

# **SJU RESIDENCE FAMILY & SUPPORTER INFO SESSION**

A GUIDE TO THE FIRST YEAR IN RESIDENCE & THE ST. JEROME'S COMMUNITY



**ST. JEROME'S**  
**UNIVERSITY**

# Agenda

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1. Meet the Team: Student Affairs @ SJU
2. Student Life Programming and Leadership
3. Campus Wellness Supports
4. COVID-19 Policies
5. Frequently Asked Questions
6. Top 10 Tips for Families
7. Questions and Answers

Student Affairs

# studentaffairs



at St. Jerome's University



# Meet the Team:

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- We have an **open door policy** in the Student Affairs hallway; this means we strongly encourage students to drop by our offices on their way to lunch or class and share how things are going.
- While many of us continue to work remotely, our open door policy still applies! **We want to hear from students** and strongly **encourage them to reach out!**
- All our contact info is easily accessible in our [online directory!](#)



**JOHN ARNOU**

**Acting Director, Student Affairs**

**Office:** Sweeney Hall 1014A

**Ext:** 28241

**Email:** [jarnou@uwaterloo.ca](mailto:jarnou@uwaterloo.ca)

Ask me about anything Student Affairs! From residence life and student outreach, to special activities, and service learning. Feel free to also ask me about what Student Affairs is doing to plan big for the future!

# Meet the Team:

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## **JESS HUSTON**

**Residence and Student Life Coordinator**

**Office:** Sweeney Hall 1014

**Ext:** 28264

**Email:** [jahuston@uwaterloo.ca](mailto:jahuston@uwaterloo.ca)

Ask me about living in residence and student leadership opportunities at SJU!



## **JAMIE HALL**

**Residence Life Coordinator**

**Office:** Sweeney Hall 1007

**Ext:** 28310

**Email:** [jamie.hall@uwaterloo.ca](mailto:jamie.hall@uwaterloo.ca)

Ask me about the resources available to you in residence, how to get involve in residence initiatives, your transition into independent living, or any other questions or concerns that you have about your residence experience!

# Meet the Team:

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## **MICHELLE METZGER**

**Service Learning Program Coordinator**

**Office:** Sweeney Hall 1010

**Ext:** 28282

**Email:** [michelle.metzger@uwaterloo.ca](mailto:michelle.metzger@uwaterloo.ca)

Ask me about how to get involved in SJU's local and international service learning initiatives, including [Beyond Borders](#), [Beyond U](#), [SJU in Peru](#), and [Encounter KW!](#)



## **EMILY LITSTER**

**Student Affairs Administrative Assistant**

**Office:** Sweeney Hall 1019

**Ext:** 28335

**Email:** [emily.litster@uwaterloo.ca](mailto:emily.litster@uwaterloo.ca)

Ask me about scholarships, academic forms, student leadership at SJU, and day-to-day logistical questions about your life in residence!

# Meet the Team:

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## **MARTHA FAUTEUX**

**Director, Campus Ministry**

**Office:** SJ1 1024

**Ext:** 28215

**Email:** [mfauteux@uwaterloo.ca](mailto:mfauteux@uwaterloo.ca)

Ask me about SJU's Campus Ministry initiatives, including programming, outreach, and worship, as well as questions about your own spiritual development! Have an idea about how to make our spirituality centre more inclusive to all? I'd love to hear them!



## **ERIKA TOFFELMIRE**

**Spiritual and Student Development Advisor**

**Office:** SH 1015

**Ext:** 28220

**Email:** [erika.toffelmire@uwaterloo.ca](mailto:erika.toffelmire@uwaterloo.ca)

Ask me about student leadership at SJU, connecting with the worshipping community, and spiritual, personal, and professional growth!

# Meet the Team:

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## **JOE VARAMO**

### **Advising Specialist**

**Office:** Sweeney Hall 1017

**Ext:** 28210

**Email:** [joe.varamo@uwaterloo.ca](mailto:joe.varamo@uwaterloo.ca)

Ask me about academic advising, including course registration, policies and procedures, educational plans, graduation requirements, Peer Academic Leaders (PALs), and resources to help you succeed!



## **LINDSAY THOMPSON**

### **Wellness Coordinator**

**Office:** Sweeney Hall 1016

**Ext:** 28361

**Email:** [lindsay.thompson@uwaterloo.ca](mailto:lindsay.thompson@uwaterloo.ca)

Ask me about healthy campus initiatives and student wellness resources on campus, or drop by with your personal questions about mental wellness!

# Student Life Programming and Leadership

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Social  
Educational  
Outreach  
Wellness  
Spiritual



# Student Life Programming and Leadership

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## What are “Dons” and why do we keep hearing about them?

- Upper year student that lives on each floor in residence;
- This year we also have Off-Campus Dons for students in our community living elsewhere
- Dons serve as a mentor, coach, leader, advisor and friend to your student;
- They have advanced training in First Aid, Conflict Mediation, Crisis intervention and awareness of on-campus/community resources

# Student Life Programming and Leadership

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In addition to Dons in residence, this year we have several student leader positions to support SJU students living off-campus. This includes Off-Campus Dons, Student Activities Team (SATs), Peer Academic Leaders (PALs), and more!

