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We are thrilled to welcome you to the University of Waterloo Stratford School of Interaction Design and Business, part of the Faculty of Arts at the University of Waterloo. We look forward to meeting you and helping you settle in. This handbook is designed to provide you with information about the University of Waterloo Stratford School, and the City of Stratford.

Here at the Stratford School, we encourage you to take every opportunity to connect with your peers, the community, and our industry partners. Throughout the year, we host events and offer professional development opportunities. Stay connected with us to ensure you don’t miss any of these exciting opportunities.

**STAY CONNECTED**

» Check for updates on LEARN
» Follow the Stratford School on Facebook, Twitter and Instagram
» Check for updates through email (our official communication channel)

**STRATFORD AMBASSADOR PROGRAM**

Consider joining the Stratford School Ambassador program and show your Waterloo pride! Ambassadors support a range of events and activities throughout the year including recruitment activities, campus events, Orientation and more. We will send a notice when we are recruiting additional volunteers.

[uwaterloo.ca/stratford/ambassador-program](uwaterloo.ca/stratford/ambassador-program)

**STRATFORD TOWN AND GOWN ADVISORY COMMITTEE**

As more students make Stratford their home, the City and the University have worked together to create the Stratford Town and Gown Advisory Committee. With representation from City Council, University administration, students and residents, the committee serves as a forum for the exchange of information, open discussion and communication among all of these groups. It’s been built on efforts across the Province to engage municipalities where post-secondary institutions exist in order to create safe, happy, supportive and cohesive communities. To get involved in council activities please contact Annaka Willemsen (awillemsen@uwaterloo.ca).

STUDENT SUPPORT

ACADEMIC ADVISOR
University of Waterloo Stratford School Room 1007C
519-888-4567, ext. 23009, gbda.advising@uwaterloo.ca

STUDENT SUCCESS AND SUPPORT
Personal counselling appointments are available at the Stratford School on Tuesdays, and on alternate days by appointment. To make an appointment contact Dave Logan, Counsellor/Success Coach, 519-888-4567, ext. 23039, dalogan@uwaterloo.ca, Room 1009
uwaterloo.ca/campus-wellness/counselling-services

PROFESSORS
For a full list of professors and instructors please visit
uwaterloo.ca/stratford/about/people

OTHER ADMINISTRATIVE STAFF

<table>
<thead>
<tr>
<th>NAME</th>
<th>TITLE</th>
<th>ROLE</th>
<th>CONTACT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emmanuel Carvalho</td>
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<td>Academic administration, strategic direction and oversight</td>
<td><a href="mailto:ecarvalho@uwaterloo.ca">ecarvalho@uwaterloo.ca</a>, 519-888-4567, ext. 23008, Room 3122</td>
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<tr>
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<tr>
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<td>IT Support Specialist</td>
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<td><a href="mailto:sherimaguire@uwaterloo.ca">sherimaguire@uwaterloo.ca</a>, 519-888-4567, ext. 23027, first floor reception desk</td>
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<td>Digital Media Manager</td>
<td>Technical and design support, workshops (MOE), website and social media management</td>
<td><a href="mailto:awillemsen@uwaterloo.ca">awillemsen@uwaterloo.ca</a>, 519-888-4567, ext. 23039</td>
</tr>
<tr>
<td>Susan Cole</td>
<td>Internship and Experiential Learning Manager</td>
<td>Student internships and projects</td>
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</tr>
<tr>
<td>Colleen Richter</td>
<td>Recruitment and Admissions Coordinator</td>
<td>Recruitment and admissions support and advising, including internal transfer students</td>
<td><a href="mailto:stratfordprograms@uwaterloo.ca">stratfordprograms@uwaterloo.ca</a>, 519-888-4567, ext. 23014, Room 1007B</td>
</tr>
<tr>
<td>Greg McIntyre</td>
<td>Digital Media Lab Instructor/Multimedia Technician</td>
<td>Technical and design support, workshops (GBDA), content management for Christie (R) MicroTiles (R) wall, audio lab</td>
<td><a href="mailto:greg.mcintyre@uwaterloo.ca">greg.mcintyre@uwaterloo.ca</a>, 519-888-4567, ext. 23017, Room 1014</td>
</tr>
<tr>
<td>Jessica Thompson</td>
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<td><a href="mailto:jessica.thompson@uwaterloo.ca">jessica.thompson@uwaterloo.ca</a>, 519-888-4567, ext. 23025, Room 2006</td>
</tr>
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CONNECT WITH YOUR PEERS, PROFS AND COMMUNITY
OTHER STUDENT SERVICES

As a University of Waterloo student, you have access to the full range of services available at the Stratford School and the Waterloo Campus. You may find the following services useful:

**ACADEMIC INTEGRITY**
Academic integrity is the cornerstone of research, teaching, and learning. As a student you are expected to demonstrate academic integrity in your work. Visit the Academic Integrity website for more information.

