



PARENT HANDBOOK

2024-2025

Contents

Transitions	3
Important Dates	4
Frequently Asked Questions.....	5
Billing and Payment	6
Accessible Learning.....	7
Academic Success.....	7
Treating Your Student	7
Stay Connected.....	7

Mission & Vision Statements

Mission:

Preparing students to reflect the love of Jesus Christ in every career and calling.

Vision:

Minds renewed.
Lives transformed.
World redeemed.

Welcome!

Dear Parents:

Welcome to the 2024-2025 academic year! We are so glad that your student has chosen to study at Redeemer University, and pray they have an amazing year seeing their faith woven through all aspects of learning and life.

Your student has been provided a link to [Redeemer's App](#), which has information on everything they need to know before starting their first semester. Please encourage them to download the app and review important information if they have not already done so.

Redeemer sees parents as partners. While it is your student who will be doing the studying, we recognize the important role you play during your student's education, and we hope this parent handbook will be a helpful resource for you during this significant transition.

We look forward to seeing you at upcoming events and staying connected by sharing updates throughout the year!



Christine Giancola
Director, Strategic Relations

Transitions

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

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. The involvement of Redeemer staff in your student's life will be different from that of a parent, even though we may share many common interests and goals.

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 student 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, Redeemer reminds the student body about upcoming events, policies, procedures, and deadlines (such as housing deposits, key returns, academic deadlines and so forth) through the Redeemer App. Your student is encouraged to take the time to read these regular updates. The Redeemer App can be accessed online or through the downloadable app to their devices. As a parent, you can also stay updated on deadlines and events through our [parent eNews](#). Information for signing up for the parent eNews is listed at the end of this handbook.

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 challenge. This will become apparent to you in the messages and phone calls you receive from your student 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 student.

Learning to Make Good Choices

The university years provide an opportunity for students to develop autonomy and grow in their decision making skills. Life at a small Christian university will not remove all of life's temptations from the university experience. Through policy, expectations and 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 student while they attend Redeemer. In turn, we hope we will have the opportunity to get to know your student well enough so that we can give guidance, encouragement and insight necessary for a healthy university experience.

Journeying Together

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.

Questions or Concerns

You may have specific concerns about your student's social, physical, spiritual, or academic well-being. It is recommended that you discuss these concerns with your student and encourage them to connect with the relevant Redeemer staff.

You may contact Redeemer's Student Life staff if further interaction would be helpful. We can listen to your concerns and discuss possible options for assisting your student. 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, but we can also let you know about what resources and supports are available and determine the right person to connect you with.

Important Dates

August 31	New Student Move-In Day & Orientation Begins
September 1-3	New Student Orientation Activities
September 3	Night Classes Begin
September 4	Day Classes Begin
October 14	Thanksgiving Day - No classes
October 24-25	Reading Break - No classes
December 10-18	Exams
December 24 - January 1	Christmas Break (residence halls closed)
January 4	Residence Halls Reopen
January 6	Winter Term Classes Begin
February 18-21	Reading Break - No classes
April 14-25	Exams
April 18	Good Friday
April 21	Easter Monday
April 26	Last Day to Move Out Residence Halls
April 28	Summer Break Begins
May 23	Graduation

*Some of these dates may be subject to change

Frequently Asked Questions

As parents, we know you might have a number of questions about your child participating in university life. The 2024/25 Academic Calendar is a great resource for relevant policies and procedures for academics, fees, housing, payment, refunds, policy on life and conduct, grievances and many other important matters.

To assist you, we have identified a few FAQs that you might find helpful.

Student Life

How can students find out about Orientation and the Check-In process?

Your student will have received information pertaining to the LAUNCH **orientation** program and residence life in the **Redeemer App**.

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, electronics, televisions, etc. Please check with your insurance company to see if your student's belongings are insured at Redeemer. If not, you may wish to insure your student'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.

Where can I find information about the Meal Plan?

Meal plan information can be found on the Redeemer App. Students with allergies and dietary requirements are encouraged to contact Campus Services (campusservices@redeemer.ca) so any concerns can be addressed.

