

# Parents and Supporters

## A Guide to Supporting Your Student



Dalhousie is large institution with many programs and faculties. There are many policies/processes and at times your student may feel overwhelmed navigating them and need assistance. However, there are many resources on campus to help.

### How You Can Help Your Student

Helping your student will require balance. As you have often been the main support and advocate for your student, stepping in to contact the University yourself does not help your student develop independence and autonomy.

Consider then your support as encouragement for your student and more importantly as contributing to your students support network. You do not need to advocate for your student, but help them learn to advocate for themselves. You can listen, guide, and help direct them to seek support. You can be a sounding board and help them navigate who to go to and where they can go.



**Ombudsperson**  
OMBUDS@DAL.CA  
902-494-2665



**Dalhousie Student Advocacy (DSAS)**  
DSAS@DAL.CA



**Human Rights & Equity Services**  
HREHP@DAL.CA  
902-494-6672

1

**LISTEN**

Listen to what your student has to share, you are safe space.

2

**GUIDE**

Guide your student to seek support and navigate their next steps.

3

**SUPPORT**

Support your student through the processes and steps they will take.

4

**ENCOURAGE**

Encourage your student to seek support and to not give up.

## How You Can Help Your Student

If your student is not able to figure out what resource to reach out, have them contact the Ombudsperson Office. Likewise, if you are working to guide your student to the appropriate supports and resources to answer their questions, you can connect them to the Ombudsperson Office.

The Ombudsperson cannot discuss specific issues related to your student without their permission, but can help you to help your student understand policies, procedures, rules or deadlines.

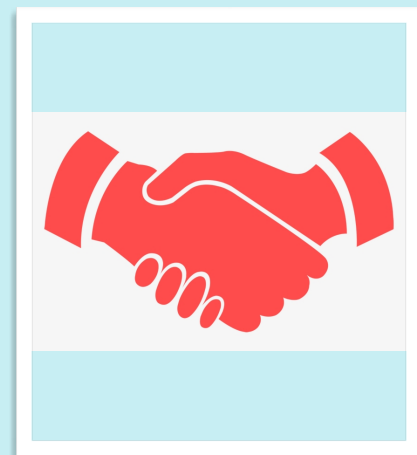


**“I wanted to thank you again for the helpful resources you have provided”  
(Student @DAL)**

### OMBUDSPERSON OFFICE

The Ombudsperson Office can provide confidential, independent, and impartial support. The Ombudsperson helps to work with students to provide advice, guidance, support, and problem-solving. If your student is unclear on policies, procedures, or rules, the Ombudsperson can help them to understand what they need to know.

If your student has provided permission for their parent or supporter to speak to the Ombudsperson, it does not remove the students responsibility to participate in discussions involving them.



## Ombudsperson can help parents and supporters by...

- Reviewing and explaining relevant policies and procedures, as well as options for appeal.
- Resources and supports available on campus to support your student.
- Providing recommendations and advice on the next steps for your student.

## Ombudsperson cannot help parents and supporters by...

- Confirming or denying that they have made contact with the student.
- Excluding the student from the discussion.
- Advocating on behalf of your student.

## Example

A parent for the student, Carey, called the Ombudsperson because Carey was accused of plagiarism on an assignment.

The Ombudsperson will describe the process and procedures in situations of academic integrity and where to find the information.

The Ombudsperson will recommend their student reach out to the Ombudsperson to discuss the situation further.

## USEFUL RESOURCES



**Policies, Procedures and Guidelines**  
Outlines Dalhousie policies, procedures, and guidelines for the community. Link can be found [here](#).



**Campus Supports**  
Dalhousie campuses offer a wide range of support and services available to students. If your student is not sure where to go or what may be available this [link](#) lists support available.



**Academic Calendar**  
Academic calendar is a great resource for students. The academic calendar outlines important academic information, deadlines, and academic/university regulations. Link can be found [here](#).