[link](uwaterloo.ca/academic-integrity)

**ACCESSIBILITY SERVICES**
AccessAbility Services provide services and support for University of Waterloo students who have a permanent disability, as well as those with a temporary disability.

[link](uwaterloo.ca/disability-services)

**BOOKSTORE AND RETAIL SERVICES**
You can order books and course materials by visiting the Bookstore online, clicking on books or “Booklook” and selecting the Stratford campus portal. Merchandise sold by the Waterloo Store is also available for purchase online. You can have your items shipped to the Stratford Campus free of charge. You must select this option, before placing your order.

[link](retailservices.uwaterloo.ca)

**CENTRE FOR CAREER ACTION**
The Centre for Career Action provides a range of resources including individual advisement, workshops, print/online resources and job postings.

[link](uwaterloo.ca/career-action)

**CONFLICT MANAGEMENT AND HUMAN RIGHTS**
The Conflict Management and Human Rights office is a resource for members of the university community regarding matters of harassment, discrimination and other forms of conflict.

[link](uwaterloo.ca/conflict-management-human-rights)

**HEALTH INSURANCE**
All students are enrolled in extended health and dental insurance plans – the fees will be automatically charged to your student account. You must pay all fees to become full registered, however if you have comparable coverage you can choose to opt out of the plan and receive a refund. Refer to your applicable student government organization (e.g. FEDs or GSA) for more information.

International students will be automatically enrolled in the University Health Insurance Plan (UHIP) to provide medical coverage while you are studying in Canada. This is a compulsory fee.

**OFF-CAMPUS HOUSING**
The Off-Campus Housing site provides listing services for the City of Stratford and also provides resources and assistance for students living off-campus in the community.

[link](uwaterloo.ca/off-campus-housing)

**STUDENT AWARDS AND FINANCIAL AID**
The Student Awards and Financial Aid (SAFA) office provides financial support, information and advice to help students achieve their post-secondary goals. SAFA assists with the Ontario Student Assistance Program (OSAP), processes and offers hundreds of awards, scholarships, academic grants, bursaries and emergency aid. The Student Awards and Financial Aid office also administers the Work Study Program.

[link](uwaterloo.ca/student-awards-financial-aid)

**STUDENT ASSOCIATIONS**

**FEDERATION OF STUDENTS (FEDS)**
Operates seven commercial services, six student-run services, encompasses more than 200 clubs, supports student societies, and oversees Orientation Week, Welcome Week and a number of other special events held on campus.

[link](feds.ca)

**ARTS STUDENT UNION (ASU)**
The ASU represents all students in the Faculty of Arts, and organizes events, activities and other initiatives throughout the year.

[link](uwaterloo.ca/arts-student-union)

**GBDA SOCIETY**
Represents all undergraduate students enrolled in the GBDA program. They organize events, workshops, clothing and more.

**GRADUATE STUDENT ASSOCIATION (GSA)**
A student-run organization whose membership consists of the graduate students at the University of Waterloo. The GSA provides a number of services including legal aid, income tax aid, supplementary health and dental plans, social events and more.

[link](uwaterloo.ca/graduate-student-association)

**WATCARD**
The WatCard is your official university photo identification for the University of Waterloo, and is required for all students. It provides you with access to facilities and services at both the Waterloo Campus and the Stratford Campus. Students residing in Stratford can request a replacement card and have their card delivered to the Stratford Campus to the attention of Sheri Maguire for pick-up. Funds can be added to the card online or in person at the WatCard Office in the Student Life Centre lower level.

[link](watcard.uwaterloo.ca)

**WRITING AND COMMUNICATION CENTRE**
The Writing and Communication Centre offers drop-in sessions for students looking to improve their writing skills.

[link](uwaterloo.ca/writing-centre)
HOURS
The Stratford School is open:

Monday to Friday: 8:30 a.m. to midnight

Saturday to Sunday: 10:00 a.m. to 8:00 p.m. (security officer will admit — must show a valid student card)

Staff are generally available Monday to Friday between 8:30 a.m. and 4:30 p.m. Staff and professors will have posted office hours.

