



FLEMING
Housing Services

Residence Family & Supporter Resource Guide 2024-2025

A welcoming place for everyone

Rest assured that Fleming is a welcoming place for all regardless of what intersectionality makes up your student's identity. We hold diversity and inclusion as the cornerstone of our operations and strive to continuously provide a space where students feel like they belong. We want each student to feel that Fleming Residence is their home.

OUR RESIDENCE LIFE COMMITMENT TO DIVERSITY & INCLUSION

We strive to create a welcoming place for everyone. We find it imperative to create a place of respect and have zero-tolerance for individuals disrupting another student's right to learn and live in a harassment-free environment. Fleming College Residence is designed to be inclusive and diverse to support the needs of our students. We have many policies that protect the rights of students and allow them to thrive in a safe environment.

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.

Discrimination has no place within our community, nor does the right to judge another person on the basis of age, physical abilities, nationality, 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.

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 a potential distressed student/family member. It is common 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 a 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 available to assist, encourage and support your student.

The Residence & Housing Staff

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.

RESIDENCE ASSISTANTS (RAs)

Residence Assistants (RAs) are senior students that live in residence as peer leaders responsible for creating and maintaining an emotionally and physically safe residence environment. They actively build a sense of community and get residents involved in campus life. As strong students themselves, they can provide new students suggestions about study habits, informal advice on how to work through potential conflict, and make positive choices that all lead toward graduation.

HOUSING SERVICES STAFF

Professional Housing Services staff play an active role in creating a welcoming and safe residence community and are integral in the delivery of residence services, administration, and operations. If you have questions or issues about the college, residence or community come and see them in the office.

STUDENT CASE MANAGEMENT SPECIALIST

The Student Case Management Specialist is a member of the residence management team responsible for creating a supportive living & learning environment for college-age students. This position works with students to navigate and connect with the many supports Fleming offers including Counselling, Accessible Education, Tutoring etc. The Student Case Management Specialist is also available to support students with their transition to living independently. This position works in collaboration with campus partners to provide intensive case management support where needed.

RESIDENCE LIFE COMMUNITY SUPERVISOR

The Residence Life Community Supervisor is a member of the residence management team. They are responsible for contributing to a welcoming, safe, and inclusive residence community by supporting the Manager, Residence Life in the hiring, training, and supervising of the Residence Assistant team. They work to collaborate with campus partners to implement programming in residence that promotes the development of interpersonal relationships, life skills, and academic success.

MANAGER, RESIDENCE LIFE

The Manager, Residence Life oversees the Residence Life program at the Sutherland and Frost campuses and is responsible for the development and delivery of the student experience on-campus. They work to create a welcoming living environment that provides space that is inclusive and diverse. They are responsible for leading the Residence Life team and providing resources to support students' needs including administering the Residence Community Standards that define acceptable behaviour.

IT SUPPORT STAFF

These staff are responsible for providing front line IT services to students living in residence. They assist students experiencing difficulty with their internet or VoIP phone connections along with implementing technology enhancements to improve the student experience.

MAINTENANCE STAFF

College Maintenance staff provides front line maintenance service responding to work orders submitted by students, completing scheduled service to the various mechanical systems in the facility, and works with external contractors to keep the facility and grounds looking their best.

CAMPUS SECURITY

The College works with GardaWorld Security to maintain a safe living and learning campus environment. Campus Security staff are responsible for the security and safety under the direction of the Manager, Security, Parking & Emergency Services.

CLEANING STAFF

The College works with Dexterra to provide cleaning services. They are responsible for cleaning the building entrances, grounds, hallways, stairways, laundry rooms, and study rooms. Residence cleaning staff will also perform light maintenance tasks, like changing a light bulb or repairing loose furniture.

FOOD SERVICE STAFF

The College works with Aramark Food Services staff, on-campus. They are responsible for food services providing options that enhance the campus experience.

What can you do to help?

How safe is 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.

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 professional staff member in the office, who is just a phone call / e-mail away. In the event of an emergency, there are security guards on campus 24 hours a day, 7 days a week.

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. Many students appreciate regular connections from home!

Should I ask questions?

Parental curiosity is normal and many students desire the security of knowing that someone is still interested in them. Honest inquiries and asking questions from a supportive lens can support the parent-student relationship.

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

Transitioning to any new environment will present challenges and obstacles. In the residence community, it may be a new experience having to share accommodation with up to 5 other suitemates while having to navigate different lifestyles and routines. It can be normal in the beginning for a student to call home and seek support from a loved one.

How can I support them?

Navigating the campus community and resolving conflict can be difficult for students to handle alone. Luckily in Residence, there is a team of people ready to help. If your family member is struggling in Residence, please encourage them to reach out to their floor RA or come down to the Residence Office to connect with supports. The Residence Life team can work with your family member to address any concerns and help get them connected with the appropriate supports to be successful at Fleming.

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 each evening 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.

At each of our campuses, there are also designated study spaces available in residence. Encourage your student to connect with the Residence Life team for direction towards these spaces.

Can the College share information about how things are going with us?

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.

What is a One Card?

One Card is the official Fleming College identification card, with the added benefit of access to services both on and off campus. One Card will provide students with access to College services, including point of sale for vending purchases in Residence, on-campus dining (meal plans), laundry, printing/copying, Book Store purchases, library services, access to the Peterborough Sport and Wellness Centre, and other transactions on campus.

Students will have a One Card account online that you will be able to log into to upload funds to the One Card. This can be done at any time. A parent, caregiver, or even a friend can also log on and add funds to the student's account without having direct access to the account.

Residence students, family and supporters can purchase a meal plan and/or top it up throughout each semester through the One Card website at <https://onecard.flemingcollege.ca/>. Also, this is where more Fleming Cash can be added to the One Card. Please note that Fleming Cash is separate from the student's meal plan money and cannot be transferred into the meal plan and vice versa.

Can we get financial help?

Many students who need 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 website www.flemingcollege.ca/financial.

Important contact info

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

**Frost Residence Office,
Lindsay**
705-878-9328
Residence@flemingcollege.ca

Sutherland Residence Village, Peterborough
705-749-5100
Residence@flemingcollege.ca

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