These student leaders are trained in how to provide virtual programming, which could be:

- Active Programming: for example, a live talent show or coffee house over ZOOM,
- Passive Programming: for example, a room decorating contest where students submit photos for a chance to win a prize,
- Academic Support: for example, chatting on Instagram with questions about their schedule, academic plan, or study tips

# Campus Wellness Supports

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Your student has access to many on-campus wellness resources. Please encourage your student to reach out if you are aware that they need support.

- **UW Counselling Services**

Phone and Video Appointments

Students can call 519-888-4567 ext. 32655 to book an appointment  
8:30-4:30pm, Monday-Friday

- **Student Medical Clinic**

Urgent primary care medical appointments,  
essential services and telemedicine

Students can call 519-888-4096 to book an appointment  
8:30am-4:30pm, Monday-Friday

For Campus Wellness news and updates, follow [this link](#).

- **Spiritual Director and Wellness Coordinator**

- See our Student Affairs [directory](#)

# COVID-19 Policies

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We have made many changes to minimize risk of COVID-19, including:

- Single occupancy room assignments
- Masks required in shared spaces and where physical distancing is not possible (e.g. hallways, elevators, etc.)
- No-guest policy in residence
- Communal spaces closed (see following links for details)
- Increased cleaning and sanitizing frequency

For a complete and up-to-date list of our COVID-19 measures, visit our

- [SJU COVID-19 Information Webpage](#), and/or
- [Residence Facilities Webpage](#)

# FAQ's

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## Can I come visit my student in residence?

Unfortunately, to minimize risk of COVID-19 for all members of our community, there is a **no guest policy in residence** for the foreseeable future.

On move-in-day ONLY, students are allowed a maximum of 2 guests, during their assigned move-in times

You are more than welcome to use outdoor and community spaces outside when visiting your student

## Can I eat with my student at SJU?

Unfortunately, our **cafeteria is restricted** to students living in residence only, for their assigned mealtime. You may choose to meet your student for a patio meal at the [University Plaza](#) restaurants.

## Can I park on campus to meet my student nearby?

Visitor parking is available at SJU on the **weekends**. For weekday visits, please check out parking options on the [UW website](#).

# FAQ's

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## How do I send my student a letter or care package?

Sending a letter, card or care package is one of the most exciting ways to show your student that you're thinking of them. Receiving something in the mail is, for many University students, a "highlight of the day."

Our Address is:

Student's Name

St. Jerome's University

Siegfried Hall OR Ryan Hall, Room #

290 Westmount Rd. N

Waterloo, Ontario

N2L 3G3

Canada

All mail is directed from main campus to our campus and put in a secure mail room that only staff and Dons have access to.

# FAQ's

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## What happens if my student has a conflict?

- Residence Staff at SJU are all trained in advanced conflict mediation and have a strong track record of being able to resolve conflicts between residents. Our approach is to recognize that conflict is natural and learning to “work things out” is an essential life skill

# FAQ's

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My student is not returning my phone calls, how can I get a hold of them?

**Don't underestimate how busy your student may be!**

Leave a message or send an email, and remember to take extra care of yourself as you wait for their response.

- If you have serious concerns (i.e. an emergency), please call 911 or UW Campus Police at 519-888-4911.
- If you have general questions, you can always reach out to us at [info@sju.ca](mailto:info@sju.ca).

# FAQ's

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## When will you receive a call from us?

- Rarely, if ever—and it's not because we're avoiding answering your questions or trying to be difficult! **Privacy legislation states that we are not permitted to share information** pertaining to your student's "file" with you.
- **Our relationship, in so much as it is possible, is with your student.** Though you may have paid the bills, the contract we have with your child is a legal document between us and them and therefore restricts us from sharing anything but general information (that which you can find on our website or in our recruitment publications) with you.

# TOP 3 SIGNS THAT MY FAMILY WAS TOO INVOLVED (and needed to back off!)

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We share these next slides with a certain degree of tongue-in-cheek, but these *are* real quotes from our alumni!

We hope that you appreciate the humour, AND the real need for setting appropriate boundaries. We are all here to encourage your student's growth and independence.

“...I knew that my mom was having a tough time trusting me when I started getting regular weekday phone calls at 7:00AM to wake me up for class. She said it was just because she wanted to talk, but I think she was worried I was skipping class, partied too much the night before or even worse, that I was sleeping somewhere other than my room...”

# TOP 3 SIGNS THAT MY FAMILY WAS TOO INVOLVED (and needed to back off!)

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“...It wasn’t until third year when I realized I was the only one in my class still sending my essays and my written assignments home to get edited...”