*Stratford School closures will be communicated through centralized email, LEARN, social media channels and our website. Visit our website for more information regarding closure protocol.

STRATFORD ACCELERATOR CENTRE
CHASE DENOMME
Manager, Client Experience
226-338-0375
cdenomme@Acceleratorcentre.com

Located on the first floor, the Stratford Accelerator Centre (AC) is focused on accelerating the growth and maturation of early-stage technology and digital media companies. The Centre accomplishes this by bringing like-minded entrepreneurs together under one roof and delivering world-class offerings a number of resources for all students including:

› HOT DESK: free workspace to work on projects within a digital media entrepreneurship ecosystem

› LUNCH AND LEARNs: mentors who present on various topics relevant to building a successful start-up

› OTHER EVENTS: stay tuned to your weekly updates for other events and activities hosted by the AC

acceleratorcentre.com/stratfordac
DIGITAL MEDIA RESOURCES AND SERVICES

You’ll have access to the following resources at the Stratford School.

> Our labs

AUDIO LAB | ROOM 2037
Sound recording booth and project studio with iMac featuring Ableton Live Suite, Logic, Pro Tools, along with an array of libraries, plugins, and analogue gear.

ENGAGE LAB | ROOM 1013
Provides tools and technologies for exploration, research and commercialization activities in the areas of User Experience (UX) and Gamification. See the equipment list for information about what technologies are available. Access to the Engage Lab is available at any time when the building is open.

MEDIA LABS

ROOM 2129: 26 iMac computers with Final Cut Pro X and Adobe Creative Cloud.
ROOM 2036: 12 iMac computers with Final Cut Pro X and Adobe Creative Cloud, printing services.

USABILITY TESTING LAB | ROOMS 2028, 2032, 2034
The Usability Testing Lab is a space where users can be studied while they interact with a system to evaluate its usability. To book the space or general inquiries about the Usability Testing Lab, please contact Lennart Nacke, len@uwaterloo.ca

> Other resources

EQUIPMENT LOANS
We have a range of equipment available for projects and assignments. Equipment can be signed out from the Media Services Office, in room 2026A by showing your WatCard, Monday to Friday from 8:30 a.m. to 4:30 p.m. Please refer to the Equipment Loans policy for more information about the rules and regulations that govern the loaning of equipment.

MICROSOFT OFFICE 365 EDUCATION FOR STUDENTS
Office 365 Education for Students is available for free to students who are enrolled at qualifying schools. Install Office on up to 5 PCs or Macs and on other mobile devices, including Android, iPad®, and Windows tablets. Register using your @uwaterloo.ca email address.

PRINTING
A student printer is located in the small media lab (Room 2036) – you can print from lab machines or from your own laptop. To print:

1) Go to https://printuw.private.uwaterloo.ca:9192/user and login using your UWUserid and password.
2) Click “Web Print” on the side menu, and choose “Submit a job” at the top of the page.
3) Select a printer. The two printers for the Stratford Campus are named:
   - mediaprint2\smc-print1-bw — Black and White
   - mediaprint2\smc-print1-clr — Colour
4) Choose the print queue you would like to send your job to, and click on “Print Option” > “Account Selection”. Select how many copies you would like to print and then click “Upload Documents”.
5) Choose your document (“Choose Files”) paying attention to the type of documents you are able to print.
6) Click “Upload” > “Complete” to upload document to print queue. Once uploaded you will be presented with a screen that looks similar to this:
7) Click “Held in a queue” immediately to release your job, or you can submit other jobs and release them all at once. Jobs remain in queue for two hours. After that time they are purged and must be resubmitted if you wish to print them.
KITCHEN FACILITIES

For your convenience, there are microwaves, mini-fridges, kettles and sinks available on the second and third floors. As well, the Accelerator Centre on the first floor has two microwaves, a fridge and coffee available. Please consider others and clean-up after using.

LIBRARY

The University of Waterloo Stratford School is part of the TriUniversity Group of Libraries (TUG) book delivery system. TUG books can be ordered through Primo and picked up at the first floor reception desk at the Stratford School. Stratford appears as one of the pick-up location options in Primo and RACER (Interlibrary Loan — ILL). TUG books and ILL items are delivered each weekday, within established TUG delivery times. Stratford can be used as a pickup and drop-off location by students, staff and faculty at the campus, as well as by any other TUG member, including community borrowers.

