

# **Welcome to the Student Success Office!**

**UNIVERSITY OF  
WATERLOO**



# WELCOME TO THE STUDENT SUCCESS OFFICE

Congratulations on your new position in the Student Success Office. This handbook is intended to orient you with our office.

The Student Success Office was created in 2010 and opened in South Campus Hall in fall 2011. The Office was originally made up of some pre-existing offices/services: Student Life Office, International Students' Office, Writing Centre and Velocity, as well as the addition of new services including success coaching and student communications. There was a focus on the integration and coordination of student services and expected outcomes included improved new student transition and increased retention. The office has seen a lot of change since then and we will continue to grow and develop to meet the needs of our students. Although our organizational chart has taken various forms and our programs/services may change from time to time, one thing will remain constant – our dedication to continuous improvement and strategically working with campus partners to help students achieve success and enjoy a vibrant student experience.

We have a unique opportunity here in the Student Success Office to make a significant impact on a student's experience at UWaterloo. Whether your role has you meeting one-on-one with students, running workshops, working with faculty, tweeting, or helping behind the scenes to organize or evaluate a program, you're helping to shape the student experience on this campus. I want to applaud you for taking on this role and warmly welcome you to our team.

Your role here is important, not only to our office, but to the larger UWaterloo community, as we work to support [UWaterloo's Strategic Plan](#). I hope that you will find the opportunities here to grow, learn, and achieve great things. You may also experience some challenges along the way, but I hope that you will approach each day with the same excitement you feel today and that your enthusiasm will not waver. We are a team and we're here to help you succeed.

Here in the SSO, it's our goal to help students reach their full potential, while helping to ensure that they have the support that they need – and it's my personal goal to ensure that you have the support that you need, so please don't hesitate to reach out. I hope that you will soon feel at home here and that this environment will allow you to excel and do some of your very best work.

Welcome to the team and thank you for your commitment to the Student Success Office and the University of Waterloo.

Sincerely,

Pam Charbonneau  
Director, Student Success Office

# TABLE OF CONTENTS

<b>WELCOME TO THE STUDENT SUCCESS OFFICE</b> .....	2
<b>TABLE OF CONTENTS</b> .....	3
<b>OUR PROGRAMS AND SERVICES</b> .....	5
<b>Academic Support and Learning Services</b> .....	5
» <b>Faculty Relations Managers and Academic Development Specialists</b> .....	5
» <b>University 101</b> .....	5
» <b>Success Coaching and Workshops</b> .....	5
<b>Student Transition Programs and International Student Support</b> .....	6
» <b>International Student Experience</b> .....	6
» <b>Immigration Consulting</b> .....	6
» <b>Go Abroad</b> .....	6
» <b>New Student Transition</b> .....	6
» <b>Student Leadership Program</b> .....	6
<b>Student Communications and Research</b> .....	7
» <b>Communications</b> .....	7
» <b>Research</b> .....	7
» <b>Student Portal</b> .....	7
<b>THE STUDENT SUCCESS OFFICE ORGANIZATIONAL CHART</b> .....	8
<b>GENERAL OFFICE PROCEDURES</b> .....	9
<b>Get a Tour of the SSO</b> .....	9
<b>Obtain your Office Keys</b> .....	9
<b>Check your Mail Box</b> .....	9
<b>Stationary</b> .....	9
<b>Student Success Office Printing Procedures:</b> .....	10
<b>Phone Set Up</b> .....	10
<b>Business Cards</b> .....	11
<b>Set up your Connect Account</b> .....	11
<b>Emailing</b> .....	11
The Bare Minimum Signature:.....	12
The Maximum Signature: (i.e. For people who send email outside of Canada) .....	12
<b>ABSENCES</b> .....	12
<b>Vacation Policies</b> .....	12
<b>Flex and Lieu Time</b> .....	13

<b>WORKING FROM HOME</b> .....	13
<b>PROCEDURES FOR IST ISSUES</b> .....	14
<b>RECYCLING AND GARBAGE SCHEDULES</b> .....	14
<b>BOOKING ROOMS IN THE SSO</b> .....	14
<b>BOOKING LAPTOPS/BANNERS/PROJECTORS</b> .....	15
<b>PURCHASING GUIDELINES</b> .....	16
<b>ALARM SYSTEM PROCEDURE</b> .....	17
Arming the System: .....	17
Disarming the System: .....	17
Door Chime: .....	17
<b>OFFICE SAFETY</b> .....	18
<b>Panic Buttons</b> .....	18
When do I use a panic button? .....	18
<b>First Aid</b> .....	19
First Aid Trained Staff:.....	19
<b>Required Training</b> .....	19
<b>EMERGENCY PROCEDURES</b> .....	20
<b>Action on Discovering a Fire in a Building:</b> .....	22
<b>Action When You Hear Alarm Bells in Your Building</b> .....	22
<b>General Information /Instructions</b> .....	22
<b>Fire Extinguisher Instructions</b> .....	23
<b>SSO AND UW CAMPUS LINGO</b> .....	24

# OUR PROGRAMS AND SERVICES

The Student Success Office (SSO) facilitates strategic student support for academic and personal success. By working with each Faculty, student-service units on campus, and the student governments (FEDS and GSA), the SSO delivers transitional programs, academic support services, personal student development programs, student engagement activities and coordination of student communication initiatives.

By building strong relationships with our campus partners and coordinating campus-wide efforts, the SSO works to enhance students' overall experience, support their academic objectives and encourage student innovation.

When you have some time, browse our through our [student services on the SSO website](#).

