



Orientation Handbook For New Faculty

September 2016
(Revised January 2017)

Vision

To provide a transformative university experience that is far from ordinary.

Mission

To be recognized as an innovative comprehensive university that provides an education that is about how to think, not what to think.

Belief

We believe our students make Lakehead University different. We believe that our students want an innovative comprehensive university where they have the highest chance of success. We believe that our students have the passion and drive to realize their dreams and succeed. We believe that our students want the intellectual freedom to pursue the unconventional. We believe in the diversity that comes from our students of many cultures and many nations. We believe that our students are passionate about both their own individuality and their communities. We believe in our students.

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WELCOME FROM THE PRESIDENT



Greetings. Boozhou. Bonjour.

It is a privilege to welcome you to Lakehead University, an institution with a faculty as diverse and exceptional as our student population.

Whether you're stepping into your role as a faculty member on our beautiful Thunder Bay or Orillia campus for the first time, or getting reacquainted with facilities and friends as a returning member of our University community, I am pleased that you have chosen to continue your academic journey with Lakehead.

Like you, the people you work with and the students you will inspire are exceptional and unconventional. As faculty, we believe in engaging with our students and offering opportunities to help our students build their own paths to realizing their unique dreams. We believe in an education that is about how to think, not what to think.

Lakehead believes in the rich diversity of our students' and faculty members' cultures and nations, and values how your individuality contributes to our University community.

We are one University, two campuses. And we are made all the more exceptional because of you.

Sincerely,

Brian J.R. Stevenson, Ph.D.
President & Vice-Chancellor
Lakehead University
Thunder Bay □□Orillia

WELCOME FROM THE PROVOST AND VICE-PRESIDENT (ACADEMIC)



Welcome to the Lakehead University community! It is a great pleasure to have you join us during this exciting time of growth and development for the University.

Our goal is to ensure that you are able to quickly get answers to the many questions you may have during your first few weeks at the University. Working together, we want to provide an easy transition into your new work environment.

This handbook was created as a resource to assist you in establishing yourself as a member of your Department/School, Faculty and University. The information covers a wide range of topics – some of which will be of immediate use to you as you start teaching this fall. Other sections will become more important as you settle in and progress through your first few academic years.

If you have questions, I encourage you to contact the individuals noted in the handbook. Whether you are located on the Orillia or the Thunder Bay campus, just pick up the phone or walk down the hall. Our reputation for being “exceptional and unconventional” extends to all facets of our operations and particularly includes the helpful and knowledgeable people to be found in every office.

Once again, I extend a warm welcome to you. I sincerely hope that your transition will be smooth and your career at Lakehead will be successful, rewarding, and enjoyable.

I look forward to working with you.

Moira McPherson, Ph.D.
Provost and Vice-President (Academic)

WELCOME FROM THE VICE-PRESIDENT (RESEARCH AND INNOVATION)



This year, Lakehead University starts its next 50 years in its development. From our start in 1965, we have become one of Canada's leading comprehensive universities. We now have ten faculties, two campuses, a Law School, a Medical School, and over 600 graduate students in masters and doctoral programs. Research is a critical and valued part of the University. New faculty are especially excited about their research careers, and the offices of Research Services and Economic Development and Innovation are here to help you fulfill your research goals as you start your career at Lakehead.

In [Research and Innovation's *Information Guide for New Faculty handbook*](#), you can learn more about our internal grants, our peer mentoring systems, dedicated research facilitators, external funding opportunities, research ethics, animal care, technology transfer, commercialization etc. We have also provided you with important staff contact information. Research Services takes great pride in learning about the different research interests of each faculty member and will help you develop your grant writing expertise to better enable you to compete for valuable research funding. We work very closely with the Deans and the Faculty of Graduate Studies to ensure that you are able to make the necessary connections to make your research an integral part of your academic career. Issues such as open access, knowledge mobilization plans, and ethics review can be complicated. We take pride in helping you to navigate through areas such as these, and throughout the year we offer many training programs and information sessions. If you are looking for industry partners or need assistance with intellectual property management, our Economic Development and Innovation office is here to help you.

Last year, Research InfoSource ranked Lakehead University first in Canada in the undergraduate university category for demonstrating superior achievement both in earning research income and publishing research in leading scientific journals. In Maclean's last year, we ranked number one in total research funding and second in SSHRC in our category. While we take pride in these rankings, our greatest satisfaction is helping the individual researcher get their program underway and ensuring that they feel part of the strong research culture that exists at Lakehead University. I encourage you to read the information contained within the *Information Guide*, but I also encourage you to drop by our offices to find out more about what we can do for you.

Andrew P. Dean, Ph.D.
Vice-President (Research and Innovation)

For general enquiries:

Phone: (807) 343-8201

Location: UC2003

Email: vpresearch@lakeheadu.ca

Webpage: <https://www.lakeheadu.ca/research-and-innovation>

Introduction to this Handbook

The goal of this handbook is to provide a brief introduction to the Lakehead University community. Most sections present an overview with links to more extensive documentation online. Services and departments are generally listed according to administrative unit.

Please note that telephone communications while on-campus are direct to either Thunder Bay or Orillia. From any campus phone, you simply need to dial the 4-digit extension for any internal calls. In this way, faculty, staff and students can easily contact individuals or departments in either location. The Faculty/Staff Directory (<http://directory.lakeheadu.ca/>) contains a complete listing of people and services. You can search by name or Department.

If you need help to find someone, dial “0” and Switchboard staff will be pleased to assist.

1.0 UNIVERSITY STRUCTURE AND GOVERNANCE

The governance of the University was established through the Lakehead University Act, 1965. This approved legislation provides a governing system similar to that of other universities in the province. It is based on a bi-cameral model which is composed of a Senate and Board of Governors, with both governing bodies providing opportunities for faculty members.

In accordance with “the Act” the Senate is responsible for the educational policy of the University, including the approval of academic programs and course content, setting up faculties, departments and institutes and granting degrees and diplomas. There are over 90 voting members on Senate, with the majority being faculty members, including the chairs or heads of all departments, the chairs of all sixteen Senate standing committees and nine full-time faculty members who are elected by full-time faculty for staggered three year terms. All of the Senate Standing Committee faculty vacancies are advertised and filled annually (normally in March or April).

The Board’s responsibilities include the government, conduct, management and control of the University, except for matters specifically mandated to Senate. The Board considers decisions related to property, finances, strategic planning, oversight and the hiring and reappointment of the President. There are seventeen members on the Board, with the majority being external to the University. Of the few internal members, one Faculty Senator is recommended by Senate to serve on the Board for a maximum three-year term.

Outside of the legislated model of governance, the University has established an advisory body to the President called the Ogimaawin-Aboriginal Governance Council (O-AGC). This group’s mandate is to promote Aboriginal education and research and to ensure access to education through appropriate support services. The O-AGC was established in response to a government initiative to improve access for Aboriginal students in Ontario's universities and colleges. The Ministry of Advanced Education and Skills Development, has a similar initiative in place today that requires a governing body, such as the O-AGC in order for the University to be eligible for public funding to support Aboriginal students and programming related to Aboriginal education. O-AGC membership consists of representatives from Aboriginal organizations in the surrounding community. One member of the O-AGC is recommended to serve on the Lakehead University Board of Governors and Senate.

The [Office of the University Secretariat](#) works to ensure that the governing bodies of the University and their numerous committees operate effectively and efficiently by providing administrative services, research and analysis, and general support. The Office manages, coordinates, and facilitates the processes and procedures of the governing bodies in accordance with the University Act, Terms of Reference, Bylaws and other relevant legislation. The Secretariat Office also maintains formal records and is a resource for members of the University community, providing information and counsel on the governance, policies, procedures, precedents, and research.

Faculty members are integral to Lakehead University's governance system. All opportunities for faculty members are advertised through the Lakehead University Communications Bulletin emails and on the University Secretariat "Opportunities" section of the website.

More details regarding University Governance is available here - <https://www.lakeheadu.ca/about/sq>

1.1 Strategic Plan (2013-2018): Nurturing a Passion to Lead

The evolution of Lakehead's Strategic Plan coincided with a major re-branding initiative designed to identify what we value as an organization. From extensive consultations with our University community, alumni, the general public, and prospective students came the foundation for our new Vision, Mission, and Belief Statement (see page ii).

While the task of creating our new plan is complete, this achievement is just the beginning. With the support and participation of the Lakehead University community, our Board of Governors is leading the implementation of our Plan's five strategic actions and nearly 50 initiatives.

Learn everything about the Strategic Plan at www.lakeheadu.ca/Presidents-office/nurturing-passion.

1.2 University Regulations and Senate Approved Policies

A list of University Policies and Senate Approved Regulations and Policies can be found at <http://policies.lakeheadu.ca/>. General University, Faculty and/or Department specific regulations can be found in the Lakehead University Calendar <http://navigator.lakeheadu.ca/Catalog/ViewCatalog.aspx?pageid=viewcatalog&catalogid=21&chapterid=3494&loaduserredits=False>

Policies are listed under separate headings (e.g. Space, General, Governance) however their application often overlaps from one area to another. With respect to their role as teachers, faculty are encouraged to review the documents listed under "Regulations" and "Student Related", particularly the regulations to do with Examinations, Retention of Student Records, Timing of Tests and Assignments and Accommodations for Students with Disabilities. Policies under other categories are also relevant (e.g. Code of Computing Practice, Alcohol, Diversity Awareness, etc.)

The Code of Student Behaviour and Disciplinary Procedures provides a clear guideline of sanctions and enforcement procedures for breaches in student behaviour dealing with campus life and academic fraud, including plagiarism and misrepresentation. The Code can be found at <https://www.lakeheadu.ca/faculty-and-staff/policies/student-related/code-of-student-behaviour-and-disciplinary-procedures>.

The Reappraisal and Academic Appeals policy governs the process surrounding student appeal of course marks, final grades, and other academic decisions, from the professor, through reappraisal to the appeals committee. The Appeal Procedure can be found at <https://www.lakeheadu.ca/faculty-and-staff/policies/student-related/reappraisal-and-academic-appeals>.

1.3 Lakehead University Academic Calendar

The Academic Calendar, <http://calendar.lakeheadu.ca/>, is an essential document for students, staff and faculty alike. It contains information about

- Undergraduate and Graduate programs and courses
- Important dates, including the Academic Schedule of Dates
- Admission requirements
- University and Faculty regulations
- Medals and Prizes
- Links to Fees

1.4 Academic Schedule of Dates

The schedule is posted for 2015-16, 2016-17 and 2017-18. It contains important information for students and instructors regarding course withdrawal dates, examination and study periods, university closures, etc.