LOCKERS

Lockers are available on each floor, and are free for you to use at any time. You must use a lock supplied by the Stratford School — to pick up a lock, visit the first floor reception desk.

PROJECT ROOMS

Project rooms are available for you to meet with classmates and/or clients at any time when the campus is open. Project rooms can be reserved for you to meet with classmates and/or clients when not in use for class or other activities.

PARKING

Free parking is currently available on campus and in the City lots that surround the building on a first-come, first-served basis. Parking on-site is not guaranteed, and overnight parking is not permitted.

QUIET STUDY ROOM

Room 3018 has been designated as a drop-in quiet study room. Quiet conversation is allowed, however, please be considerate of others. Please refrain from using this room for group study or as a meeting space.

SHUTTLES

Shuttles run Tuesdays (fall & winter second year students) and Fridays (winter first year students) between the Waterloo Campus and the Stratford School Campus. These shuttles are also available for upper-year and masters students to use on a “first come-first serve” basis once first year and second year students (depending on the day) have boarded the bus.

The bus stop locations on Tuesdays are across from the J parking lot and by Hagey Hall. On Fridays at Village 1 main campus (near parking lot J) and/or at South campus/Hagey Hall and/or at UWP residence. Buses depart Waterloo at 8 a.m. sharp and depart from Stratford at 4 pm.

*We have additional shuttles scheduled for Wednesday and Sunday:

WEDNESDAYS (September - April)
Depart Stratford Campus 5:15 p.m.
Arrival UW Campus 6 p.m.
Departure UW Campus 11 p.m.
Arrival Stratford Campus 11:45 p.m.

SUNDAY (September - April)
Depart Stratford Campus 11 a.m.
Arrival UW Campus 11:45 a.m.
Departure UW Campus 7 p.m.
Arrival Stratford Campus 7:45 p.m.

*There is no charge for this service and no sign-up required (it is on a first-come first serve basis. The bus stop locations are across from the J parking lot and by Hagey Hall.

VENDING MACHINES

Coin and WatCard operated beverage and snack machines are located in the first floor Accelerator Centre space.

CAMPUS CLOSURES

The Stratford School could close in severe weather situations. Such a decision would be made by Senior Administration. Note: If the University of Waterloo main campus is closed, the Stratford School will close automatically. Notice of a campus closing will be posted on the University homepage, normally by 7 a.m.

In the event that inclement weather prevents a commuter from returning home, we have made arrangements to accommodate students at the Stratford General Hospital Residence (SGH) just a few blocks from campus. The rate is $20 per night payable directly to the SGH. Students can contact Brenda Smellie directly and let her know they are with the Stratford School either phone 519-272-8210, ext. 2558, or email Brenda.Smellie@hpha.ca.
THE STRATFORD COMMUNITY

BANKING SERVICES
The following banking services are available in Stratford:

**BMO BANK OF MONTREAL**
73 Downie Street, Stratford
www.bmo.com

**CIBC**
30 Downie Street, Stratford
www.cibc.com

**LIBRO CREDIT UNION**
391 Huron St. Stratford
www.libro.ca

**RBC ROYAL BANK**
33 Downie Street, Stratford
www.rbcroyalsbank.com

**SCOTIABANK**
1 Ontario Street, Stratford
www.scotiabank.com

**TD BANK FINANCIAL GROUP**
41 Downie Street, Stratford
www.td.com

**YOUR NEIGHBOURHOOD CREDIT UNION**
1067 Ontario Street Festival Marketplace Shopping Centre, Stratford, ON N5A 6W6
www.yncu.com

EMERGENCY SERVICES

IN AN EMERGENCY DIAL 911
This will provide you with access to all emergency services (ambulance, fire, police).
*Note that if you are dialing from an on-campus phone you must dial "6" first followed by "911."

NON-EMERGENCY SITUATION
Stratford Fire Service – 519-271-3212
Stratford Police Service – 519-271-4141

GOVERNMENT SERVICES

**SERVICE CANADA**
61 Lorne Ave., Floor Ground, Unit 2
For Federal services including obtaining a social insurance number and passport processing.
www.servicecanada.gc.ca

**SERVICE ONTARIO**
5 Huron St., Stratford
Advice and services for Province managed programs and services include photo ID cards, health cards, driver licensing and vehicle registration etc.
www.serviceontario.ca

**MUNICIPAL SERVICES – CITY HALL**
1 Wellington St., Stratford
Services include City parking permits (and processing payment for parking tickets), garbage bag tags, access to applications, licenses and other permits, and more.
www.stratfordcanada.ca/en/insidecityhall.asp
HEALTH SERVICES

STRATFORD GENERAL HOSPITAL
46 General Hospital Dr., Stratford | 519-271-2120
Emergency room is open 24 hours a day.
www.hpha.ca

FAMILY DOCTORS
If you wish to sign up for a doctor in Stratford, register with Health Care Connect at 1-800-445-1822 or at www.ontario.ca/healthcareconnect to be added to the list for assignment locally.