## Academic Support and Learning Services

### » *Faculty Relations Managers and Academic Development Specialists*

The Student Success Office created key points of contact, the Faculty Relations Managers and Academic Development Specialists, designated to work with each Faculty. By understanding the unique needs of the students in their respective Faculty and helping to identify key issues, they develop relationships with faculty and staff to provide programs, services, research data, and academic support to help students achieve success.

### » *University 101*

University 101 is designed to help current undergraduate students in Applied Health Sciences, Arts, Environment and Science who have not been successful in meeting the requirements of their program during their first year of study. University 101 is a .5 unit course taken as part of the Foundation Term. General Engineering (GENE) 101 is a similar course for 1A Engineering students.

University 101 will teach students skills and strategies to help them be successful in their studies while maintaining life balance. The assignments will apply directly to the student's area of study and focus on practical skills and hands-on workshops. Students will be shown a skill or strategy, be asked to apply it and then receive feedback on how to make it even more successful next time.

### » *Success Coaching and Workshops*

Peer Success Coaches work with students to regain focus so that they can achieve the grades, career path, and/or life balance they want. Peer Success Coaches are upper year students and are often the first to meet with students via one-on-one appointments and workshops. The peer success coaches help students:

- Manage their time and develop better, more efficient study habits
- Set goals, develop plans and stick to them
- Find other resources as needed

Workshops are open to all undergraduate and graduate students and cover a variety of topics: Study strategies, test preparation and anxiety, time management, organize your time for exams.

## **Student Transition Programs and International Student Support**

### **» *International Student Experience***

The International Student Experience (ISE) team offers services, programs and resources to help international students transition to life at Waterloo. The ISE team coordinates International Orientation, the Airport Bus Pick-up Program, the International Peer Community, and UWinterloo.

### **» *Immigration Consulting***

We have an experienced and dedicated team of Immigration Consultants, formerly known as International Student Advisors, who are licensed with the Immigration Consultants of Canada Regulatory Council (ICCRC). The consultants assist students with immigration questions and advise students on completing immigration forms, including study and work permits

### **» *Go Abroad***

Waterloo is committed to educating students to succeed in a global economy. Students are encouraged to internationalize their education. Going abroad can add value to a degree, help students learn a new language, develop skills, make new friends and expand their world view. Our Global Learning Coordinators help to facilitate study abroad exchange opportunities (both outgoing and inbound), the Global Experience Certificate Program, and short-term international opportunities.

### **» *New Student Transition***

New Student transition supports a student's pre-arrival transition as well as transitional programs throughout the students' first year at UWaterloo. Online and in person programs throughout the summer months and into the first term provide support for both students and their parents.

- E-newsletters and Live Chats help a student think about and prepare for the transition to university from the comfort of their computer screen.
- Faculty 101 Days, Special Population Orientations (Transfer, Exchange, Out of Province and American, and Grad), and Orientation week are in-person events that provide a more in-depth program of helping students think about their transition.
- Parent e-newsletters and videos provide parents with necessary information to help their students be successful in the transition to university life
- Once students are settled into their life on campus, leadership programs and peer mentorship opportunities are coordinated by the SSO and presented to students through various faculties and departments.

### **» *Student Leadership Program***

The Student Leadership Certificate Program (SLP) is a broad-based, experiential series of workshops available to current University of Waterloo students (undergraduate and graduate). The program has been designed so that all students can participate regardless of whether they are currently in a leadership role. The intent of these offerings is to explore and enhance leadership capabilities, and to help students gain knowledge and develop skills in leadership on campus and within the community. Workshops are

free to currently registered students. Students can complete the 12 workshops in any order and at their own pace throughout their university career to be eligible for an e-certificate.

## **Student Communications and Research**

### **» *Communications***

The communications area within the Student Success Office works with campus partners to help coordinate and disseminate information important to students and critical to helping them navigate the university (just enough-just in time). Projects like the student portal and enhanced efforts to streamline the pre-arrival communication process will help students to find all the information they need in a coordinated and streamlined way. The Student Success Office and Information Systems and Technology teams have jointly created a new information hub for students to interact and get important information, right when they need it.