Website:

<http://navigator.lakeheadu.ca/Catalog/ViewCatalog.aspx?pageid=viewcatalog&catalogid=21&chapterid=3468&loaduserredits=False>

1.5 General Information and Policies

Department and School policies and procedures on photocopying, use of fax machines, long distance telephone calls, stationery and supplies, mail, use of forms and accessing student files vary. Discussing these with your Chair/Director, attending Faculty or School Orientation events and making use of the knowledge of Department/School/Faculty administrative staff should provide a new faculty member with the required information respecting these services.

2.0 PROVOST AND VICE-PRESIDENT (ACADEMIC)

The Provost is primarily responsible for the advancement of academic excellence at Lakehead University. The Office of the Provost and Vice-President (Academic) (the “Provost Office”) promotes and supports quality teaching, research and scholarship, and oversees academic program development, planning and review. The Provost Office coordinates and oversees faculty appointments, ensuring that the programmatic requirements are met in the context of academic and faculty planning.

The Provost Office maintains a website (<http://vpacademic.lakeheadu.ca/>) that includes detailed information on issues related to academic affairs, academic programs and planning, quality assurance, degree level expectations, and more.

2.1 Academic Plan

An Academic plan looks to the future and builds on the past. Lakehead University has a strong past on which to build, and our Academic plan (2012-2017) envisions a bright future for Lakehead as a comprehensive, research-intensive university, recognized nationally and internationally for excellence in teaching and learning.

The following Academic Priorities were identified:

1. Achieve excellence in teaching, learning and research
2. Extend community engagement and outreach
3. Strengthen our commitment to social justice
4. Enhance our support of First Nations, Métis and Inuit (Aboriginal) students
5. Expand our international reach.

The full text of the Academic Plan can be found at:

<https://www.lakeheadu.ca/sites/default/files/uploads/108/documents/Academic-Plan-2012-2017-Public.pdf>

2.2 General information (ext. 8574)

2.2.1 Collective Agreement Administration

There are a variety of activities associated with the University life of a faculty member, for which the Provost Office is the first point of contact. Information related to the academic calendar for processes which fall under the Agreement such as promotion, tenure and renewal, sabbatical and merit, can be found at:

<https://www.lakeheadu.ca/faculty-and-staff/departments/services/provost-vice-president-academic/academic-calendar>

Policy and procedure information related to the activities of the University is located at:

<https://www.lakeheadu.ca/faculty-and-staff/faculty-resources>

2.2.2 Quality Assurance

In April 2010, the Council of Ontario Universities adopted the provincial Quality Assurance Framework, a framework designed to ensure rigorous quality assurance of university undergraduate and graduate programs. The Deputy Provost is responsible for the implementation of the Lakehead University Institutional Quality Assurance Process (IQAP). The Office of the Provost and Vice-President (Academic) supports and oversees both new and cyclical program review requirements. Detailed information can be found on the website at: <https://www.lakeheadu.ca/faculty-and-staff/departments/services/provost-vice-president-academic/quality-assurance>

2.2.3 New Faculty Concerns

For assistance with matters governed by the Collective Agreement, University policies and procedures, start-up budgets, or issues related to your transition to Lakehead University, please call the Provost Office.

Contact: Cathy Ridley, Executive Assistant to the Provost
Phone: (807) 343-8181
Email: cridley@lakeheadu.ca

2.3 Office of Aboriginal Initiatives (ext. 7219)

The Office of Aboriginal Initiatives assists the Aboriginal student population at Lakehead University in achieving student goals by providing a culturally and academically supportive environment. The Vice-Provost offers leadership in Aboriginal affairs and promotes an understanding of Aboriginal culture, heritage, and language within the University community, and serves as a liaison between the Aboriginal community and the University. The Vice-Provost is also responsible for Aboriginal initiatives in academic programming, Aboriginal student support services, and Aboriginal community relations.

Phone: (807) 766-7219
Email: ai@lakeheadu.ca
Website: <http://aboriginalinitiatives.lakeheadu.ca>
Location: UC2024

2.3.1 Aboriginal Cultural and Support Services

The Office of Aboriginal Cultural & Support Services (RC0002) provides a culturally supportive environment to all Aboriginal students who are Status, Non-Status, Inuit and Métis. The office offers a wide range of services such as administrative, academic, individual, cultural, and transitional support.

The following services are available:

- Transitions advisory services
- Elders in Residence programming
- Personal (non-clinical) and academic counselling
- Culturally relevant academic, social and recreational activities
- Copy, fax and telephone service for employment and educational purposes
- Use of Aboriginal Resource Centre & Lounge which contains light kitchen facilities, a study/socializing area, telephone for local calls and a computer lab with five computer stations
- Referral to other Lakehead University services

Phone: (807) 343-8085

Email: acss@lakeheadu.ca

Website: <http://aboriginalservices.lakeheadu.ca>

Location: RC0002

2.4 Office of Student Affairs (ext. 8522)

The Office of Student Affairs provides leadership to the institution in making its community of scholars one which is student-centred. Student Affairs staff work in collaboration with faculty and staff colleagues to foster a community of students who are able to demonstrate leadership, independent critical thinking, as well as social and environmental responsibility.

Student Affairs is structured to recognize the needs of, and provide supports and programs to, students across both campuses as well as all those learning at-a-distance in other communities.

The Office of Student Affairs includes the following services:

- Chaplaincy/Spiritual Care
- Enrolment Services
 - Undergraduate Admissions
 - Undergraduate Recruitment
 - Academic Advising, Records and Registration
 - Student Awards and Financial Aid
- Student Accessibility Services
- Student Health and Counselling Centre
- Student Success Centre
- Web Development

At the Orillia Campus, Student Affairs also offers a wide array of services for students including:

- Athletics & Recreation
- Enrolment Services
 - Undergraduate Recruitment
 - Academic Advising, Records and Registration
 - Student Awards and Financial Aid

- Student Accessibility Services
- Student Central –One-Stop Services
- Student Success
- Wellness Centre

Phone: (705) 330-4008 (ext. 2100)

Email: osa@lakeheadu.ca

Location: OA1013

If you have any questions about Student Affairs, the services that are provided or just want to chat, please drop by and see the Vice-Provost (Student Affairs).

Phone: (807) 343-8522

Email: nmarones@lakeheadu.ca

Website: <http://studentaffairs.lakeheadu.ca>

Location: AT5031

STUDENT AFFAIRS VISION, MISSION AND VALUE STATEMENTS:

VISION: To provide a transformative university experience that is far from ordinary.

MISSION: To facilitate the success of learners.

VALUE STATEMENTS:

As Student Affairs professionals we aspire to exceptional service and value...

learners - recognizing all individuals as unique learners.

inclusiveness - promoting and creating an environment that embraces diversity and in which all feel welcomed, accepted, and respected.

dignity – treating every individual with dignity and respect.

integrity – upholding academic integrity with the highest ethical standards and conduct.

collaboration - working in partnership with the larger University community and beyond to carry out our mission.

innovation - embracing change, while encouraging creative and forward-looking solutions to enhance services and programming.

2.4.1 Student Success (ext. 8018)

Student Success Services coordinates a variety of student support services. With a focus on providing students with the tools and supports to achieve success, the Student Success Centre offers the following programs and services:

- Student Success Advising: organizes academic skills workshops (Skills for Success Seminars), as well as one-on-one academic support to assist students with their academic progress, study skills, organization, exam preparedness, etc.

- **Learning Support Services:** Located on the second floor of the Chancellor Paterson Library in LI 2004, Learning Support Services (LSS) offers writing, math and course specific peer tutoring support to students. Writing support is available through one-on-one appointments with writing coaches. Math assistance is delivered through free drop-in group tutoring sessions for undergraduate students enrolled in first and second year Math classes and statistics courses. LSS also oversees the Lakehead Peer Tutoring Program where qualified, experienced students who have received endorsement from faculty work as tutors to help other students achieve academic success. Lakehead undergraduate students are eligible for 300 free minutes (5 hours) of tutoring per year (September 1-August 31) and can combine hours with other students to maximize their access to tutoring supports. Students who wish tutoring and students wishing to become tutors should go online to the Student Success Centre website to find out more and complete request forms. Students are also encouraged to check the LSS schedule to see what sessions of free group tutoring are available.
- **Career Advising:** connects a student's major, courses and program to life after Lakehead. We offer the Strong Interest Inventory and the Myers Briggs Type Indicator to explore student's interests and strengths.
- **Job Preparation:** offers support to develop cover letters, and resumes, and strategies for job search and interview techniques. We organize various career fairs throughout the academic year, including a Career & Job Expo, Engineering Fair, Education Fair, and Summer Job Fair. Also maintains and updates the Lakehead University Job Bank.
- **Co-operative Education:** works with faculty and students in programs where co-op options are available, assisting students in finding co-op opportunities, preparing them for the work environment, and ongoing assessment during and after the co-op experience.
- **Leadership Development:** the Student Success Centre encourages students to get involved, both in the classroom, and outside of it. We help students explore ways to get involved at Lakehead, and in the community. We provide leadership programming and seminars to students, and are responsible for the implementation and promotion of the new Co-Curricular Record.
- **Orientation and First Year-Experience:** orientation activities are provided to assist in a student's transition to university. In addition to the major Fall, Winter and Summer Orientations, activities are planned throughout the year to provide students with supports and strategies to help them be successful.

Email: ssc@lakeheadu.ca

Website: ssc.lakeheadu.ca

Twitter: @successLU

Facebook: <http://www.facebook.com/lakeheadstudentsuccess>

Location: SC0008 (Thunder Bay), OA2013 (Orillia)

Contacts:

Chris Glover, Director, Student Affairs (Orillia)

Phone: (705) 330-4008 (ext. 2112)

Email: cdglover@lakeheadu.ca

Jo Krisko, Manager, SSC

Phone: (807) 343-8133

Email: manager.ssc@lakeheadu.ca

Anthea Kyle, Coordinator, LSS

Phone: (807) 343-8859

Email: anthea.kyle@lakeheadu.ca

2.4.2 Student Accessibility Services

Student Accessibility Services (SAS) coordinates services and facilitates the provision of reasonable/appropriate academic accommodations for students with documented disabilities/medical conditions. SAS staff are committed to working collaboratively with students, faculty and staff in developing strategies for a successful learning experience while maintaining the academic standards and integrity of the University.

Students with disabilities/medical conditions or students who are concerned that they may have a disability are encouraged to contact Student Accessibility for a full description of available services. Instructors play a vital role in shaping a student's post-secondary educational experience. To help facilitate a student's academic success, refer to Student Accessibility Services all students who self-identify with a disability or whom you suspect may have a disability. All information discussed with/provided by students to Student Accessibility Services is confidential.

