

Information for student supporters

Version 1

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Helping your student transition to living on their own

As a parent or guardian, you should review the acceptance process with the student. This will ensure that you are aware of the payment schedules, deadlines and the rules and regulations of residence.

For most students, the experience of living in residence will be the first time they will be on their own. The residence staff are here to help with the transition into their educational careers and provide as much support and assistance as possible.

Confidentiality

All statements, invoices and refunds are delivered to the student and we are unable to give out information regarding a student without their permission. In regard to refunds, cheques are made payable in the student's name and therefore it becomes their responsibility to ensure all deadlines are met. By placing this responsibility on the students, it is our hope that it helps them develop a better sense of personal financial management.

Role of the primary and secondary contact

Primary and secondary contact information is used if concerns or problems arise with the resident that cannot be resolved with the student independently. The manager of the institution may contact the primary or secondary contact at any time and for any purpose including to advise them of an incident or injury, overdue finance, termination of residence agreement, any situation where the resident may cause harm to themselves or others, or if the resident is placed on probation and/or issued a behavioral contract or eviction by manager. The manager or the institution may disclose the resident's personal information in such communications and the resident hereby consents to this disclosure.