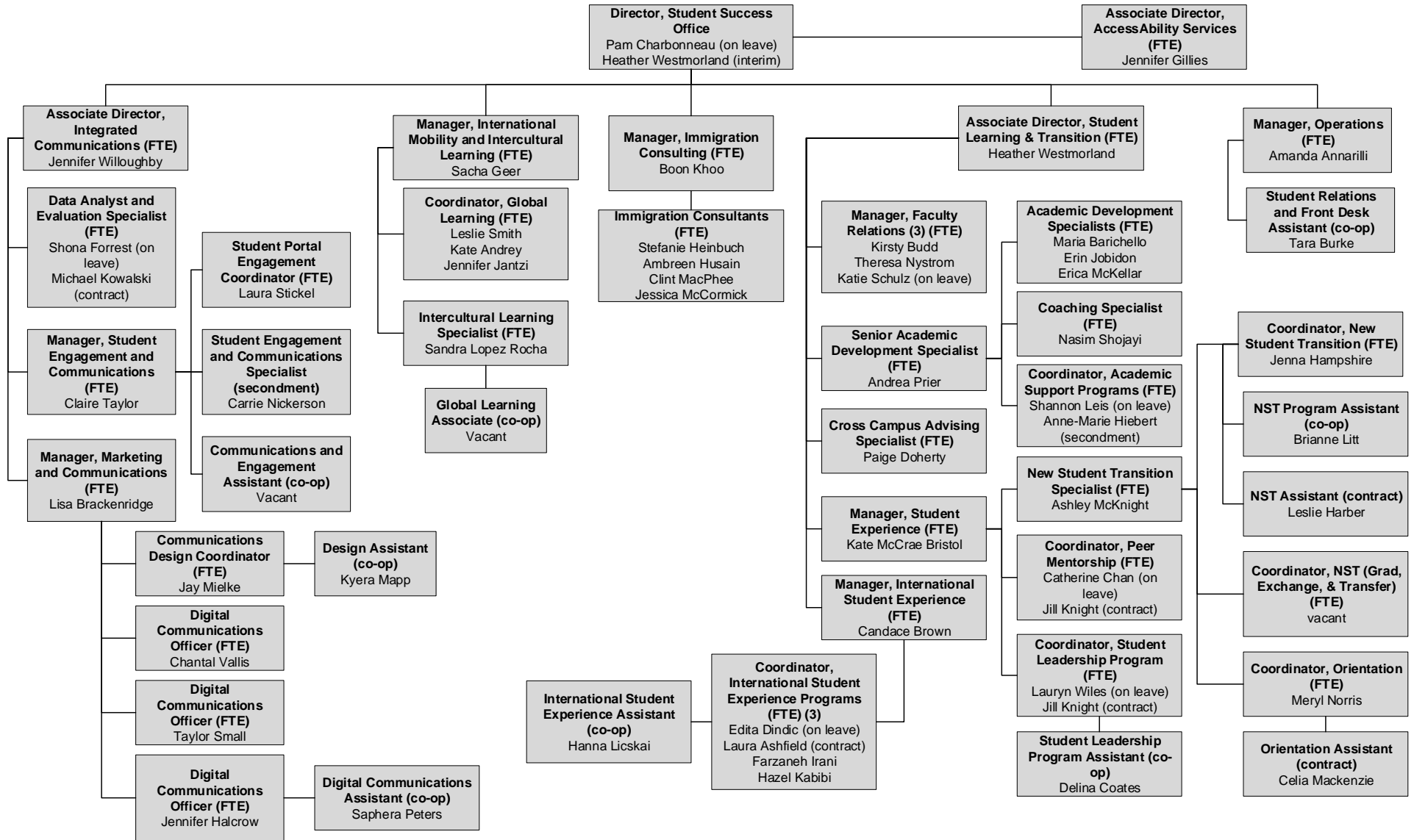
### **» *Research***

Understanding our students and determining the success of our programs is paramount in helping the Student Success Office deliver services that are relevant and useful to our students and campus partners. Coordinated efforts with Institutional Analysis and Planning, the Registrar's Office, and Faculties will help us better understand our students and what they need to be successful during their university career.

### **» *Student Portal***

The Student Success Office and Information Systems and Technology teams have jointly created a new information hub for students to interact and get important information, right when they need it. Portal launched a mobile application in September 2016 allowing students to access its features right from the application on any Android or Apple mobile device. Portal allows students to access their class schedules, determine how long lines are at various on campus services, hours of operations, workshops offered and much more.

# THE STUDENT SUCCESS OFFICE ORGANIZATIONAL CHART





# GENERAL OFFICE PROCEDURES

During your first few days at the Student Success Office please make sure that you go through the following checklist and complete the tasks indicated:

## Get a Tour of the SSO

The Coordinator, Student Relations and Office Operations will be more than happy to show you around the different areas of the Student Success Office. Please visit the front desk to schedule a tour of the office.

## Obtain your Office Keys

With this manual, you will find a key permit. Please fill out and sign the permit and return to the Coordinator, Student Relations and Office Operations. You will have to take this permit to pick up your keys from the Key Control office. Once you have your keys, please make sure that they function properly. Any problems should be directed to the attention of the Coordinator, Student Relations and Office Operations.

You will also receive an alarm code that can be used to arm or disarm the security alarm located at the front of the office in SCH.

## Check your Mail Box

Mail slots are located beside the large Xerox machine in the main area of SCH or in MC 2044. There are slots for incoming/outgoing mail. Mail is delivered/picked-up twice daily. Please make sure to check your mailbox regularly.

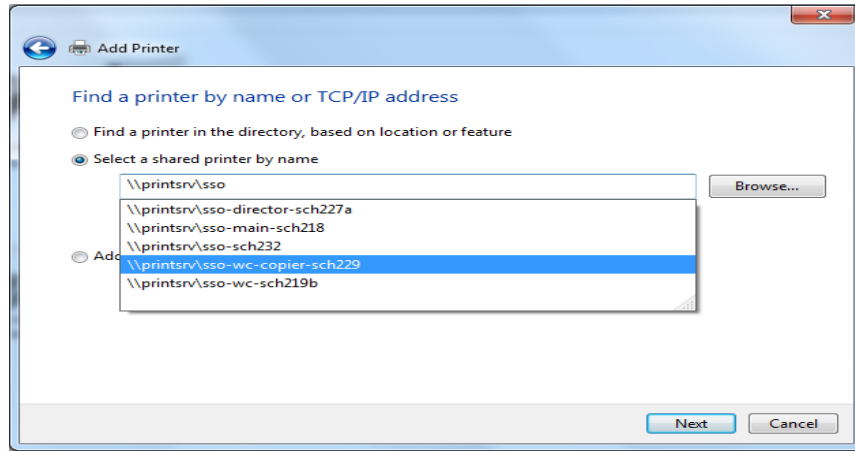
## Stationary

In the closet of the multi-purpose room, there are stationery items available for SSO staff use. Please feel free to help yourself to any stationery supplies. Paper and envelopes are located underneath the mailboxes in the cupboards. If you require any stationery items that are not in the office, please submit a request to the front desk at [ssosuccess@uwaterloo.ca](mailto:ssosuccess@uwaterloo.ca). Please provide your name, quantity, and the Staples number when you make your entry. A supplies catalogue is available at the front desk for staff reference or you may browser [eway.ca](http://eway.ca). Supply orders are typically placed at the end of every month. If you cannot find the item you need, contact the Student Relations and Office Operations Coordinator, who will be able to help you locate the item.