Student Accessibility Services will notify a course instructor of students registered in his/her course who require academic accommodations. The duty to accommodate students with disabilities is in accordance with the terms of the Ontario Human Rights Code (OHRC). Accommodation involves removing barriers for students with a disability in a way that respects their dignity and provides them with equality of opportunity. The Accommodations for Students with Disabilities Policy and related Procedures can be found at www.lakeheadu.ca/faculty-and-staff/policies/student-related/accommodations-for-students-with-disabilities

This policy is currently under review and, in the interim, Lakehead has committed to comply with OHRC's most recent expectations pertaining to students with mental health disabilities. These include the following 6 principles;

- 1) Do not require students to disclose their mental health disability diagnosis to register with the Office of Students with Disabilities (Student Accessibility Services), or

receive accommodations or supports. (Responsibility: Primarily that of Student Accessibility Services)

2) Make it clear that students may request interim accommodations for mental health disabilities pending receipt of medical documentation. (Responsibility: Senate Teaching and Learning process)

3) Make it clear that both temporary and permanent mental health disabilities will be accommodated. (Responsibility: Senate Teaching and Learning process)

4) Do not state or imply that requests for accommodation after a deadline, test or course completion (i.e. retroactive accommodation) will not be considered. (Responsibility: Senate Teaching and Learning process)

5) Do not require students to reveal their private medical information to, or seek accommodation directly from, their professors, instructors, teaching assistants, etc.

- Faculty are to maintain the confidentiality of all accommodation-related information, securely store Confidential Accommodation Plans

- Information regarding a student's disability and/or accommodations must not be shared with others

- A student's involvement with disability services (Student Accessibility Services) and the fact that the student received academic accommodations is not to be identified on the student's official university records, test results, academic transcripts or graduation documents

- While students are encouraged to take an active role in the accommodation process, including actively engaging with professors and teaching assistants to discuss how their accommodations are to be implemented, it is recognized that some students need or prefer to rely upon Student Accessibility Services to do this.

6) These expectations and principles are clearly communicated to all students, faculty and staff.

- students should receive information about academic accommodation at the beginning of each term Responsibility: Student Accessibility Services will, at the start of each term, send out messaging to all students about the availability and process to access academic accommodations.

It is recommended that information about academic accommodation be included on all course syllabi or course outlines distributed to students: Faculties and departments are **strongly encouraged** to incorporate a message on all course syllabi distributed to students including links to policy references and other resources. A sample of such a message currently in place from the Faculty of Education for course syllabi is reflected below:

Accommodations: Lakehead University is committed to achieving full accessibility for persons with disabilities. Part of this commitment includes arranging academic accommodations for students with disabilities to ensure they have an equitable

opportunity to participate in all of their academic activities. If you think you may need accommodations, you are strongly encouraged to contact Student Accessibility Services (SAS) and register as early as possible. For more information, please visit: <http://studentaccessibility.lakeheadu.ca>

Resources for Faculty; <https://www.lakeheadu.ca/current-students/student-services/accessibility/resource-for-faculty-and-staff>

We invite you to contact us with questions or for additional information on any of the above.

Phone: (807) 343-8047 (Thunder Bay)
(705) 330-4008 (ext. 2103) (Orillia)
Email: sas@lakeheadu.ca
Website: <http://studentaccessibility.lakeheadu.ca/>
Location: SC0003 (Thunder Bay), OA1030 (Orillia)

2.4.3 Student Health and Counselling Centre (Thunder Bay)

For students in Thunder Bay, the Student Health & Counselling Centre, provides medical services and personal counselling services to students who are currently attending classes on the Thunder Bay campus.

The Centre also provide wellness events and activities for students.

All our services are confidential

To access medical services, students must have paid the Health Services Support Fee for the current term.

Our Medical Team (Thunder Bay) can address:

- Sexual health concerns, such as sexually transmitted infections (STI's), birth control, and paps
- Mental health concerns
- Minor ailments (i.e. sore throats, urinary tract infections)
- Chronic diseases/conditions (i.e. diabetes, asthma)
- Wellness/periodic health examinations
- Allergy injections (students must have a medical assessment prior to administration)

**Provincial health cards, UHIP documentation, or direct payment is required for physician services.

Our Counselling Teams (Thunder Bay and Orillia) offers free short-term or long-term emotional support regarding:

- Stress
- Burnout
- Self esteem
- Relationship problems

- Family matters
- Eating disorders
- Substance use concern
- Other mental health issues

If you have a question about where or how to direct a student with a concern, please contact your campus Centre.

Phone: (807) 343-8361 (Thunder Bay)

Websites:

<https://www.lakeheadu.ca/current-students/student-services/tb/health-and-counselling>
(Thunder Bay)

<https://www.lakeheadu.ca/current-students/student-services/or/health-and-wellness>
(Orillia)

Location: Prettie Residence (Thunder Bay; Student Health & Counselling)
OR1012 (Orillia; Wellness Centre)

2.4.4 Chaplaincy, Spiritual Care, and Personal Counselling

Our University Chaplain, Sister Alice Greer, is available to serve the University community in Thunder Bay, regardless of religious denomination. Sister Alice Greer is also available for personal counselling. Counselling topics addressed are:

Personal — relationships and family

Spiritual — vocational, sacraments, personal, church information

Grief — personal, family, friends, surgery, change

Addiction — alcohol, drugs, gambling/spending

Phone: (807) 343-8002

Email: agreer@lakeheadu.ca

Website: <https://www.lakeheadu.ca/current-students/student-services/tb/chaplaincy>

Location: AT5031 (Thunder Bay)

On the Orillia campus, personal and spiritual counselling can be arranged through the Wellness Centre

Phone: (705) 330-4008 (ext. 2115)

Website: <https://www.lakeheadu.ca/current-students/student-services/or/health-and-wellness/services/>

Location: OA1027 (Orillia)

2.4.5 Enrolment Services

Enrolment Services supports students from their initial point of contact with Lakehead University as a prospective student through to graduation. Whether a student is looking for information regarding admissions to the University or their degree requirements for graduation, the Enrolment Services team is here to assist students throughout their academic journey at Lakehead University, every step of the way.

Enrolment Services includes the following departments:

2.4.5.1 Undergraduate Recruitment

- Meets with prospective students and their influencers through a comprehensive national recruitment effort to promote Lakehead University's undergraduate programs and share information about the Lakehead experience
- Delivers the Campus Tour Program
- Coordinates a series of on and off-campus special events including Fall Preview Day, March Break Open House, and Family Receptions

Contact: Emily Shandruk, Manager, Undergraduate Recruitment

Phone: (807) 766-7290

Email: eshandruk@lakeheadu.ca

Location: NO1013A, 1294 Balmoral Building (Thunder Bay)

2.4.5.2 Undergraduate Admissions

- Processes undergraduate (domestic and international) applications for admission consideration to Lakehead University
- Processes transfer credits assessments
- Consults with prospective applicants and applicants on applying to university, meeting admission requirements, concerns with the application process (i.e. transcripts, deadlines), etc.
- For more information on how to apply, admission requirements, and important deadline dates, please refer to: <https://www.lakeheadu.ca/future-students/admissions>

Contact: Nick Chamut, Manager, Undergraduate Admissions

Phone: (807) 343-8676

Email: nchamut@lakeheadu.ca

Location: NO1010C, 1294 Blamoral Building (Thunder Bay)

2.4.5.3 Academic Advising, Records and Registration (formerly the Office of the Registrar)

- Maintains official student record
- Administers the registration process and assists students with course registration
- Assists students with understanding program requirements for graduation and the selection of courses
- Schedules classes and examinations, reporting of final grades
- Produces and maintains the University Calendar
- Offers Academic Advising to new and returning students

Contact: Cathie O'Connor, Associate Registrar

Phone: (807) 343-8846

Email: coconnor@lakeheadu.ca

Location: UC1007 (Thunder Bay)

2.4.5.4 Student Awards & Financial Aid

- Provides financial assistance to students by offering financial planning and budgeting advice
- Administers the Student Work Study programs
- Assists students with bursaries, scholarships, awards, the Ontario Student Assistance Program (OSAP), and the Ontario Tuition Grant (OTG).

Contact: Josh Levac, Manager, Student Awards & Financial Aid

Phone: (807) 343-8150

Email: jlevac@lakeheadu.ca

Location: UC1007 (Thunder Bay)

2.4.6 Web Development (ext. 8499)

For the vast majority of prospective students, currently enrolled students, and many others, the first point of contact with the University is the website.

For the vast majority of prospective students, currently enrolled students, and many others, the first point of contact with the University is the website.

Web Development Services department focuses on the importance and need for the University to deliver highly efficient navigation, accurate information, responsive design meeting the needs of various technologies, and, an engaging and functional web environment, while fulfilling web best practices (W3C) and accessibility requirements (AODA).

Our priorities are to:

- lead the design, support, and evolution of the University's public web presence;
- consolidate web services to support a better overall user experience,
- support learning, teaching, and research, and
- ensure integration between the University's marketing strategy, strategic priorities, and the institution's web presence.

Web Development Services remains focused on better positioning the University in a user-centric environment as it implements its strategic directions.

Faculty members wishing to develop personal profile pages are asked to please fill out a support ticket at <https://wds.lakeheadu.ca/>. We also recommend viewing our faculty resources page at <https://www.lakeheadu.ca/faculty-and-staff/faculty-resources> for further information.

Email: manager.wds@lakeheadu.ca

Website: <https://www.lakeheadu.ca/faculty-and-staff/departments/services/wds>

Location: Prettie Residence (second floor)

2.4.8 Orillia Student Affairs

Orillia Athletics and Recreation

Offers a variety of opportunities for students to get involved in athletics and recreation-based programming. Full-time students in Orillia receive a membership to the Orillia YMCA (as part of their fees) which allows access to all YMCA locations in Simcoe County. Intramural sports are offered throughout the year and a varsity program that includes Golf, Women's and Men's Indoor Soccer. Extramural programming includes Dance, Women's and Men's Hockey, and Women's Basketball.

Contact: Neil Quinn, Athletics Facilitator
Phone: (705) 330-4008 (ext. 2116)
Email: orathlet@lakeheadu.ca
Location: OR1015

Contact: Chris Glover, Director of Student Affairs
Phone: (705) 330-4008 (ext. 2112)
Email: dir.saor@lakeheadu.ca
Website: <https://www.lakeheadu.ca/current-students/student-services/or/athletics-and-recreation>

Student Central – Orillia

As a One Stop for all students on the Orillia Campus, Student Central is an important access point for student services and many other offices. Students can be directed to Student Central to book appointments with Enrolment Services (Academic Advising, Student Awards and Financial Aid), Accessibility Services, the Student Success Centre, and information on the Wellness Centre, Athletics and Recreation, and more. Student Central can direct students to faculty offices, classrooms, provide assistance with administrative processes and is an overall access point for support.

