

# Services and Facilities

## Student Services

### Mission Statement

Student Services understands Bishop's University to be a learning community in which the student is the centre of our educational mission.

We commit ourselves to work together with students and with all partners, both teaching and non-teaching, to enhance the quality of student life so that each student may experience the fullest personal growth, enjoy a learning environment that is just, mutually respectful, and strives for academic excellence.

We support an atmosphere where both freedom of expression and civility are powerfully affirmed. Further, we endorse a disciplined community where individuals accept their reciprocal obligations for the common good; where well-defined procedures of governance guide behaviour; where service to students is encouraged; and where a caring community supports the well-being of each individual.

Finally, we support the University as a community in which the heritage of Bishop's is remembered, the contribution of students is honoured; where the rituals affirming tradition are acknowledged and the procedures governing change are widely shared.

Please note that all Student Services will be temporarily located in the Modular building (MOD) behind the Sports Centre until the Student Centre renovations are completed.

### Dean of Student Affairs

As a Senior Administrator and Officer of the University, the Dean oversees the overall coordination and quality of student services (Athletics, Campus Ministry, Counselling Services, Student Accessibility and Accommodation Services, Career & Employment, Health Services, Residence Life, Student Leadership Development, and Security), and certain ancillary services (Conferences, Sports Centre, the Old Lennoxville Golf Course and Parking).

The Dean of Student Affairs is responsible for all matters of student conduct, for ensuring respect for the Charter of Student Rights and Responsibilities, and for the application of sanctions to students who are in violation of the Charter. Working closely with the Students' Representative Council, the role is at times that of an advisor and partner on projects initiated either by the University or by the student government. At other times the role is to ensure the respect of the University's policies and to approve the use of University facilities for major student activities and events.

The Dean of Student Affairs is available to meet with students to discuss issues of University policy, to hear suggestions for the improvement in the quality of campus life and to receive complaints about areas under the jurisdiction of the Dean. The office of the Dean of Student Affairs is located in the Marjorie Donald building, room 222 (temporary location: MOD 29).

### Co-curricular Record (L.E.A.P. Program)

The Leadership and Extra-Curricular Activity Profile (L.E.A.P.) is an official university document designed to verify and validate a student's leadership positions, organizational memberships, and other significant involvement in activities outside of the classroom not documented on the academic transcript. The University endorses this certificate as an official document when signed by the Dean of Student Affairs. Enrollment in the L.E.A.P. program is completely voluntary and must be initiated by the student. L.E.A.P. provides students a credible official listing of their accomplishments outside the classroom to complement an academic transcript and resume for applications to graduate school and prospective employers. For more details, visit [www.ubishops.ca/leap](http://www.ubishops.ca/leap) or contact the LEAP Coordinator at (819) 822-9600 ext. 2766. The office is located in the Marjorie Donald building, room 221.

### Ombudsperson

The major role of the Ombudsperson is to receive inquiries and complaints from any member of the University community who believes they have suffered some form of injustice, whether it has to do with academics or other matters. The Ombudsperson can normally give advice about where to go to have an issue looked into or reconsidered, or, after determining that all normal avenues of recourse and appeal have been exhausted, will investigate the factual basis of a complaint and, if appropriate, attempt to facilitate a solution using either formal or informal procedures. The Ombudsperson may also recommend changes to existing rules, policies, regulations or procedures, to make them more fair, or more clear and effective.

The Ombudsperson operates independently of all other offices in the University. Initial inquiries to the Ombudsperson are completely confidential until the complainant agrees to allow the Ombudsperson to act on the matter, at which point the matter remains confidential, restricted to those with a need to know.

The Ombudsperson must investigate all sides of a particular problem, must maintain a neutral stance throughout the investigation, and must strive to achieve solutions which are as fair as possible given the circumstances involved. At the end of an inquiry, the Ombudsperson will explain the nature of the chosen solution to those who initiated the complaint or, where the complaint has been found to be not justified, explain to the individual or groups involved the reasons for not continuing the investigation.

From time to time, the Ombudsperson may act as a mediator between individuals or groups of individuals in the University community who have been unable to resolve a conflict, particularly where no procedure exists for the resolution of such matters.

Please see the University website for further information, including the complete terms of reference for the Ombudsperson, and, especially, the Charter of Student Rights and Responsibilities.

## Athletics and Recreation

Bishop's University offers its students and staff a diversified athletic program. It is divided into three categories, offering levels of competition and instruction to meet a variety of individual interests and needs.