## Set up the printers on your computer

Please follow the next steps for setting up printers in the SSO for Windows computers:

- » Start > Devices and Printers > Add a printer > Add a network printer > The printer that I want isn't listed > Select a shared printer by name
- » Type in the printer path [\\printsrv](http://printsrv)
- » All printers are listed alphabetically by department.
- » **SSO Main – SCH218 or SSO-mc-2044**
- » Pick a printer from the list > Next



## Student Success Office Printing Procedures:

The main printer should be used for printing work related documents, i.e.:

- » Reports
- » Documents
- » Plans
- » Correspondence
- » Documentation

Staff needing to print large (i.e. more than 50) quantities of documents should send their job to [Media Docs](#) and charge the printing to the appropriate SSO account. Media Docs printing should include:

- » Material for classes
- » Material for programs
- » Training materials
- » Class syllabi
- » Multiple copies of presentations
- » Name tags
- » Hand outs
- » Flyers
- » Posters

## Phone Set Up

If you are using an **IP phone**, the temporary password is 22+ your extension number

### How to log on the voice mail systems from your own telephone

#### To Log on and check voicemail:

1. Lift the receiver
2. Dial 70000 (Mailbox Access)
3. When connected: Press #, enter Password followed by #
4. You are now logged on

#### By pressing "8\*" for "mailbox command", you may do the following:

0. Mailbox Option
  1. Login
  2. Greeting
  3. Disconnect
  4. Password change
  5. Pilot tools
  6. Go to voicemails

**Please follow the prompts for any set up features or changes that you would like to make to your voicemail.**

To dial outside of campus, press 6, followed by the telephone number.

If you are using **Skype for Business** (headset or receiver), instructions should be emailed to you. If you have any questions about setting up your Skype for Business phone, contact the Coordinator, Student Relations and Office Operations.

## **Business Cards**

If you need business cards, please contact the front desk – [ssosuccess@uwaterloo.ca](mailto:ssosuccess@uwaterloo.ca). Please provide your full name, title and other designations, and contact information as you would like it to appear on the card.

## **Set up your Connect Account**

We use Connect in the office for calendars, schedules, and emails.

You can access your Connect Account by going to Start -> Microsoft Outlook and following the prompts. If you need any help setting up the account, please contact the Student Relations and Office Operations Coordinator.

## **Emailing**

One of the advantages of our department using connect is that we're able to set up a distribution list that is updated automatically as employees leave/join the SSO. A SSO staff distribution list has been created to make it easier to send emails to the entire department. To use the distribution list, open a new message and search for 'SSO-Staff' in the 'To...' section. Once you've found 'SSO-Staff', double click and press OK and continue with your email message. There is also a biweekly SSO Updates email that is sent to all SSO-Staff. If you would like to include something in this email, connect with the Coordinator, Student Relations and Office Operations

We also ask that you follow some general guidelines for how you display email signatures. Each interaction we have with our students, faculty, staff and people outside the university affects how our audiences perceive the Student Success Office and the university. It is important that we present a consistent image of the office and the university, and that we align ourselves with Waterloo's branding guidelines. Step-by-step instructions are available through the link provided below:

<https://uwaterloo.ca/brand/resources/email-signature>

We ask that the text should be black, Georgia or Verdana font, size 11. Please see examples below.

*The Bare Minimum Signature:*

Mindy Kaling  
Manager, Student Services  
519-888-4567, ext. 36173  
[mindy.kaling@uwaterloo.ca](mailto:mindy.kaling@uwaterloo.ca)



*The Maximum Signature: (i.e. For people who send email outside of Canada)*

Mindy Kaling  
Manager, Student Services  
Student Success Office  
University of Waterloo, 200 University Avenue West, Waterloo, ON N2L 3G1 Canada  
519-888-4567, ext. 36173  
Cell: 519-555-1212  
Fax: 519-555-1212  
[mindy.kaling@uwaterloo.ca](mailto:mindy.kaling@uwaterloo.ca)  
[success.uwaterloo.ca](http://success.uwaterloo.ca)



## ABSENCES

### Vacation Policies

During the Vacation Credit Year (July 1 to June 30), staff members are able to accumulate Vacation Credits, which are available to be used as paid vacation during the following year. A staff member's Vacation Credits depend on the duration of service. This can be found in Policy 6-- Vacation-staff.

- » Should a staff member be absent because of illness, for an extended period of time, the staff member will continue to accrue Vacation Credits for a maximum period of six months. Should the absence continue beyond six months, no further Vacation Credits will accrue until the staff member has returned to work.

Vacation Carry Over: Vacation is allocated to full-time permanent staff from July 1<sup>st</sup> to June 30<sup>th</sup> each year. Within that time period, an employee is permitted to carry over 5 holidays to the next vacation allotment period. If extenuating circumstances exist, an employee must receive special permission from their manager to carry over more than 5 vacation days into the next period.

\*For more information on Vacation Policies, please visit Policy 6—Vacation-Staff at <http://secretariat.uwaterloo.ca/Policies/policy6.htm>

## Flex and Lieu Time

### Regular hours of the University:

8:30 am – 4:30 pm

### Regular office hours of the SSO:

Monday, Wednesday, and Friday: 8:30 am - 4:30pm

Tuesdays and Thursdays: 8:30 am – 6 pm

### Core Hours of the SSO:

10 am – 3 pm

Core hours are the hours that staff are expected to be in the office.