Student Central is located on the ground floor of Simcoe Hall just inside the main entrance to the left.

Contacts: Jessie Clarke and Brenda Melick, Student Affairs Assistants
Phone: (705) 330-4008 (ext. 2100)
Email: osa@lakeheadu.ca
Location: Simcoe Hall inside main entrance

Contact: Chris Glover, Director of Student Affairs
Phone: (705) 330-4008 (ext. 2112)
Email: dir.saor@lakeheadu.ca

Wellness Centre – Orillia

Counselling, medical services (via a Nurse Practitioner and a Naturopathic Doctor), student health promotion are just a few services offered by the Wellness Centre located in the Residence Building OR1012).

All our services are confidential.

Our Centre also acts as a referral point for students seeking religious services and support in the Orillia community. Additionally, the Wellness Centre provides space during the week to support self-directed silent prayer, meditation and reflection. Appointments can be made in person or by calling (705) 330-4008 ext. 2115.

The Centre also provide wellness events and activities for students.

Our Counselling Teams (Thunder Bay and Orillia) offers free short-term or long-term emotional support regarding:

- Stress
- Burnout
- Self esteem
- Relationship problems
- Family matters
- Eating disorders
- Substance use concern
- Other mental health issues

If you have a question about where or how to direct a student with a concern, please contact your campus Centre.

Contact: Nathan Gardner, Acting Wellness Facilitator

Phone: (705) 330-4008 (ext. 2115), (807) 343-8361 (Thunder Bay Student Health and Counselling Centre)

Location: OR1012 (Orillia), Prettie Residence (Thunder Bay)

Email: orluwell@lakeheadu.ca (Orillia)

Websites:

<https://www.lakeheadu.ca/current-students/student-services/or/health-and-wellness/>
(Orillia)

<https://www.lakeheadu.ca/current-students/student-services/tb/health-and-counselling/>
(Thunder Bay)

Additional Orillia Student Affairs departments are listed below. Information on their services can be found in the sections listed.

- Enrolment Services (2.4.5)
 - Undergraduate Recruitment
 - Academic Advising, Records and Registration
 - Student Awards and Financial Aid
- Student Accessibility Services (section 2.4.2)

2.5 Ombudsperson (ext. 8061)

The Office of the Ombudsperson at Lakehead University provides an independent, impartial and confidential service to all members of the university community - staff, students, and faculty. All are welcome to seek advice and help from the Ombudsperson with respect to a wide range of issues, including academic concerns, appeals, campus services, personal matters, and landlord and tenant issues.

Often an individual will contact the Ombudsperson when the person is of the view that he or she is being treated unfairly, either by another member of the university community, or by the application of any University policy or procedure. The Ombudsperson can attempt to provide an objective view of a complaint or concern, and assist in arriving at an informal solution. Where an informal resolution is not possible, the Ombudsperson can provide information about the appropriate formal processes within the University. A referral may also be made to resources outside the University for more help or information.

Scott McCormack is the Ombudsperson at Lakehead University.

Office hours:

Fall and Winter Terms - Monday to Friday, 10:00am to 1:00pm,
May 1st to August 31st - Tuesday and Thursday, 10:00am to 1:00pm.
Alternate times may also be available where necessary.

Phone: (807) 343-8061

Email: ombuds@lakeheadu.ca

Location: AT5031 (Thunder Bay)

While email is the fastest way to arrange to meet with the Ombudsperson, parties are reminded that email is not a confidential means of communication, and therefore the provision of confidential information in an email should be avoided.

2.6 Lakehead International (ext. 7848)

Lakehead International is a valuable resource and support center for students, faculty and staff. Lakehead International is dedicated to ensuring that our international and exchange students have the resources and support needed to realize both their personal and academic potential and are able to capitalize on all that Lakehead University has to offer! Starting with our recruitment and enrolment services, we reach out internationally through recruitment fairs, partnerships and in country representatives. The English Language Program (ELP) runs academic English courses for students preparing to attend Lakehead University. It also provides customized ESL training for groups and runs intensive summer camps for visiting students. Lakehead International offers arrival and orientation assistance to International students designed to help them transition to life in Canada. International students obtain healthcare, visa, study permit and work permit information and services from Lakehead International. We host special events and informational

sessions designed to complete the international experience for our students at the community level. In addition, we coordinate the Study Abroad and Student Exchange Programs for all students, which provide students and faculty the opportunity to gain an international experience at our partner institutions. Lakehead International provides leadership and expertise in facilitating international academic activities through the development of partnerships and by providing international learning opportunities to the campus community. Lakehead International strives to stimulate a sense of global responsibility.

Lakehead International

Phone: (807) 346-7848

Website: <http://international.lakeheadu.ca/>

Location: NO1003, 1294 Balmoral Building, Thunder Bay campus

Mr. Anthony Williams, Interim Vice-Provost (International)

Phone: (807) 346-7848

Email: williams@lakeheadu.ca

Ms. Leigh Ellen Keating, Director, International

Phone: (807) 346-7887

Email: lkeating@lakeheadu.ca

Ms. Nancy Gallo, Associate Director, International

Phone: (807) 346-7878

Email: ngallo@lakeheadu.ca

2.7 Teaching and Learning Support

A major review and redesign of teaching and learning support is underway. The process is resulting in a new suite of teaching and learning initiatives being developed over the next few years.

2.7.1 Libraries (ext. 8302)

Library services are provided on the Thunder Bay campus in the Chancellor Paterson Library (Main Library) the Bora Laskin Building (Education) and PACI (Law), and in Orillia, at the University Avenue location, and at the Heritage Place location.

We invite you to visit a Library for a firsthand look at the facility and resources and to make an appointment for a more in-depth look at the wealth of information and services available in the Library or on our website (<http://library.lakeheadu.ca/>).

2.7.1.1 Placing Materials on Reserve

The Libraries have reserve collections for heavily used course-related materials. Full-text and links to print resources are put in your online course (D2L). Please check our website for details.

2.7.1.2 Past Exams

Please note that copies of final exams are available for students, both in print and online by going to MyCourseLink (D2L). See the [Senate approved policy](#) for complete details (<https://www.lakeheadu.ca/faculty-and-staff/policies/regulations/examinations-past-finals-available-to-students>).

2.7.1.3 Your Library Liaison

Liaisons are your go-to librarians, connecting you to library services and collections. They are subject specialists who provide support for faculty and student research, instruction, and scholarly communication, who build rich library collections or can refer you to other library experts. Please check our website for the name and contact information for your liaison librarian.

- Each academic unit is given an allocation by the Library for the selection of material for the Library. Please contact your liaison librarian if you're interested in recommending titles for the library collection.
- If your students need help learning how to find scholarly resources, avoiding plagiarism, evaluating sources, and more, please contact your liaison librarian.
- We can also add custom library widgets to your online course site (D2L).

2.7.1.4 Open Access

The Library maintains the University's open access repository (knowledgecommons.lakeheadu.ca). Please contact Moira Davidson for details (807) 343-8315.

2.7.1.5 Interlibrary Loan (RACER)

The Interlibrary Loan service makes available for personal study and research, resources that are not available at Lakehead University Library. Articles are delivered electronically. In order to submit Interlibrary Loan requests, you must register for a RACER account (<http://library.lakeheadu.ca/?pg=365>). Contact Harjinder Rana (807) 343-8212 for further information.

2.7.1.6 Faculty Guide

The Library's "Information for Faculty" provides more links to key services, forms and information for your convenience.

2.7.1.7 Archives

The Archives collects and preserves records reflecting the history of the University and the Thunder Bay region, with subject specialties including natural resources and the environment, and labour and political history. The Archives is open to faculty, students, and members of the wider community. See archives.lakeheadu.ca for hours and more information.

2.7.1.8 Copyright

The library helps to support the university community in working within the limits of the Canadian Copyright Act. For more information about Copyright please go to the Library's Copyright Guide: <http://libguides.lakeheadu.ca/copyright>

2.7.1.9 Library Contact Information

Liaison Librarians

If you have any questions about library services and resources, please contact your liaison librarian (library.lakeheadu.ca/about/liaison-librarians).

The Chancellor Paterson Library:

Research Help Desk: (807) 343-8302

Email: researchhelp@lakeheadu.ca

The Education Library:

Phone: (807) 343-8718

Email: edlib@lakeheadu.ca

The Orillia Campus Library:

Phone: (705) 330-4008 (ext. 2250)

Email: orlibrary@lakeheadu.ca

Contact: Karen Keiller, University Librarian

Phone: (807) 343-8205

Email: kkeiller@lakeheadu.ca

Interlibrary Loan: (807) 343-8135

Circulation Desk: (807) 343-8225

2.7.2 Continuing Education and Distributed Learning (ext. 7730)

The Office of Continuing Education and Distributed Learning (CEDL) focuses on:

- enhancing the educational opportunities available year-round for part-time and distributed learners. This includes credit and non-credit programming which is offered online, on-campus during the spring and summer, as well as community-based; and,
- helping faculty and students become comfortable and confident with Lakehead's learning management system and all its potential for effective online and on-campus learning/teaching

myCourselink (D2L) is the learning management system for online courses as well as online, web-based components for on-campus courses. D2L incorporates a multitude of components and tools to support teaching and learning. Instructors are able to customize their courses to complement their teaching strategies and to meet the diverse needs of their students. The common platform provides ease of use by all participants.

Students log in through myInfo or mycourselink using their unique Lakehead University ID. Course materials such as readings or presentations can be shared or scheduled at specific times, as can quizzes, discussions and communication modules. Uploaded materials can be saved from year to year and modified as needed. An assignment dropbox is incorporated into D2L for assignment submission and grading.

D2L supports a variety of document, presentation, graphic, video and sound formats for your convenience. Mobile access can be used for some components making it convenient for both students and faculty in accessing course content.

CEDL offers extensive resources for teaching/learning online:

- Basic and advanced D2L workshops – visit the University's [Events Calendar](#) for dates & times
- Individual training, consultation, and assistance with D2L, course set-up, or course management throughout the year – by phone or in person
- Help with site editing/proofreading, best-practices formatting, and course supplementation with visual reinforcements and multimedia/interactive resources
- Instructional-design assistance with setting up new courses, articulating clear objectives, ensuring the content matches the objectives, structuring and revising content for effective online presentation, finding/creating relevant media to support learning, developing assessments (including effective online testing), and adapting instructional materials created for one format (e.g. face-to-face) to another format (e.g. e-learning)
- Webinars in educational technology
- Online resources and guides on online teaching and learning

To request an online site for your course (online or on-campus), click the **Request an Online Course Site** button located at the top of your class roster in myInfo.

- You'll receive an email message to your Lakehead University email account confirming the successful set-up of your online course site.
- In addition, you'll have access to a wealth of teaching and learning resources in D2L (e.g., "Getting Started with mycourselink, Teaching Online 101, Copyright 101, etc.) to help you design a successful online learning environment.

