occur to me, what with all the new things that were going on, until my mom called one of the first weekends and asked ‘Are you homesick?’ Then it hit me”).

The first few days/weeks of school are activity-packed and friend-jammed and the challenge of meeting new people and adjusting to new situations takes the majority of a first-year student’s time and concentration. So, unless they’re reminded of it, perhaps by a well-meaning parent, they’ll probably be able to escape the loneliness and frustration of homesickness. And, even if they don’t tell you during those first few weeks, they do miss you.

Should I ask questions?

First-year students are “cool” (or so they think) and have a tendency to resent interference with their new-found lifestyle, but most still desire the security of knowing that someone is still interested in them.

Parental curiosity can be obnoxious and alienating or relief-giving and supportive depending on the attitudes of the persons involved. “I-have-a-right-to-know” tinged questions, with ulterior motives or the nag should be avoided. However, honest inquiries and other “between friends” communication and discussion will do much to further the parent-student relationship.

Should I worry about those emotional phone calls or e-mails/texts?

Parenting can be a thankless job, especially during the college years. It's a lot of give and only a little take. Often when troubles become too much for first-year student to handle (a flunked test, ended relationship and shrunken T-shirt all in one day) the only place to turn is home. Often, unfortunately, this is the only time the urge to communicate is felt so strongly, so you never get to hear about the "A" paper, the new relationship or the domestic triumph.

Should I contact them?

Although first year students are typically eager to experience all the away-from-home independence they can in those first weeks, most are still anxious for family ties and the security those ties bring. This surge of independence may be misinterpreted by sensitive parents as rejection, but I'd bet that most new students (although 99% won't ever admit it) would give anything for some news of home and family!

In these "crisis" times your student can unload trouble or tears and, after the catharsis, return to routine, relieved and lightened, while you inherit the burden of worry.

Be patient with those "nothing-is-going-right", "I-hate-this-place" phone calls or emails. You're providing a real service as an advice dispenser, or sympathetic ear. Granted, it's a service that makes you feel lousy, but it works wonders for a frustrated student.

Are these the best yours of their lives?

This first year (and all the other ones as well) can be full of indecision, insecurities, disappointments, and, most of all, mistakes. They're also full of discovery, inspiration, good times and people, but except in retrospect, it's not the good that stands out.

Any parent who believes that all college students get good grades, know what they want to do after college, always have activity-packed weekends, thousands of close friends and lead carefree, worry-free lives is wrong. So are the parents that think that college-educated means mistake-proof. Parents that perpetrate and insist upon the "best years" stereotype are working against their child's already difficult self-development. Those that accept and understand the highs and lows of their student's reality are providing the support and encouragement where it is needed most.

How can I support them?

Finding oneself is a difficult enough process without feeling that the people whose opinions you respect most are second-guessing your own second-guessing. One of the most important things my mom ever wrote me in my three years at college was this: "I love you and want for you all the things that make you the happiest; and I guess you, not I, are the one who knows best what those things are". She wrote that during my final year. If you're smart you'll believe it, mean it, and say it now.

If something goes wrong, where can students turn?

Should the need arise, residence staff are on hand 24 hours a day. In addition, there is a Residence Life Assistant in the office, who is just a phone call / e-mail away. As well, the Manager of Residence Life will always be happy to assist students at any time. In the event of an emergency, there are security guards on campus 24 hours a day, 7 days a week.

How much studying gets done in residence?

The residence environment is designed to provide as much quiet and study time, as your student needs. There are quiet hours for sleep and study and a shared understanding among all residents to maintain an atmosphere conducive to sleep and study. Stricter 23-hour quiet hours are maintained during examination periods. If there are any noise disturbances, students are encouraged to try to communicate with the resident causing the noise to alleviate the problem. If this is not successful, students are encouraged to contact the “on duty” staff member and they will follow-up.

HOW SAFE IS THE RESIDENCE AND THE CAMPUS?

Fleming strives to provide a safe and secure environment and is dedicated to promoting safety in the residence and on the campus. Doors are locked 24 hours a day. Individuals who live in the residence need their keys to enter at all times. Guests may enter the residence provided that they are accompanied by a resident and have an appropriate guest pass. On a rotational basis, our Residence Life Staff is available 24 hours a day to respond to emergencies and disturbances within the building.

The college has security staff who, make regular routine patrols of the College and residence and are available to assist residents. If a security guard should ask a non-resident to leave the premises for security reasons any disrespect to the security personnel will be documented and where possible related back to the resident hosting the non-resident (whether signed in or not). Other security features include our security key system and lit walkways

CAN WE GET FINANCIAL HELP?

Many students who are in need of some financial assistance choose to apply for OSAP (Ontario Student Assistance Program). For more information regarding OSAP go on line at <http://osap.gov.on.ca/>

Fleming’s Financial Assistance Department has many bursaries available to students. The dates for applying for the bursaries vary so check with the department or our web site www.flemingcollege.com/financial follow the link from student information.

OUR RESIDENCE LIFE COMMITMENT TO DIVERSITY

The students and staff of the residence of Fleming College are a multicultural community of individuals. We are of diverse backgrounds, and national origins. Our views encompass a broad spectrum of religious and political beliefs, and our sexual orientations differ. We are unique in that we strive to work and live together and, in the process, we learn from one another in an atmosphere of positive contact and mutual respect.

We are committed to behaving and expect others to behave in ways that demonstrate our beliefs about the respectful treatment of each member of our community. We believe that we are individually and collectively responsible for our learning, and maintain an awareness of the differences that exist in our community in order to avoid actions that diminish others.

Bigotry has no place within our community, nor does the right to denigrate another human being on the basis of age, physical challenge, national origin, sexual orientation,

race, gender, or religious affiliation. We will not tolerate verbal or written abuse, threats, intimidation, violence or other forms of harassment against any member of our community. Likewise, we will not accept ignorance, anger, alcohol or substance abuse as an excuse, reason, or rationale for such behaviour.

STUDENTS RETURNING HOME FOR THE SUMMER

When a College student returns home for the summer after the first year of being away, many changes have taken place. Your son/daughter will be a lot more independent and will not be used to telling someone what time they will be home, where they are going or generally being told what to do. The best way to avoid an argument is for you to sit down with your son/daughter and discuss the changes and compromise on what the at home rules will be. Remember that your child has had to do a lot of growing up and has only had to be concerned with his or her self the past year.

RESOURCES

PERSONAL INFORMATION

The information contained on your student's Residence application and subsequent forms in their file is used for administrative and statistical purposes at Fleming College and the Ministry of Colleges & Universities, as established by Section 5 of the Ministry of Colleges & Universities Act. We are obliged to obey strict standards as to the collection, storage, use and dissemination of personal information. Before information can be given to a third party on their behalf, we must receive written authorization from the student.

Encourage your student to give their contact information to family and friends as the residence staff will not/cannot give out this information.

IMPORTANT NUMBERS

Fleming College -Toll Free Number 1-866-353-6464

If you have any questions, or concerns throughout the year, do not hesitate to call or email:

Frost Residence Office, Lindsay

705-878-9328

frost-residence@flemingcollege.ca

Sutherland Residence Village Office, Peterborough

705-749-5100

sutherland-residence@flemingcollege.ca