### Flex Time:

- Flex Time is intended to allow staff some flexibility during the workday to support personal work-life balance.
- Flex hours are between 7am and 7pm.
- With the exception of jobs that are direct student support roles, flex can be used without permission. Simply advise your manager that you wish to flex some hours and inform relevant team members as a courtesy.
- For individuals in roles in which there is a requirement to be here during regular office hours of the SSO (student-facing roles), you are required to gain permission before flexing to ensure adequate staffing to support students.
- Flex time does not need to be tracked as hours should be balanced **within the same day** (i.e. start work 30 minutes early to make up for leaving 30 minutes early).
- When flex hours cannot be balanced in the same day, it is expected that hours will be balanced out **within one week** (i.e. left work 1 hour early on Monday, worked late for 1 hour on Wednesday to make up the time).
- Flex time is not intended to be accumulated over multiple weeks.
- Flex time can be tracked at the staff members' discretion using the "Flex Time" tab of the [tracker](#).
- At least a 30 minute lunch break is required if working more than 5 consecutive hours as per Employment Standards Act.

### Lieu Time:

- Lieu time is time worked beyond a staff member's normal hours and is pre-approved by their manager.
- The Student Success Office uses lieu time in place of overtime payment (with exceptions as per the [New Student Transition Lieu Time Practice](#)).
- Overtime/Lieu Time guidelines are outlined in [Policy 16](#).
- Lieu time must be tracked using the "Lieu Time" tab of the [tracker](#) and any time away from the office (1/2 day or more) must be approved by the manager

For more details and information on other types of absences, see our [Absences Chart](#).

## WORKING FROM HOME

- The primary place of work is the University of Waterloo, but it may be appropriate for staff to request to work from home in certain circumstances.
- Approval of Work from Home (WFH) is at the discretion of the manager.
- Managers will use the considerations outlined in the [Work from Home Guidelines](#) to assist in making a suitable decision.

## PROCEDURES FOR IST ISSUES

Please use the provided email to request assistance for any IST related problems that you may be experiencing. [rt-ist-ssso@rt.uwaterloo.ca](mailto:rt-ist-ssso@rt.uwaterloo.ca)

Be sure to check with the Coordinator, Student Relations and Office Operations first, as it may be something that is already being addressed.

## RECYCLING AND GARBAGE SCHEDULES

Please find below the cleaning and garbage pick-up schedule. Please note that in SCH you are required to **dispose** of your **own recycling** – you can do so in the kitchen recycling bin.

- » **Monday Evenings:** SCH 219A, 219B, 227, 227a, 240 - 248
- » **Tuesday Evenings:** SCH 233, 234, 235, 236, 237, 238, 239
- » **Wednesday Evenings:** All desks located in the center of the office (SCH).
- » **Every Day:** SCH Main entrance/waiting area, Multipurpose Room–219
- » **Thursdays:** MC Offices

## BOOKING ROOMS IN THE SSO

There are rooms in the SSO that are available for booking purposes:

- » SCH 215 (Meeting Room)
  - 1 medium table
  - Holds approximately 6-10 people
- » SCH 246 and SCH 247 (Coaching Offices)
  - Workstation and small table
  - Computer and phone
  - Ideal for small/ 1-1 meetings
  - **Priority for this room is given to Peer Success Coaches, but can be booked by all staff when available.**
- » SCH 228F (Classroom)
  - Used frequently for workshops, but can be booked by all SSO staff when available.
  - A/V equipment
  - Ideal for training sessions or workshops
  - Shared with the Writing Centre
- » MC 2019
  - Table and chairs
  - Seating for approximately 10
  - A/V
- » SCH 230 Multipurpose Room (MPR)
  - The Multipurpose Room is a non-bookable\*, open space for any staff needs- work space, meetings, socials, lunch time, etc.
  - **\*bookings can be made strictly for meetings that require A/V when another space is unavailable/ inadequate.**
  - Note: when you require A/V for a meeting, please keep in mind that we do have a projector that can be used in other rooms.
- » NH 1110 (Workshop Space)
  - Used frequently for workshops, but can be booked by all SSO staff when available.
  - A/V
  - Movable tables and chairs for approx. 25

All rooms can be booked using the outlook calendar. To book these rooms, simply select the desired time slot for the duration of the meeting session, right click on it and select “New Meeting Request”. By clicking on the “Scheduling Assistant” tab the desired room can be added by using the ‘Add Rooms” application. If you are unsure if you have successfully booked a room, double check with the Customer Relations and Front Desk Assistant(s).

## **BOOKING LAPTOPS/BANNERS/PROJECTORS**

There are several other resources that are available to be booked for use in workshops, professional development, or special events/projects:

- » SSO Laptop1-6
- » SSO Projector
- » SSO Tablet 1-16

All six laptops have associated Watcard swiper software installed. Should you need a quick tutorial on how to use these please contact the Student Relations and Office Operations Coordinator. All resources can be booked using the outlook calendar. To book these, simply select the desired time slot for the duration required, right click on it and select “New Meeting Request”. By clicking on the “Scheduling Assistant” tab the desired item can be added by using the ‘Add Attendees” application. When you book an item out, you must return it by the end of your requested date/time.