The staff of CEDL are always pleased to assist you! We are committed to providing instructors teaching technology-enhanced courses with resources and services to support online teaching and learning. It is our goal that you become comfortable and confident with the wide range of technologies and delivery methods supported by our unit. We look forward to working with you and welcome your feedback on how we can enhance the quality of online learning and instructor support at Lakehead University.

Additional information and resources are available at:

- lakeheadu.ca/faculty-and-staff/faculty-resources/online
- lakeheadu.ca/faculty-and-staff/faculty-resources/academic-planning/course-program-planning

Phone: (807) 343-7730

Email: cedl@lakeheadu.ca

Website: lakeheadu.ca/cedl

Location: LI5003 (Thunder Bay)

Office Hours: Monday through Friday, 8:30am - 4:30pm

2.7.3 Instructional Development Centre (ext. 8554)

As outlined in Lakehead University's Academic Plan, achieving excellence in teaching and learning is an institutional priority, and we pride ourselves on the quality of our teaching and the student experience. It is also widely understood that higher education is in a state of major flux – and that now more than ever – quality teaching requires ongoing reflection and development.

To this end, the Instructional Development Centre (IDC) provides opportunities for new and experienced instructors (including graduate students and Post-Doctoral Fellows) to develop their teaching practices and connect with colleagues to share their teaching ideas, challenges and strategies.

The IDC provides:

- Workshops and events throughout the year for faculty, contract lecturers and graduate students.
- An instructional development training program for graduate students.
- Support for implementing and promoting teaching and learning initiatives (e.g. student feedback on teaching, teaching awards, accessible education, indigenous content requirement)
- Teaching and learning resources (<http://idc.lakeheadu.ca/resources/>)

Want to know more about the IDC? Have a teaching and learning question, comment or idea?

Contact: Breanne Neufeld, Coordinator

Phone: (807) 343-8554

Email: idc@lakeheadu.ca

Website: <http://idc.lakeheadu.ca/>

3.0 ADMINISTRATION AND FINANCE

General inquiries:

Mirella Wilson, Administrative Assistant
Phone: (807) 343-8244
Email: mirella.wilson@lakeheadu.ca
Location: UC2004



Kathy Pozihun, Vice-President (Administration and Finance)

3.1 Office of Financial Services (ext. 8243)

Welcome to the Office of Financial Services. Our mission is to provide reliable and relevant financial information and quality financial services, which include accounting, payroll, pension services, financial management and reporting, student accounts, financial system training and purchasing and treasury management.

Web: <https://www.lakeheadu.ca/faculty-and-staff/departments/services/finance>
Email: controller@lakeheadu.ca
Location: UC0002A

The Office of Financial Services includes the following Departments:

3.1.1 Accounts Receivable & Student Financials (ext. 8140)

- Set-up, billing and collection of all student related fees
- Assist students with understanding their account and payment responsibilities
- Publish and maintain University financial regulations
- Sponsorship billing and central processing of all requirements for external invoicing
- Central receiving of all departmental cash in adherence to the cash handling policy

3.1.2 Budgeting & Accounting (ext. 8893)

Budgeting and Accounting offers assistance and provides support to departmental chairs/managers with inquiries about their base budgets. We can prepare and provide various financial reports, and help with the analysis, to ensure budgets are managed in accordance with various University policies and guidelines. Also, we will set up the account for your research start up grant and assist you with gaining access to MyBudget found in MyInfo.

3.1.3 Financial Systems (ext. 8141)

The Financial Projects Manager provides training on our Finance Systems and its related policies and procedures, as well as coordinating the financial system access held in each unit.

3.1.4 Payroll Services (ext. 8143)

Location: UC0002A (part of Financial Services in the basement of the Agora)

The mission of Payroll Services is to ensure all faculty, staff and student employees are paid accurately and on time, in compliance with federal and provincial laws and regulations, collective agreements and Lakehead University policies and procedures.

Services for employees include information and assistance with:

- Employee payroll income and deductions inquiries
- Payroll pay schedules; bank deposit dates
- Assistance with myTimecard – for hourly employees and supervisors
- Pay stubs (pay advice) on myInfo
- Payroll deposit banking, adding or changing
- Other payroll related forms (e.g. TD1 federal and provincial)
- T4, T4A for employees
- Record of Employment (ROE)
- On-line myTimecard for hourly employees and supervisors
- Payroll reporting requests

Faculty are paid semi-monthly on the 15th and end of each month. You can view your position details (My Position Summary) and your course stipends (My Stipends) on the “for Employee’s” tab in myInfo. If you employ part-time hourly employees, they are generally paid using the on-line timecard system, **myTimecard**, available on [myInfo](#). As a supervisor, you would approve hourly employee’s time using this system; as well, you can view your employee’s time history.

On our website, [Payroll Forms and Schedules](#), you can find your and your employee’s pay schedules and various forms (for banking, tax forms such as TD1s, pension voluntary contributions, Canada Savings Bonds, charitable donations, late Time card form, etc.). FAQ – Payroll Frequently Asked Questions and myTimecard Frequently Asked Questions, as well as Instructions for the myTimecard system Employee and Supervisor, are also available here.

Our Staff

Gail Wdowiak, Payroll Services Manager

Phone: (807) 343-8143

Email: gwdowiak@lakeheadu.ca

Heather Williams, Senior Payroll Analyst

Phone: (807) 343-8603

Email: heather.williams@lakeheadu.ca

Heather can assist with any questions on payrolls for full-time staff and faculty.

Enza Michaliuk, Payroll Analyst
Phone: (807) 343-8721
Email: vmichali@lakeheadu.ca

Enza can assist with any questions on payrolls for part-time employees, graduate assistants, and post-doctoral fellows, inquiries re: myTime card for supervisors and employees.

Derek Klement, Payroll Analyst
Phone: (807) 343-8078
Email: derek.klement@lakeheadu.ca

Derek can assist with general inquiries, request Record of Employment, banking changes, TD1 tax changes, and assistance with T4 on myInfo.

3.1.5 Pension Services (ext. 7287)

Pension Services provides support for all employees with inquiries about their pension. This includes, but is not limited to, pension transfers, how a benefit is calculated and contribution rates. Often, new faculty will have a pension from another institution and may inquire about transferring their previous pension to the Lakehead University pension.

3.1.6 Purchasing (ext. 8455)

Generally, purchasing is processed through a central authority which is intended to apply to the acquisition of all goods and services from suppliers, particularly where competition in the market place may prove to be financially beneficial to the University. Certain items may be excluded from this policy mainly where they are of a non-competitive nature such as taxes, utilities, postage and memberships.

Maximum value should be obtained for budgetary expenditures spent on supplies, equipment and services. The lowest priced product will be purchased provided quality, service, delivery and other relevant factors are deemed equal to competitive products.

A purchase order is normally required for all procurements exceeding \$5,000. For amounts exceeding \$5,000, wherever possible, at least three competitive bids in writing should be obtained and submitted with the purchase requisition.

Policies relevant to purchasing can be found at <https://www.lakeheadu.ca/faculty-and-staff/departments/services/finance/purchasing/purchasing-policies>. The Procurement Policy is of particular interest (<https://www.lakeheadu.ca/faculty-and-staff/policies/financial/procurement-policy>).

3.1.7 Research & Trust Accounting (ext. 8730)

Research Services are responsible for the administering and monitoring of all research accounts and for preparing financial statements for external agencies. We provide advice on the eligibility of expenses, arrange for transfers and cost recoveries, prepare invoices to sponsors and maintain signing authority and access to the research accounts.

Trust & Endowment Services are responsible for the administering and monitoring of all Trust and Endowment accounts and for assisting the Office of Advancement in the reporting of activity to the Donors. We provide advice on eligible expenses, charitable activities and the amount available for payout from the awards.

3.1.8 Treasury & Ancillary Funds Accounting

From time to time, employees may require reimbursement for out of pocket costs associated with the purchase of items made on behalf of the University. Eligible expenses are reimbursed through the Accounts Payable office. A completed cheque requisition must accompany original receipts. To increase our efficiency in making travel and hospitality and other reimbursement payments to you, effective June 1, 2004, Lakehead University began paying expenses directly into your bank account through an electronic payment program. Due to confidentiality, we do not have access to your HR file so in order to take advantage of our direct deposit program, contact Financial Services to arrange to have your account set up.

3.1.9 Accounts Payable (A/P) Requisition

- Must have complete name, address and social Insurance Number for the person providing a service to the University
- Must provide a budget code
- Must have proper authorization
- Must identify what, when, why and who the payment is for
- Original receipts must be attached
- Signature of Dean or Chair/Director is required when requesting reimbursement.

Travel and Hospitality expense reimbursements are also completed through Accounts Payable. Recognizing that employees may be required to travel from time to time on University related business; it is the policy of Lakehead University to reimburse faculty, staff and other individuals for reasonable travel and hospitality expenses associated with the various operations of the University.

Please review the *Travel Policy and Hospitality (Entertainment) and Working Expense Policy* available on the Financial Services Web Site to gain a full understanding of the policy requirements.

University Purchasing Card and Corporate Travel Card (ext. 8243)

As a new employee you may require a University Purchasing card and/or a Corporate Travel card. Please consult with your Chair/department head and contact the Office of Financial Services to start the application process.

3.2 Human Resources (ext. 8334)

The Office of Human Resources provides a wide variety of services to the University community including employee and labour relations, recruitment and selection, benefits, compensation, staff training and development, and health and safety.

To learn more about our services please call or visit us:

Contact: Karen Ramsdale, Human Resources Assistant

Phone: (807) 343-8334

Fax: (807) 346-7701

Website: <https://www.lakeheadu.ca/faculty-and-staff/departments/services/hr>

Location: UC0003 (basement of the Agora)

Karen would be pleased to assist you.