What about mail and phone lines for residents?

You can contact anyone on campus using the address below:

[Name]

Redeemer University

777 Garner Road East Ancaster, ON L9K 1J4

There is a land line located in each residence. In September, your student can let you know their specific residence phone number.

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 Redeemer Security Team provides 24/7 security of the campus and emergency response to medical and other emergencies. 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 Student Talk to in Times of Distress?

Students can find information about health, wellness and counselling resources on the Redeemer App. Qualified, professional Christian counsellors are available to students through Redeemer's partnership with the Christian Counselling Centre.

Students can also connect with the Student Life team. Particularly in times of distress, a student is able to immediately turn to their RA for support.

What Does My Student do if He/She becomes ill?

Students can book an appointment at the Student Health & Wellness Clinic on campus. The clinic is staffed by a nurse practitioner. Clinic staff can assist students with 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, health education, resources for stress management, nutrition, activity, mental health support, and other topics. There are also local doctors and urgent care centres who are willing to see Redeemer students.

If a student is not well enough to submit coursework or write a test due to illness, they may submit the *Absence for Illness* form found on the Learning Services page on the Redeemer App. Additional information regarding student absences can be found on the Redeemer App.

Billing and Payment

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. For complete payment and refund details please refer to the *Academic Calendar*.

Information about Records

As a parent, can I access my child's financial or academic records?

If you wish to receive information from Redeemer University about your student's academic or financial matters, your student must provide written consent to the Registrar's Office and the Students Accounts 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.

Accessible Learning

My son/daughter had an IEP in high school? How can students register with Accessible Learning to inquire about academic accommodations?

At the University level it is very important that students request academic accommodations themselves. Students must:

1. Complete the Request for Accessible Learning & Accommodation Form within the new student portal or on the Accessible Learning page on the Redeemer App.
2. Submit current relevant documentation (within 3 years preferred).

Any questions, please email learningservices@redeemer.ca

Academic Success

What if my son/daughter is struggling academically?

It is the mission of Learning Services to provide a variety of services and programs to foster academic success and promote the development of independent and active learners. Learning Services offers all Redeemer University students the following Academic Success assistance:

Tutoring: Subject tutors and writing tutors are available FREE for all students

One-on-one Academic Coaching with the Academic Success Manager or the Learning Strategist: Meetings can be booked by all students throughout the semester

Study Smart Seminars: Topics taking lecture notes, text reading, exam preparation, time management, and semester planning.

Learning Resources: Learning Services has many Learning skills & writing resources under resources on the Learning Services page on the Redeemer App.

Students can learn more about these Academic Success services on the Learning Services page of the Redeemer App.

Treating Your Student

Treat Program

Surprise your student with a special gift! Our Treat Program packages are a nice way to make the transition from home to school a little brighter, ease the stress of exams, celebrate a birthday, or just let someone know that you are thinking of them. There are various options including birthday cakes, pizza parties, monthly cookie subscriptions, dinners, and exam care packages. More information and orders can be made by visiting www.redeemer.ca/treat.

Stay Connected

Parent eNews

Redeemer sends out monthly Parent eNewsletters, with updates from various staff and senior leaders, as well as ways to support your student, be in the know about various campus events and resources, prayer requests and more. Visit redeemer.ca/subscribe and sign up for Parent eNews to stay in touch.

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](#)

Join Redeemer's [Parent Facebook group](#)

Follow Redeemer on [Twitter](#)

Follow Redeemer on [Instagram](#)

Check out Redeemer's [Youtube Channel](#)

Stay on Campus

Visiting parents are able to rent accommodations on campus. To inquire or make a reservation, parents are encouraged to email stay@redeemer.ca, or phone the Campus Services office at (905) 648-2139 extension 4124.

Questions?

If you aren't sure where to direct a question, feel free to contact Christine Giancola, Director of Strategic Relations at parents@redeemer.ca.



← Gymnasium
← Auditorium
← Campus Services

Classrooms & Labs ↗
Library →
Main Office →