# PURCHASING GUIDELINES

In your role, you may be required to make purchases on behalf of the department. Be sure to discuss budget with your supervisor before making any purchases. The following table outlines appropriate payment options:

Payment Type	When should you use this?	Where can you use this?	Process
<b>Purchasing Card (P-Card)</b>	<ul style="list-style-type: none"> <li>Supply purchases (off-campus)</li> <li>Conference bookings</li> <li>Membership renewals</li> </ul>	<ul style="list-style-type: none"> <li>Most grocery stores</li> <li>Many catering companies: <a href="#">List of Caterers that accept P-Card</a> (among others)</li> </ul> <p>The P-card <b>CANNOT</b> be used:</p> <ul style="list-style-type: none"> <li>On-campus</li> <li>Restaurants</li> <li>Purchases over \$3000</li> <li>Flights</li> <li>Hotels</li> </ul>	<ul style="list-style-type: none"> <li>Sign out the p-card from Amanda</li> <li>Return p-card with an <b>itemized receipt</b></li> <li>Make note of the event/reason for purchase on the back of the receipt</li> </ul>
<b>Account Code</b>	<ul style="list-style-type: none"> <li>On-campus supply purchases (e.g. Retail Services, Write Stuff)</li> <li>Food Services</li> <li>On-campus printing</li> <li>Invoices</li> </ul>	<ul style="list-style-type: none"> <li>On-campus</li> <li>Purchases that can be invoiced</li> </ul>	<ul style="list-style-type: none"> <li>On-campus: Ask Amanda or your manager for the appropriate account flex field</li> <li>Off-campus invoices: Email the invoice to <a href="mailto:apinvoices@uwaterloo.ca">apinvoices@uwaterloo.ca</a> with the appropriate account code. CC your manager and Amanda.</li> </ul>
<b>WatCard</b>	<ul style="list-style-type: none"> <li>Supplies/food for a program (e.g. pizza for a student consultation group)</li> </ul>	<ul style="list-style-type: none"> <li>Food Services locations</li> <li>Domino's: 519-747-7300</li> <li>Sobey's at Columbia and Fischer Hallman</li> <li><a href="#">Other off-campus locations</a></li> </ul>	<ul style="list-style-type: none"> <li>Sign out the WatCard from Amanda</li> <li>Return WatCard with itemized receipt to Amanda</li> </ul>
<b>Reimbursement</b>	<ul style="list-style-type: none"> <li>Travel claims</li> <li>Food purchases at restaurants that do not take WatCard (e.g. EOT gathering off-campus)</li> </ul>	<ul style="list-style-type: none"> <li>Anywhere that can provide an itemized receipt</li> </ul>	<ul style="list-style-type: none"> <li>Submit an expense claim through <a href="#">Concur</a></li> <li>Scan or take a photo of all itemized receipts and upload to Concur</li> <li>Print a copy of your expense claim and submit this to Finance with all itemized receipts</li> <li>Keep a copy of your receipts for your records (optional)</li> </ul>



# ALARM SYSTEM PROCEDURE

## Arming the System:

- 1) The alarm in SCH has been set to **automatically alarm at 8pm each evening**. For the majority of staff who do not work during the evening, you will not have to alarm the system.
- 2) If you are in the office past 8pm, you will hear the alarm 'beep' down for 30 seconds as it is arming. To prevent the alarm from arming, please follow the **disarming** instructions.
- 3) If you have disarmed the system, you are required **to manually arm** the system upon exit.
- 4) To **manually arm** the system, you must complete the following steps:
  - a. Ensure that no one is remaining in the office.
  - b. Stand beside the panel, next to the door and watch for the green **ready** light to appear **BEFORE** entering your passcode. Once the green light is visible, enter your passcode. You will know the alarm is activated by a sequence of beeps that will sound. (Note: the system will not arm if there is movement in the office or if there a main door is open)
  - c. Proceed out the door within **35 seconds** of the first beep.
  - d. If the system did not activate (i.e. the beeps did not sound) press **##** (the pound key twice) to clear the panel and then try to arm again.

## Disarming the System:

- 1) You must **enter the door closest** to the control pad. (If you enter the door near the meeting room - 227A - or the Writing Centre classroom before disarming the control pad the alarm will automatically sound). When you enter the office, walk to the control pad and enter your **four digit** personal security code.
- 2) If the system does not accept your code, **press # #** (the pound key twice) and re-enter your passcode.
- 3) If you are unsuccessful in deactivating the alarm, call the Campus Police at ext. 22222 and identify yourself as a SSO staff member.

## Door Chime:

- 1) If you are working late and need to leave the door unlocked because you're expecting someone, and you would like to hear a door chime when someone enters or exists the main door, press **\*4** to activate the door chime. If you would like to turn off the door chime, press **\*4** to deactivate.

# OFFICE SAFETY

We want to ensure that all staff and students working or visiting the Student Success Office feel safe. We have a few measures in place to achieve this and have provided a number of resources in the event of an emergency. Please be sure to review the links and info in this section very carefully. You will also be required to complete mandatory online training provided through the Safety Office.



[Policy 34: Health, Safety and Environment:](https://uwaterloo.ca/secretariat-general-counsel/policies-procedures-guidelines/policy-34)

<https://uwaterloo.ca/secretariat-general-counsel/policies-procedures-guidelines/policy-34>

[Fire evacuation procedures:](https://uwaterloo.ca/safety-office/emergency-procedures/fire-safety/fire-alarm-procedures)

<https://uwaterloo.ca/safety-office/emergency-procedures/fire-safety/fire-alarm-procedures>

[Incident Reporting:](https://uwaterloo.ca/safety-office/emergency-procedures/incident-and-hazard-reporting)

<https://uwaterloo.ca/safety-office/emergency-procedures/incident-and-hazard-reporting>

[Slips, Trips and Falls:](https://uwaterloo.ca/safety-office/programs-and-procedures/slips-trips-and-falls)

<https://uwaterloo.ca/safety-office/programs-and-procedures/slips-trips-and-falls>

[Office Ergonomics Guide & Stretches:](https://uwaterloo.ca/safety-office/programs-and-procedures/ergonomics/office-ergonomics)

<https://uwaterloo.ca/safety-office/programs-and-procedures/ergonomics/office-ergonomics>

## Panic Buttons

Panic buttons are located at the front desk and in offices 241, 242, 244 - 247 (International Advisor and Coaching Offices). The panic buttons are located under the desk and must be held down for 2-3 seconds.