Members of the HR Team include:

Jason Marchand, Associate Vice-President (Administration and Finance), Human Resources

Phone: (807) 343-8757

Email: jmarcha1@lakeheadu.ca

Laura Rovere, Administrative Assistant, AVP Systems Development

Phone: (807) 346-7933

Email: larovere@lakeheadu.ca

Academic and Research

I. Primary Contact

Christina Brassard, HR Partner
(Academic and Research)

Phone: (807) 346-7931

Email: cbrassar@lakeheadu.ca

II. Secondary Contact and Technical Support

Trudy McKinnon, Human Resources Analyst

Phone: (807) 343-8022

Email: tmckinn@lakeheadu.ca

All Non Academic Areas

I. Primary Contact

Sherry Herchak, Senior HR
Consultant

Phone: (807) 343-8356

Email: sherchak@lakeheadu.ca

II. Secondary Contact and Technical Support

Laura Wark, Human Resources Associate

Phone: (807) 343-8578

Email: laura.wark@lakeheadu.ca

Recruitment and Special Projects

Amber McCart, HR Officer

Phone: (807) 766-7202

Email: amber.mccart@lakeheadu.ca

Orillia:

Cindy Tindal

Phone: (705) 330-4008 (ext. 2011)

Email: ctindal@lakeheadu.ca

Key areas of contact:

Employee Relations

- Advice on employment-related University Policies and Practices
- Advice on collective agreement interpretation and grievance processing
- Advice on employment-related legislative obligations
- Foreign worker applications, LMIA issues and immigration
- Dispute resolution and problem solving
- Disciplinary procedures
- Employee counselling
- Benefits orientation
- Recruitment
- Harassment and Discrimination Policy and Procedures
- Training and orientation
- Occupational and Environmental Health and Safety

Ursula MacDonald

Phone: (807) 343-8671

Email: umacдона@lakeheadu.ca

Tiffany Moore (Bio/Radiation Safety)

Phone: (807) 343-8806

Email: tmoore@lakeheadu.ca

- Injury prevention and injury reporting
- New hire orientation
- Accessibility for Ontarians with Disabilities Act (AODA)
- Emergency Response Protocol (including disruptive behaviours)
- Health and safety training
- OHS compliance
- Ergonomics
- Hazardous waste disposal
- Biosafety
- Radiation safety
- Absenteeism
- Sick leave/long term disability

3.3 Human Rights & Equity

This newly created department is responsible for overseeing all human rights and equity related issues at Lakehead University as experienced by students, faculty, staff and visitors to both Thunder Bay and Orillia campuses. The office of Human Rights & Equity will work in conjunction with other departments to ensure that all users of the University do so free from discrimination and harassment in an accessible, diverse and equitable environment pursuant to the Ontario Human Rights Code and other relevant legislation.

As this office defines its mandate and responsibilities, extensive consultation will be done with all stakeholders. To learn more about this office or to discuss any matters concerning human rights or equity, please contact:

Dreeni Geer, Director, Human Rights and Equity

Phone: (807) 346-7765

Email: dgeer@lakeheadu.ca

Office: LI5012

3.4 Physical Plant (ext. 8208)

<http://physplant.lakeheadu.ca>

Physical Plant provides all services required to support the day-to-day facilities operations at our campuses, the development and planning of all capital construction projects and provides professional advice and counsel to various officers and committees of the University.

3.4.1 Work Order Request (ext. 8273) or work.order@lakeheadu.ca

The Work Order Desk is your first point of contact for assistance from Physical Plant. Please contact us for minor maintenance or trouble such as a key that won't work, too cold or too hot in an office or classroom, a plugged toilet, burnt out lights in classroom or office etc.

If your request is for work other than maintenance it must be submitted on a Request for a Non-Maintenance Expenditure (RFNME). Examples are to replace the door locks, relocate a door in a room, add an electrical outlet and small renovations. Please contact the Work Order desk using the above contact information.

3.4.2. Keys

(NOTE: All keys are issued through Security)

All key requests must be authorized by the Department Chair/Supervisor and forwarded to Security for clearance. Security will then forward the approved request to the Work Order desk for processing. Security will advise once keys are ready for pick-up. Persons picking up keys will be required to present valid identification.

3.4.2.1 Graduate Students

Requests must be authorized by the Department Chair/Supervisor and forwarded to Security for clearance. A \$20.00 CASH ONLY DEPOSIT will be charged and is required to be paid at the time the key is issued. Upon return of the key a \$10.00 refund will be given to the student. Persons picking up keys will be required to present valid identification.

3.4.3 Funding

As a general rule, the cost of operating and maintaining buildings and related equipment that could be used by any academic or administrative department is funded from central accounts managed by Physical Plant. If the equipment or facility is of specialized or restricted use, then the maintenance and sometimes operating costs are the responsibility of the owner/operator/department.

The repair of furniture used in instructional, library, offices and general-use spaces (such as restrooms, non-departmental conference rooms, and auditoriums) is funded centrally and is not charged to departments unless the furniture is not part of the University furniture inventory.

The repair of laboratory equipment, personal property, etc. and pianos are examples of items that are funded by other departments. The repair of the central air-conditioning and heating system in a building is an example of an item funded by Physical Plant. If you have a question about funding responsibility, a specific charge/invoice, or other fiscal matters relating to Physical Plant services, call ext. 8208.

3.4.4 Unauthorized Work Can Be Dangerous!

Most of the University's facilities are more complex than they appear. Steam lines, computer cables, power lines, chemical hood vent ducts, fire alarm wiring, and other systems are often concealed and not readily identifiable. Cutting or interrupting these systems can be hazardous or have other harmful effects such as destroying years of research. Also, some areas contain asbestos or other materials that can harm people. Special precautions are required to work in these locations. Running cables through, putting up shelves or hanging pictures in such areas are a few examples of how hazardous materials may get dispersed unintentionally and create a contamination problem. For these reasons, University staff, students and faculty are prohibited from doing work to university buildings.

To maintain a safe work/learning environment for all put in a Work Order (see Section 3.4.1). All work on University facilities must comply with applicable codes, system standards, policies, and the Long-Range Site Development Plan. This work is the responsibility of Physical Plant and their delegates. Maintenance Staff are trained to work with hazardous materials.

The performance of unauthorized work may cause the parties involved to become personally liable for any injuries or damages that result, including restoration and decontamination costs.

Lakehead University maintains an Asbestos Management Plan, as per the Occupational Health and Safety Act, Reg. 278/05, which is administered through the Physical Plant department. For more information, please contact Shanon Arnold (ext. 8077) or Shannon.arnold@lakeheadu.ca.

Contact: Hugh Briggs, Director
Phone: (807) 343-8790
Email: hbriggs@lakeheadu.ca
Website: <http://physicalplant.lakeheadu.ca>

3.5 Risk Management and Access to Information (ext. 8518)

The Office of Risk Management and Access to Information can provide information on and assistance with:

- Risk assessment and management, including insurance and waivers (e.g. for field trips);
- Compliance with information legislation governing the University, especially with regard to **access to records** and **protection of privacy** as mandated by Ontario's Freedom of Information and Protection of Privacy Act (FIPPA);
NB: All emails relating to University business are, potentially, producible under FIPPA and civil litigation. Accordingly, while you should not be afraid to use your Lakehead University email account, keep the contents, insofar as they relate to University business, objective and professional;
- Responses to breaches of privacy;
- Compliance with Canada's Anti-Spam Legislation ("CASL");
- Compliance with the Copyright Act;
- Student appeals under the Code of Student Behaviour and Disciplinary Procedures and the Senate Policy Regarding Academic Appeals.

Contact: Millo Shaw, Director
Phone: (807) 343-8518
Email: mshaw1@lakeheadu.ca
Website: <http://riskandprivacy.lakeheadu.ca/>

3.6 Technology Services Centre (ext. 8267)

<http://helpdesk.lakeheadu.ca>

The Technology Services Centre (TSC) provides support for information technology based services including desktop computer maintenance and support, networking and telecommunications, server and systems support, and multimedia production. The TSC is also responsible for the management and maintenance of the Technology Enabled Classrooms.

3.6.1 Desktop Computing, Software and Server Support Services (ext. 7777)

The helpdesk is your first point of contact for computing assistance. You can also contact them by email: helpdesk@lakeheadu.ca

3.6.2 Network and Telephony

Lakehead University utilizes a state of the art Network for data, voice and video communications. The TSC supports over 3000 voice over IP phones, Video Conference Units, security cameras, environmental controls, computers, printers and servers across Lakehead University's two campuses.

3.6.3 ERP (Enterprise Resource Planning) Support

The ERP Unit of the TSC administers the integrated Ellucian software system for:

- Student
- Financial
- Human Resources
- Alumni/Development

Featured products are Colleague, MyInfo and Benefactor which provide information management, deliver Web access and self-service to university clients and support institutional advancement.

3.6.4 Multimedia Services

Multimedia Services schedules and provides audiovisual and conference equipment for in-class use. To make equipment or conference bookings, see your Department/School administrative assistant or make bookings online by visiting the Multimedia Services Section of our website at <http://tsc.lakeheadu.ca>.

Note: Instructors are encouraged to make use of Technology Enabled Classrooms located in the Advanced Technology and Academic Centre, Ryan Building or Simcoe Hall for ongoing A/V equipment needs. Booking these rooms is done through the Scheduling Unit in the Office of Enrolment Services.

3.6.5 Other Service Offerings

- High Performance Research Computing
- ScanTron Test Marking
- Regular and Large Format Printing
- Classroom software installation (check the TSC website for details on classroom software installation procedures)

3.6.6 The Teaching Environment

Many classroom environments, at both the Thunder Bay and Orillia campuses, are equipped with state of the art communication and presentation technology. All of our computer classrooms are network enabled and include a variety of tools that enhance the teaching and learning experience.

Our Technology Enabled Classrooms are equipped with multimedia features including:

- Touch panels
- Projectors and screens
- Computers with DVD and CD-ROM, USB ports
- Document cameras

A handful of our classrooms are also video and audio conference enabled, complete with plasma screens, digital cameras and IP telephones.

3.6.7 Print Shop

The Print Shop is located in RB0001 and provides a variety of services for your printing needs. They provide copying, printing (colour or black and white), posters and business cards. Other services such as lamination and binding are also available.

For more information about these services please visit the TSC website at <http://tsc.lakeheadu.ca>

3.7 Office of Conference Services

Many members of the University community are well aware that planning a conference, an event, or even just a meeting can be overwhelming, especially when the pressure is on to make the event a success. If your event is taking place on Lakehead's Thunder Bay campus or Orillia campus, the professional and experienced staff at Conference Services are ready to assist you by:

- booking all non-academic areas and external events
- arranging special room set-ups
- facilitating liquor service requests
- ordering catering and performing food checks
- making parking pass arrangements and handling all facets of indoor/outdoor signage
- booking audio-visual equipment and video-conferencing requirements
- organizing accommodation bookings during the summer months in residence
- Thunder Bay campus offering limited year round residence suite options for faculty and staff
- miscellaneous service rentals such as tablecloths, centerpieces, poster boards, pipe and drape curtains, easels, podiums, tables, chairs, laptops, projectors, stereo speaker systems
- providing planning, coordination, and on-call assistance throughout your event

Conference Services provides one-stop shopping at a very minimal cost. The staff have a firm understanding of the size, limitations, and the advantages of all campus meeting rooms, and the special services provided through on and off-campus suppliers. More importantly, Conference Services staff are up-to-date on all the fire and safety regulations that govern what you can do, and where, on campus.