- 1) Inter-university Athletics. Bishop's is a member of U SPORTS, the RSEQ and CUFLA. They compete in Football, Men's and Women's Rugby, Women's Soccer, Men's and Women's Golf, Men's and Women's Basketball, Men's Lacrosse and Women's Ice Hockey. More information about the Gaiters can be found at [www.gaiters.ca](http://www.gaiters.ca) or on social media using @BishopsGaiters or #GaiterNation
- 2) Intramural Sports provides another level of competition in men's, women's and co-educational leagues and individual sports such as badminton, ball hockey, basketball, broomball, touch football, golf, ice hockey, water-polo, soccer, softball, squash, tennis, and volleyball. More details are available at [www.gaiters.ca/intramurals](http://www.gaiters.ca/intramurals).
- 3) Recreational Instructional Program offers a wide array of non-competitive, life-enhancing, instructional activities such as aerobics, yoga, and martial arts. Brochures provide details about the Fall, Winter and Spring programs; these are available at the beginning of each session. For more information on courses, please call 819-822-9600 ext. 2669 or visit [www.gaiters.ca/recreation](http://www.gaiters.ca/recreation).

## Athletic Facilities

The newly-renovated John H. Price Sports and Recreation Centre houses two double gymnasiums for basketball, volleyball, and badminton, with bleachers seating 700 spectators; a new 800-seat arena; a six-lane, 25-metre swimming pool equipped with a one-metre diving board; and a 4,000-square-foot fitness room. There is a spectators' level with a cafeteria/lounge leading to an exterior outdoor patio. The complex provides the opportunity for sport and recreational experience to all members of the university community and plays a vital role in fulfilling the concept of total education at Bishop's. Other campus sports facilities include Coulter Field Stadium, a lighted 1,500-seat stadium with a FieldTurf® synthetic surface; four outdoor tennis courts, a 9-hole golf course, an FIS (International Ski Federation) certified cross-country ski trail and a number of playing and practice fields.

Specific information concerning athletics can be obtained from:

Bishop's University  
2600 College Street  
Sherbrooke, Quebec J1M 1Z7  
Visit our website at: [www.gaiters.ca](http://www.gaiters.ca)  
819-822-9600 ext. 2669

## Sports Medicine

The Sports Medicine clinic provides services to our student-athletes, the general student population and community patients alike. This arrangement and quality of care is rarely found in Canadian universities. The clinic benefits from the most modern equipment available. In addition to athletic therapy, there is also osteopathy, physiotherapy and massage therapy available. More details can be found at [www.gaiters.ca/sportsmed](http://www.gaiters.ca/sportsmed).

## Campus Ministry

The Campus Minister is available for counselling & pastoral care. The campus ministry seeks to foster faith, spirituality, and social justice. The Campus Ministry sponsors speakers, discussion groups and outreach programs.

Campus Ministry is located on 2<sup>nd</sup> Floor, Marjorie Donald Building, Room 215, (819)-822-9695.

## Counselling and Psychological Services

A variety of mental health resources and professionals are available to work with you to assess your wellness needs, from self-directed programs to workshops, group programs and individual therapy. Individual appointments may be scheduled from Monday to Friday, 8:30am – 4pm.

Counselling & Psychological Services is located on 2<sup>nd</sup> Floor, Marjorie Donald Building, (819) 822-9695

## Empower Me (Toll Free: 1 (844) 741-6389)

For direct connection to counselling or coaching support. Empower Me is a mental health services offering counselling in person, by telephone by video counselling, or by e-counselling. You can also speak to a life coach about subjects like personal performance, wellbeing, and relationships. Empower Me is available 24/7 and is available free to charge for students who are members of the Student Health Plan. Crisis support through Empower ME is available to all students regardless of your health care plan.

## Career Counselling Services

The primary mandate of Career & Employment Services is to assist students in all aspects of career development; career exploration, decision making, career planning, the development of job search strategies, and researching current employment opportunities. Assistance is also provided to obtain Canadian off-campus work permits. Educational, career, and employment recruitment activities are also organized on-campus throughout the school year. These events are regularly posted on the Career and Employment website along with full-time, part-time, summer, and work abroad opportunities.

Career Counselling Services is located on 2<sup>nd</sup> Floor, Marjorie Donald Building, (819) 822-9695.

## Student Accessibility and Accommodation Services (SAAS)

SAAS helps ensure that all students with disabilities have equal access to programs at Bishop's University. We arrange for reasonable accommodations in accordance with the Quebec Charter of Human Rights and Freedoms, the new Act Respecting Equal Access to Employment in Public Bodies and the United Nations Convention on the Rights of Persons with Disabilities.

The mandate of Student Accessibility & Accommodation Services is to work with staff and faculty to remove barriers that may interfere with students' academic success. The logic that underpins Bishop's support for student accommodations is directed by a fundamental need to minimize potential challenges that may interfere with students' academic progress. Bishop's embraces the responsibility to support all students by providing academic accommodations that maximize opportunities for students to demonstrate their knowledge and skills.