### *When do I use a panic button?*

Anytime you feel your safety/well-being or the safety/well-being of another is at risk and you need immediate assistance from UW Police (in a concealed manner), use the panic button.

All panic buttons in the office link directly to Police Services. They are also linked to the phone extension of that office, so Police Services is able to determine where the signal is coming from. Police Services may call and ask “yes” or “no” questions.

The panic buttons in the offices also arm the alarm pad beside the front desk (it will beep) and the blue strobe light at the front so that the front desk and others around are aware. The front desk panic button, however, will not arm the strobe light or the alarm pad – the signal will only go to Police Services.

The Customer Relations and Front Desk Assistants, Peer Success Coaches, and International Advisors are often the last in the office meeting with students on Tuesdays and Thursdays at 6 pm. **Do not leave another staff member alone in the office if they are still with a student.**

## First Aid

There is a First Aid kit which has basic supplies to treat minor injuries. It is located in the multipurpose room above the refrigerator. If you need more advanced emergency medical assistance, please call 911.

### *First Aid Trained Staff:*

Ashley McKnight  
Theresa Nystrom  
Jenna Hampshire  
Lisa Brackenridge  
Edita Dindic

## Required Training

All UWaterloo staff are required to complete the following online training programs:

- Mandatory Training:
  - [Employee Safety Orientation](#)
  - [Workplace Violence awareness](#)
  - [AODA training](#)
  - [WHMIS training](#)
  - If the new hire will also be supervising staff (including student staff), complete mandatory [Supervisor Safety Awareness Training](#) (SO1100)
- Other suggested training:
  - [Sexual Violence Response Training](#)
  - [More Feet on the Ground Online Training](#)
  - [SafeTalk or QPR](#)

When you have completed the required training, please email the Manager, Operations, so they may update our records. If you have completed these training courses during your time in another department on campus, you are not required to re-do the training.

**Other helpful resources:** [R:\Student Success Office\SSO\\_Admin\5. Staff Resources](R:\Student Success Office\SSO_Admin\5. Staff Resources)

## EMERGENCY PROCEDURES

Resource	Risk:	Reason	Office Hours	Contact Information
University of Waterloo Police (General Services Complex)	Med – High	Potential safety threat to students, staff or faculty.	24 hours/day	(519) 888 4567 ext. 22222
Waterloo Police, Fire or Ambulance	Med – High	Injury or a potential threat.	24 hours/ day	911
Here247	Med – High	Mental health and crisis services provided by 12 agencies across Waterloo – Wellington – Dufferin.	24 hours/day	1-877-688-5501
Crisis Clinic - GRH (Walk in – 835 King St. W, Kitchener)	Med – High	Urgent physical or mental health care as a result of suicidal thoughts or actions.	24 hours/day	(519) 749-4300 Ask for crisis team
University of Waterloo Counselling Services (Needles Hall – Room 2080)	Low - High	Discussion with counsellor or psychologist about anything interfering with life activities.	Mon, Tues & Thurs 8:30am – 8:00pm Wed 8:30am – 5pm Fri 8:30am – 4:30pm	(519) 888 4567 ext. 32655
University of Waterloo Heath Services	Low – High	Discussion with nurse or doctor about a physical or mental health concern.	8:30am – 7:30pm	(519) 888 4567 ext. 84096
Good2Talk	Low – Med	Post-Secondary student helpline to discuss anything interfering with life activities.	24 hours/day	1 (866) 925 5454
Success Coaching	Low	Discussion with success coach to learn academic and/ or life skills.	Mon – Fri 8:30am – 4:30pm	(519) 888 4567 ext. 84410

## What To Do and Say:

### APPROACH

- It is OK to ask and express concern.
- Be specific about what is concerning you.

I've noticed you look upset. I am concerned about you.

### LISTEN

- Listen non-judgmentally.
- Give your undivided attention.

Is there anything I can do to help you?

### SUPPORT

- Acknowledge his or her thoughts and feelings in a compassionate way.
- Offer hope and reassure them you want to help.

The first few months in a new environment is always hard.

### PROBLEM SOLVE

- Brainstorm solutions together.
- Give choices of how to move forward.

What ways have you tried to connect?

### REFER

- Suggest resources.
- Offer to make the call or walk together to the suggested service.

If you'd like, we could call and book an appointment or walk to Counselling Services together.

## Making a Good Referral:

- Wait until the student has calmed down enough to be able to converse and respond to your suggestion.
- Provide printed information on the resource to take with them.
- Point out that seeking help is a sign of strength and courage rather than weakness.
- Acknowledge and validate that asking for help can be scary.
- Point out that students do not need to be in crisis to reach out for help.
- Inform the student there is no charge and the conversations are completely confidential.
- Prepare the student with what to expect at your suggested referral.
- If a student seems reluctant, you can help by:
  - Offering to sit with the student as he or her places the initial call.
  - Offering to contact the resource yourself while the student is still in your office.
  - Offering to accompany the student to the appointment, if appropriate, and if you feel comfortable.

## If a Student Says "No" to a Referral:

- Respect their decision. Choosing to accept or reject a suggestion is the right of every student, except in emergencies, when life is in danger.
  - Reference to suicide.
  - Reference to lethal self-harm.
  - Reference to threats and disruptive behaviour.
- Avoid forcing the issue or tricking him or her into seeking help.
- If in doubt, it is always OK to consult with any of the services listed on the back of this sheet.
- Leave opportunity for the student to have a later conversation with you.

I respect your decision. My door is always open.