All internal bookings for the following venues must be vetted through Conference Services:

Thunder Bay Campus

- Faculty Lounge
- Little Dining room
- Agora
- Cafeterias (Main, Residence, and Avila)

- Avila Gym
- Residence Rink
- Bartley Residence Conference Centre
- Any outdoor space and/or BBQ area
- Any space for table displays in hallways or lobbies

Phone: (807) 343-8799

Website: www.conferenceservices.lakeheadu.ca

Orillia Campus

- Outdoor Space
- Residence Conference Centre
- Simcoe Hall Commons
- Heritage Place
- Cafeteria

Phone: (705) 330-4008 (ext. 3003)

3.8 Food Services

Lakehead University provides numerous food services opportunities for your convenience and dining pleasure at both campus locations.

Orillia Campus food services is managed by **The Madison County Food and Beverage Company**. Back to the Grind Café, the Simcoe Hall Kiosk, Catering Services, Liquor Services and vending are all included in this department.

To access this office a convenient location in the Cafeteria is available where you can purchase food dollars to place on your staff card, place a catering order or to just pop by to chat and share your thoughts on our service.

Phone: (705) 330-4008 (ext. 3050)

Email: madisoncounty@lakeheadu.ca

Thunder Bay campus food services managed by Aramark Canada Ltd. Provides a wide variety of dining opportunities on campus. The Main Cafeteria, Residence Cafeteria, AGORA Bistro, Bora Laskin Café, PACI Café, Patterson Library Coffee Kiosk, Dan's Dinner and Nick's Garage in the Residences and of course our three Tim Horton's outlets in the AGORA, the ATAC and in the Main Cafeteria. Other Franchise opportunities included are PizzaPizza, Subway and Rose-N- Crantz Coffee. Each of these locations offer a variety of menu options that are sure to please every pallet. Our recommended Caterer of choice, Aramark is also available to provide your catering and Alcohol service needs for any function small or large. In addition, all vending machine service throughout campus is managed through Aramark.

Locations:

- The main Administration office is located just up from the Faculty Lounge lakeside on the first floor Rm. 1027.

ii. There is a service office located in the Main Cafeteria where you may purchase food services dollars and place on your staff card to be used at all Aramark locations on campus.

Either locations welcome drop by visits to let us know how we are doing or to request special menu requests.

Phone: (807) 343-8142

Website: <https://lakeheadu.campusdish.com/>

3.9 Parking (ext. 8569)

Thunder Bay Campus:

Parking permits are required except on Saturdays, Sundays and official University holidays. Parking permits can be purchased online

<https://secure.parkadmin.ca/lakeheadu/users/> or in person at the Security Desk (UC1016).

4.0 EXTERNAL RELATIONS (ext. 8300)



Deb Comuzzi, Vice-President
(External Relations)

Deb Comuzzi, Vice-President (External Relations)

Phone: (807) 343-8421

Email: dcomuzzi@lakeheadu.ca

Location: UC2004 (Thunder Bay)

Patti McCluskey, Administrative Coordinator

Phone: (807) 343-8300

Email: patti.mccluskey@lakeheadu.ca

4.1 Marketing Support (ext. 8193)

The office of Marketing Support exists to promote, enhance and protect the University's brand. We strive to achieve this by collaborating with partners across our two campuses and a roster of external agencies and vendors to provide professional recommendations and guidance on adherence to Lakehead University's brand standards and brand framework.

The office of Marketing Support is made up of a team of marketing professionals who are here to serve as the central point for the University's marketing and branding needs.

Information about branding and marketing can be found online (<https://www.lakeheadu.ca/about/branding>).

This website includes:

- a downloadable Brand Guide Book containing up-to-date information about Lakehead's unique Brand Framework, which includes Lakehead's Vision, Mission, Belief Statement, Positioning Statement, Character, and Values
- tips on how to use Lakehead's fonts, colours, tagline, coat of arms, shield, corporate identity, unit identities, and co-brands such as the 50th Anniversary logo, Alumni logo, and Thunderwolves logo
- order forms for printing business cards and letterhead through Printing Services
- a searchable photo image library to select and order high resolution photos
- waiver (release) forms for use when photographing and/or videotaping people who will be featured in print, radio, TV, and online communications
- templates for electronic Stationery, PowerPoint, Memorandum, Fax Cover Sheet, and Brochures
- Language and Style Guide

Note: Branded merchandise (pens, t-shirts, water bottles, etc.) can be ordered through the Lakehead University Bookstore.

Marketing Support staff is responsible for editing Lakehead University publications (Annual Report, Journey Magazine, Alumni E-Zine, etc.) and assisting campus units in developing and executing communications and marketing strategies

4.2 Alumni and Community Relations (ext. 8155)

Lakehead University's Alumni and Community Relations Office is responsible for establishing and maintaining mutually beneficial relationships with our Alumni, friends, and community partners. We act as an engagement and outreach resource for staff and faculty, and welcome the opportunity to consult with all in regards to newsletters, reunions, gatherings and the like. Our office also coordinates Lakehead University's annual giving program, which includes payroll deduction and monthly giving. All gifts may be designated to an area or project of your choice.

We are always looking for lost Alumni and a chance to update their information - any help you can provide would be greatly appreciated.

Visit us at Alumni House in the Avila Centre. We'd love to see you!

Mark Tilbury, Alumni and Community Relations Director
Strategic Partnerships/University Sponsorship
Phone: (807) 343-8916
Email: mark.tilbury@lakeheadu.ca

Meghan Hanbury, Alumni and Community Relations Associate
Annual Giving and International Engagement
Phone: (807) 343-8910
Email: meghan.hanbury@lakeheadu.ca

Amanda Gerow, Alumni and Community Relations Associate
Alumni Engagement, Domestic Chapters and Signature Events
Phone: (807) 343-8155
Email: amanda.gerow@lakeheadu.ca

Anna Sampson, Alumni and Community Relations Associate
Digital Engagement and Alumni Records
Phone: (807) 343-8972
Email: anna.sampson@lakeheadu.ca

4.3 Philanthropy (ext. 8899)

The Philanthropy Department at Lakehead University assists our alumni and friends with their giving to the University, working with prospective donors to help them make the right gift to satisfy their philanthropic goals while supporting both university-wide and faculty based priorities.

It is important to us that all of our donors understand the impact of their gifts, the difference they can make, and how their values are reflected in the many priorities of the University.

Jennifer Childs, CFRE, Philanthropy Director
Phone: (807) 343-8899
Email: philanthropy.dir@lakeheadu.ca

Jennifer provides advice, guidance and encouragement to philanthropy staff and works with faculty, administration, as well as various campaign committees and key senior volunteers, to maximize support from the community and secure significant philanthropic commitments that meet the highest priority needs of Lakehead University.

Lee-Anne Camlin, Philanthropy Associate, Major Gifts and Legacy Giving
Phone: (807) 346-7792
Email: lee-anne.camlin@lakeheadu.ca

Lee-Anne's primary role is to enhance Lakehead University's Legacy Giving program and to help achieve overall fundraising goals by increasing the number of expected and closed Legacy gifts through appropriate identification, cultivation, and stewardship. Lee-Anne is also responsible for the fundraising priorities for the following faculties and non-faculty units: Education, Social Sciences and Humanities, Law, the Library and Student Services.

Kathryn Davidson, Philanthropy Associate, Corporate and Foundation Major Gifts and Policy Development
Phone: (807) 343-8476
Email: kathryn.davidson@lakeheadu.ca

Kathryn oversees the cultivation, solicitation and stewardship of specific foundation and corporate initiatives, including drafting grant applications and major gift proposals. Kathryn is responsible for the review and revision of all policies and procedures related to the Philanthropy Department. Kathryn is also responsible for the fundraising priorities for the following faculties and non-faculty units: Engineering, Business, Aboriginal Initiatives, Athletics and the Alumni Association.

Devon Ottetail, Philanthropy Associate, Major Gifts and Donor Stewardship
Phone: (807) 343-8198
Email: devon.ottertail@lakeheadu.ca

In addition to cultivating and soliciting major gifts, Devon is responsible for creating, implementing and managing a comprehensive donor relations plan to assist the External Relations department in reaching our strategic fundraising goals for Lakehead University. The scope of the work includes donor acknowledgement, recognition, stewardship and related communications. Devon is also responsible for the fundraising priorities for the following faculties and non-faculty units: Graduate Studies, Science and Environmental Studies, Health and Behavioral Sciences, and Natural Resources Management.

Jen Steers, Campaign Operations
Phone: (807) 343-8913
Email: jcsteers@lakeheadu.ca

Jen is responsible for all campaign preparedness work associated with major and legacy gift campaigns as well as the data base “power user” for the Philanthropy department. She works closely with the Philanthropy team to make ensure that the strategic goals and objectives of the unit are met.

Mohsin Bujwalla, External Relations Coordinator, Toronto Office
Phone: (416) 646-1416, (ext. 21)
Email: mohsin.bujwalla@lakeheadu.ca

Reporting to the Philanthropy Director, Mohsin also works closely with the President’s office to establish and manage the President’s donor cultivation, solicitation and stewardship schedule. Mohsin is also the primary researcher for External Relations, preparing donor profiles and cultivation strategies with the Philanthropy Associates. He is located at the Toronto Office and provides strategic guidance and support to the GTA Alumni Chapter and Organizing Committee.

5.0 BOOKSTORE

The Bookstore exists to support the educational mission of our University by working closely with faculty to supply our students with all the materials they need to succeed, at the lowest prices possible. We are a non-profit organization. All profits from our bookstores go directly back to the University for programs such as bursaries and scholarships. Additionally, we support many on-campus activities through donations and in-store events.

In Thunder Bay we are located in room UC1020 (just down the stairs from Security). In Orillia our store is adjacent to the cafeteria. Both stores are open from 8:30am – 4:30pm Monday – Friday, with extended hours offered during peak academic periods in September and January.

5.1 Course Materials Adoptions

Orders for course materials can be placed at textbooks@lakeheadu.ca, dropped off in the Bookstore, or submitted through interoffice mail.

Ordering Deadlines:

Spring/Summer: March 1st

Fall and Fall/Winter: July 1st

Winter: October 1st

Lakehead University Bookstore is committed to ensuring your textbooks and other course-related materials are on our shelves for the first day of classes. To that end, there are a number of reasons why we ask that faculty members observe and respect our submission deadlines.

For one, early adoptions allow us to purchase used books from students during our scheduled buyback sessions, which run throughout the year. These textbooks can later be re-sold at significant cost savings to other students.

Additionally, early adoptions give us the time to source multiple vendors so that we can get the best possible pricing for your students. Increasingly, we are running the majority of our orders through our used book wholesalers first, before attempting to source them from our regular publishing partners. This means an order for 50 copies of 1 title, for example, can come from four or more different suppliers. Re-working our lists with our wholesalers in this manner can take days, even weeks – but it does allow us to provide a larger selection of used books at a fraction of their original retail price.