Note that if you currently have a family doctor, you will need to de-roster (call their office and tell them you have moved out of area and wish to sign up with a Stratford doctor) before registering with Health Care Connect. You may wish to ask your current doctor if they will re-list you should you plan to relocate to your home community following.

www.ontario.ca/healthcareconnect

HEALTH LINE (PERTH DISTRICT HEALTH UNIT)
Monday to Friday, 8:30 a.m. to 4:30 p.m.
519-271-7600, ext. 267
email: healthline@pdhu.on.ca

Health Line is a telephone service which provides health information to the general public. A Public Health Nurse is available to answer questions about: infectious disease, pregnancy, immunization, healthy eating, smoking cessation, safe water and food, community resources and more.

www.pdhu.on.ca

SEXUAL HEALTH CLINIC
Perth District Health Unit — Festival Square
10 Downie Street, 2nd Floor
519-271-7600, ext 779

Tuesdays from 2 to 4 p.m. (drop-in) 5 to 7 p.m. (Doctor services available) – appointments only

Thursdays from 11 a.m. to 2 p.m. (drop-in)

A confidential service that provides information about birth control options, testing and counselling. Testing and treatment are free of charge. A doctor and Public Health Nurse are on site during clinic hours to address your health concerns. Appointments are preferred.

MENTAL HEALTH SERVICES INFORMATION
A 24-hour helpline providing free, confidential, anonymous information and referral to local mental health services.

www.mentalhealthhelpline.ca

HURON-PERTH MENTAL HEALTH CRISIS INTERVENTION PROGRAM
1-888-829-7484
A 24-hour crisis counselling line for people with emotional distress and/or mental illness. Face-to-face support available at the Stratford General Hospital Special Services Unit.

FAMILY SERVICES PERTH-HURON
1-800-268-0903
Individualized counselling, support, advocacy and educational services that meet the needs of the community.
TRANSIT SERVICES

STRATFORD PUBLIC TRANSIT SERVICES
519-271-0250, ext. 264
Passes and schedules are available through Reception, on the second floor of Stratford’s City Hall. Passes can also be purchased at various businesses in the community.


TAXI SERVICES
Radio Cab | 519-271-4242
Stratford City Cabs | 519-272-2222

STRATFORD AIRPORTER
1-888-549-8602
The Stratford Airporter provides transportation between Stratford and Toronto Pearson Airport.

www.stratfordairporter.com

TRAIN
VIA Rail offers train services from Stratford to locations across Canada.

www.viarail.ca

TOURISM, RECREATION AND OTHER SERVICES

GBDA and MDEI students have access to the recreation services available at the Waterloo campus. Students can purchase an athletic membership at a cost of $67+tax for the term.

YMCA
The Stratford-Perth YMCA offers a student rate of $25 monthly (plus tax) when you show your WatCard.

www.stratfordperthymca.com

RECREATION PROGRAMS
The City of Stratford Community Services Department connects you to a wide variety of activities and services.


STRATFORD PUBLIC LIBRARY
19 St. Andrew St., Stratford | 519-271-3843
The Stratford Public Library provides book loans, an eLIBRARY, access to computer terminals, free Wi-Fi, printing/photocopying/scanning services, and more.

www.stratford.library.on.ca

OFF-CAMPUS HOUSING
519-888-4567, ext. 35725
The University of Waterloo Off-Campus Housing office provides free resources for students including a listing service (including listings in Stratford), and advice about understanding lease agreements, dealing with problems etc.

www.uwaterloo.ca/off-campus-housing

STRATFORD TOURISM
Stratford is a vibrant community featuring internationally renowned theatre, music, shopping, and cuisine. Visit our vibrant downtown core, enjoy a drink on a patio, or a play at the world-renowned Stratford Festival. Explore and enjoy!

www.visitstratford.ca

STRATFORD CITY CENTRE
The SCC promotes the city centre as a special place in which to shop, work, visit or live. Visit their website to access a business directory, maps, and other information.

www.stratfordcitycentre.ca