## **Action on Discovering a Fire in a Building:**

1. Do not panic. Stay calm.
2. Immediately sound the fire alarm by activating the nearest pull station in the corridor (Red box with pull handle).
3. Dial 1-1-1-1, 24 hours a day [this will connect with campus switchboard during normal hours or Security's cellular after hours]
  - o State your name
  - o Give the exact location of the fire [including building, floor, room number, etc.]
  - o Provide information about the fire [i.e., how fast it is spreading, are people trapped, etc.]
  - o State your name
4. Leave the building by the nearest exit and close all doors [if possible].
5. ONLY attempt to control a fire if it is small (waste basket size), you can do so safely and have been trained on how to use a fire extinguisher. If the fire is not controlled with one extinguisher, LEAVE THE AREA.
6. Locate a TRU Emergency [fire] Warden and/or the fire department and provide updated information.

## **Action When You Hear Alarm Bells in Your Building**

1. DO NOT PANIC. Stay calm.
2. Leave the building immediately by the nearest available exit. Take your valuables, close doors and walk away quickly to the nearest marked exit and alert others to do the same. WALK - Do Not Run.
3. Follow the instructions of the TRU Emergency Wardens and/or the Fire Department.
4. Treat any alarm as a REAL emergency and not just a drill.

ALSO:

5. Do not use the elevator.
6. Close all doors behind you and proceed along the corridors and down the stairways in a quiet and orderly manner.
7. If you encounter smoke or any blockage along an exit route choose an alternate path.
8. Take any person with disabilities or injuries [if they can walk] to the fire safe stairwell.
9. When you leave the building, move well away from the doors to allow others behind you to emerge from the exits. Do not obstruct entrances or traffic routes.
10. Do not re-enter the building for any reason until you have been advised to do so by the TRU Emergency Wardens.
11. The silencing of the bells is not a signal to re-enter the building. Stay put - stay safe.

## **General Information /Instructions**

1. Setting off an alarm bell in all main buildings will notify the Fire Department through electronic monitoring.
2. The exception to this are Houses 1, 2, 4, 5, 8, 9, and 10. People in those areas must contact the switchboard or Security to report a fire using emergency number 1111.
3. Do not attempt to operate a fire extinguisher unless you have been properly trained in its use.
4. When the nearest fire exit is unsafe due to smoke or flames, choose an alternative fire exit. Do not use elevators. During inclement weather, take shelter in a nearby building.
5. REMEMBER....smoke is the greatest danger in a fire.

## **Fire Extinguisher Instructions**

If you need to use a fire extinguisher, be sure that the one you select is appropriate to the type of fire you are dealing with. If you have not received training in fire extinguisher use, you should try not to use one.

- P - PULL safety pin from handle
- A - AIM the fire extinguisher nozzle at the base of the fire
- S - SQUEEZE the trigger handle
- S - SWEEP the spray from side to side

## SSO AND UW CAMPUS LINGO

- » AHS = Applied Health Sciences
- » AL = Arts Lecture Building
- » ARCH = Architecture
- » BMH = Burt Mathews Hall
- » CECA = Co-operative Education and Career Action
- » CEL = Centre for Extended Learning
- » CGR = Conrad Grebel University College
- » CIF = Columbia Icefield
- » CLV = Columbia Lake Village Residence
- » CPA = Communications and Public Affairs
- » CRT = Campus Response Team
- » D2L/LEARN = Desire 2 Learn (online classroom for students)
- » DC = Davis Centre Library
- » DP = Dana Porter Library
- » ECP = English Conversation Program (International)
- » ELPE = English Language Proficiency Exam
- » ELPP = English Language Proficiency Program
- » ENG = Engineering
- » EV1, 2, 3 = Environment 1, 2, 3 Buildings
- » FDA = Front Desk Assistants
- » FEDS = Federation of Students
- » FOC = Federation Orientation Committee
- » FYE = First Year Experience
- » GEC = Global Experience Certificate (International)
- » GSA = Graduate Student Association
- » HH = Hagey Hall Building
- » HR = Human Resources
- » HS = Health Services
- » HUB = Velocity Hub (Kitchener)
- » ISE = International Student Experience
- » IST = Information Systems Technology
- » LEADS = On Campus Events and Jobs Database
- » MC = Math and Computing Building
- » MKV = McKenzie King Village Residence
- » ML = Modern Languages Building
- » MPR = Multi-purpose Room
- » NH = Needles Hall
- » OCH = Off Campus Housing
- » OHD = Organizational & Human Development
- » OPD = Office for Persons with Disabilities
- » OSAP = Ontario Student Assistance Program
- » PAC = Physical Activities Complex
- » PAS = Psychology, Anthropology, Sociology Building
- » PR = Permanent Resident (International)
- » RCH = J. R. Coutts Lecture Hall
- » REN = Renison University College
- » REV = Ron Eydt Village Residence
- » SAFA = Student Awards and Financial Aid Office
- » SCH = South Campus Hall
- » SLC = Student Life Centre
- » SL 101 = Student Life 101
- » SSO = Student Success Office
- » STJ = St. Jeromes University
- » STP = St Paul's University College
- » TC = Tatum Centre (Co-op Building)
- » TRV = Temporary Residence Visa (International)
- » UWP = University of Waterloo Place Residence
- » V1 = Village 1 Residence
- » VC = Visitors Centre
- » WC = Writing Centre
- » Bomber = The Bombshelter Pub (Bomber) is UW's on-campus pub
- » Intranet = This site can be used to request vacation and report illnesses, and attend special office events
- » Quest = online system that students and staff/faculty use to browse class rosters, class catalogues, enrollment, fees, personal information, etc.
- » RT= Request Transaction
- » Sharepoint = Office website that allows employees to communicate and share information within your unit
- » WatCard = UW Photo Identification card for students