“...suddenly I realized that... Jess knew more about me than I had told them on any application or in any conversation—*my mom was calling and emailing them to ‘chat’ because I wasn’t calling them back...*”

# TOP 10 TIPS FOR FAMILIES

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- 1 Focus on the experience not the grade
- 2 Don't say "these are the best years of your life"
- 3 Expect program changes, room changes and relationship changes. On second thought, expect a lot of change!
- 4 Express excitement about your student's future and their university experience
- 5 Encourage your student to use the resources available to them on campus
- 6 Make definite plans to see each other and/or schedule definite times to call
- 7 Allow your student to tell you about their experience—don't overwhelm them with questions
- 8 Allow yourself to feel sad or upset that your student has moved away from home—these feelings are normal
- 9 Look forward to watching your student's personality grow and develop over the next few years
- 10 They're only a phone call away!

# Important term dates (Fall)

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**September 8<sup>th</sup>, 2020** – Fall classes begin

**October 12<sup>th</sup>, 2020** – Thanksgiving Monday\*

**October 13-16<sup>th</sup>, 2020** – Fall Reading Week\*

**December 7<sup>rd</sup>, 2020** – Fall lectures end

**December 9-13<sup>th</sup>, 2020** – Final Assessment Period

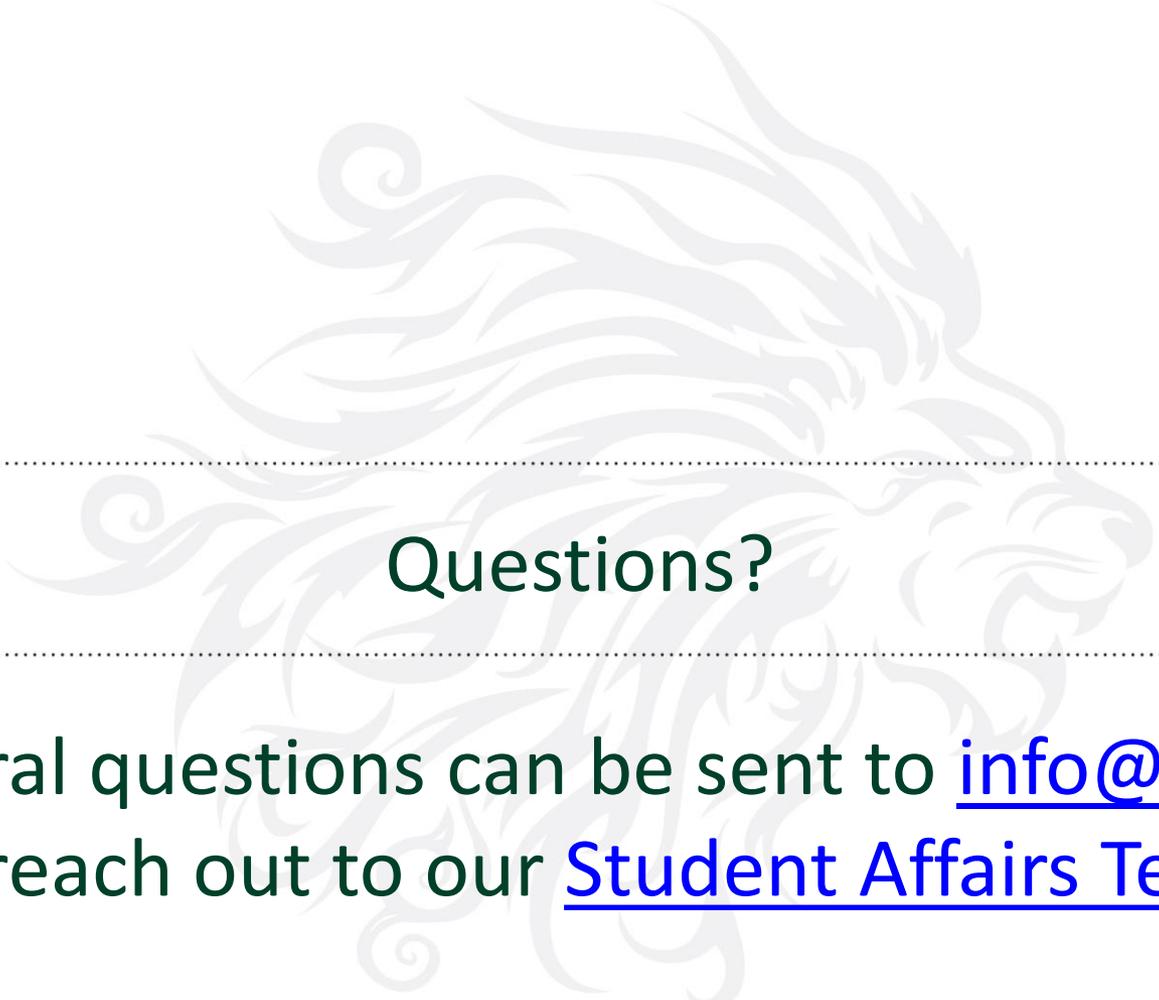
**December, 2020** – Moving out of residence:

Students should be aiming to move out 24 hours after their last exam.

All academic important dates can be found [here](#)

\*Residence remains open for Thanksgiving and Reading Week.

Students are welcome to remain in residence, if they choose.



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Questions?

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General questions can be sent to [info@sju.ca](mailto:info@sju.ca)  
Or reach out to our [Student Affairs Team](#)