Submitting your orders ahead of time benefits us in a variety of other ways. It gives us leeway in case your selected title is not available; allows the Textbook Supervisor and her team to adequately research the multitude of options available (e-books, access codes, in-store and online rental, used books, course packs, lab manuals); and it allows us to factor in shipping times, which can vary widely based upon a textbook's country of origin. Upcoming editions, out of print status, and print on demand titles can also significantly impact arrival times.

Further material on the adoption process, including information on copyright, course packs, order forms, as well as a list of frequently asked questions can be obtained through the Faculty folder on the main page of the bookstore's website.

5.2 Lakehead Authors

We proudly support our Lakehead faculty authors. If you have a new book or would like to hold an author event with us, please contact Lynne Warnick in Thunder Bay or Andrea Stevens in Orillia.

5.3 Promotional Products and Department Orders

Both our stores offer a wide variety of merchandise for sale, including Lakehead branded clothing, giftware, stationery, supplies and backpacks. We also handle custom clothing and giftware orders for faculty and departments at very competitive prices (cost plus 10%). For further information, please contact Jennifer McKenzie in Thunder Bay and Andrea Stevens in Orillia.

Contact Info:

General inquiries

Phone: (807) 343-8314

Email: bookstr@lakeheadu.ca

Our staff will be happy to assist you.

Website: <http://bookstore.lakeheadu.ca/> (can also be reached from the main page of the University's website (under 'B' for bookstore in the A-Z index).

Lynne Warnick, Bookstore Manager

Phone: (807) 343-8130

Email: lwarnick@lakeheadu.ca

Paula Torma, Textbook Supervisor (Thunder Bay/Orillia)

Phone: (807) 343-8335

Email: ptorma@lakeheadu.ca

Jennifer McKenzie, Departmental Orders/General Merchandise (Thunder Bay)

Phone: (807) 343-8925

Email: jmmckenz@lakeheadu.ca

Terri Clouthier. Shipping/Receiving/Stationery Orders

Phone: (807) 343-8609

Email: tclouthi@lakeheadu.ca

Andrea Stevens, Bookstore Supervisor, Orillia

Phone: (705) 330-4008 (ext. 2857)

Email: asteven1@lakeheadu.ca

6.0 MEDIA RELATIONS

Reporting to the Office of the President, The Office of Media Relations is responsible for internal and external communications. Its mandate is to raise awareness of Lakehead University; enhance its profile and that of its faculty and researchers; and support initiatives in student recruitment, teaching, research, and community outreach.

Contact Info:

Email: mediarelations@lakeheadu.ca

Website: <https://www.lakeheadu.ca/faculty-and-staff/departments/services/media-relations>

News: <https://www.lakeheadu.ca/about/news-and-events/news>

Events Calendar: <https://www.lakeheadu.ca/about/news-and-events/events>

Toby Goodfellow, Director, Media Relations

Email: toby.goodfellow@lakeheadu.ca

Phone: (807) 343-8148

Location: UC2009B (Thunder Bay)

Brandon Walker, Media Relations Officer

Email: brandon.walker@lakeheadu.ca

Phone: (807) 343-8372

Location: UC2002CA (Thunder Bay)

Kathy Hunt, Communications Officer, Orillia Campus

Email: kjhunt3@lakeheadu.ca

Phone: (705) 330-4008 (ext. 2014)

Location: OA2001E (Orillia)

The Office of Media Relations is responsible for:

- Management of the University's image and organizing/supporting media conferences;
- Internal communications, such as the Events Calendar and Communications Bulletin.

The Office serves to help you:

- Share your major achievements (research, special projects, honours, grants, awards) with the University community and external audiences;
- Prepare for media interviews on issues relating to your area of study;
- Respond to issues relating to communications and media relations.

Share your success with us:

Share with us your achievements and success stories, as well as those of your

students, so that we might publicize them via a media release, our Strategic Plan's website, social media, or other means.

If you have won an award or grant, are working on an interesting project, or have a story to tell, email it to your Faculty's dean for their endorsement before emailing it to mediarelations@lakeheadu.ca.

To have your campus event included in Lakehead's online Events Calendar, click on this link to sign in with your University username and password and then upload your information: <https://communications.lakeheadu.ca/events/index.php?display=submit>

6.1 Campus Connection (Orillia)

<https://www.lakeheadu.ca/about/orillia-campus/newsletter>

Campus Connection is Lakehead Orillia's monthly newsletter. It is sent to all faculty/staff (who have subscribed), media, and selected Lakehead mailing lists and shared with Thunder Bay campus through Communications Bulletin notice.

Campus Connection is distributed on the first Wednesday of each month. Submission reminders are sent to all Orillia faculty and staff a week prior to deadline.

7.0 ADDITIONAL RESOURCES

7.1 Faculty Resources for Both Campuses

Additional faculty resources (academic planning, guides and handbooks, research, student-centred resources, policies and plans) can be found on our website under Faculty & Staff: <https://www.lakeheadu.ca/faculty-and-staff/faculty-resources/>

7.2 Orillia Campus

Learn more about Orillia-specific Faculty Resources on our website; <https://www.lakeheadu.ca/faculty-and-staff/faculty-resources/guides/or-faculty-resources>

This webpage provides links to information about:

- Administration – Staff, Emergencies, Health and Safety
- Academic – Department Information, Selected Academic Policies, Orillia-specific information for Faculty of Education
- Office of Student Affairs – General information, Wellness Centre, Accessibility
- Library
- Office of Communications
- Appendices – Academic Schedule, Coursepack Forms, Bookstore Information and Ordering, Course outlines, Field trip waiver

7.3 Thunder Bay Campus

7.3.1 Nanabijou Childcare Centre (807) 343-8369

The Nanabijou Childcare Centre is located in a brand new facility near the C.J. Sanders Fieldhouse on Lakehead University campus. Full fee and subsidized childcare is available for infants to 12 year olds with priority given to Lakehead students, staff and faculty.

Hours of operation:

Monday to Thursday, 7:30 a.m. to 10:00 p.m.

Friday, 7:30 a.m. to 5:45 p.m.

Nanabijou operates 12 months of the year.

School Age Programs are available before and after school as well as on Professional Development (PD) days and during school holidays.

For more information, go to <https://www.lakeheadu.ca/faculty-and-staff/departments/services/nanabijou>

7.3.2 Sport and Recreational Opportunities (ext. 8213)

Lakehead University's Athletics Department features a comprehensive Campus Recreation program across both its Thunder Bay and Orillia, Ontario campuses. Working hard to promote a healthy and active campus lifestyle, Campus Recreation provides a great selection of outdoor and indoor intramurals with its C.J. Sanders Fieldhouse (containing a 15,000 square foot Thunderdome gymnasium, state-of-the-art Wolves' Den fitness centre, 50-metre eight-lane swimming pool, cardio room, Kinesiology labs, hot yoga studio, and change rooms complete with saunas) and the 50,000 square foot 'Hangar' building (an athletic facility home to a 200-metre track, pro-grade artificial turf field, weight training, aerobic and cardio areas, as well as the University's Sports Medicine Clinic).

In Thunder Bay, outdoor hockey, skating areas and cross country ski trails are available during the winter months. Walking trails are located along the McIntyre River, which flows through the campus. Various fitness classes for all ages and abilities are also available year-round. For more information, visit

<https://www.lakeheadu.ca/current-students/student-services/tb/athletics>

Please note - Lakehead's very successful sports teams on both campuses operate under the name "Thunderwolves", our mascot is "Wolfie" and the roar can often be heard in the "Thunderdome" in the C.J. Sanders Fieldhouse. Learn about everything "Thunderwolf" by visiting <http://www.thunderwolves.ca/>

7.3.3 Campus Tech (ext. 8770)

Campus Tech is Lakehead University's on site computer store (Thunder Bay campus). We are located in the tunnel system, across from LUSU, in Room SC0002. Campus Tech is the only Apple Authorized Service Provider in Northwestern Ontario. We also offer a variety of competitively priced computer hardware and accessories for all of your student needs. After something unique? We're no strangers to special orders, and encourage you to talk with one of our friendly sales staff about anything you may need!

Visit us at: www.campustech.ca or stop by Monday-Friday, 9am-5pm

8.0 FREQUENTLY ASKED QUESTIONS

1. When do I apply for Renewal of My Probationary Appointment?

If you have been hired in a tenure-track position, you will be required to apply for renewal of your probationary appointment in the third year of your employment. See the Collective Agreement between the Board of Governors of Lakehead University and the Lakehead University Faculty Association, Sept 1, 2016 to August 31, 2020, for full details on procedures and criteria for renewal, tenure and promotion. Go to the LUFA website (<http://lufa.org/>) for a link to the agreement.

2. How do I prepare for the Renewal process?

In preparation for applying for renewal, you should be starting to collect documentation to support your application, including evidence of teaching (e.g. course syllabi, sample assignments and exams), and the results of Student Feedback on Teaching (for more info visit: <https://www.lakeheadu.ca/faculty-and-staff/departments/academic/idc/supports-for-teaching-learning/student-feedback-on-teaching>), copies of publications, and any documentation relating to service to the university, profession, and/or the community. It is also a good idea to start preparing a teaching dossier that includes a statement of teaching philosophy (contact the Instructional Development Centre for assistance). Most faculty members organize these documents into a binder that is submitted when they apply for renewal, tenure, promotion or merit. It is a good idea to consult with your Chair/Director and Dean about your application, to get advice on what to include and what to expect in the process.

The Provost Office offers information sessions on Promotion, Tenure, and Renewal every year in late summer and early fall. Watch the Communication Bulletins for date(s) and time(s).

3. How should I start getting involved in University service? How much is expected of me in each year?

The Collective Agreement states “To receive a recommendation for renewal, the member must show reasonable progress toward meeting the criteria for tenure, pursuant to 25.02 with the exception of 25.02.01 (A) and 25.02.01(C).” The requirement for tenure regarding service states that the candidate must “have discharged reasonable administrative responsibilities within the University community.” That means that you do need to be involved in some service to the University in order to meet the criteria for renewal. You need to be careful, however, not to take on too much service, because it can prevent you from meeting the criteria for research and teaching; it is useful to consult your Chair/Director or Dean on how to strike a good balance. A good place to start your university service is by serving on one or two Departmental committees. After a year or two, you may want to consider sitting on a Senate committee. Calls for membership on Senate committees are coordinated through the University Secretariat

(<https://www.lakeheadu.ca/about/sg/secretariat>) and are advertised in various ways. Again, it is useful to consult your Chair/Director or Dean about what might be most appropriate. For a complete list of Senate Committees and their terms of reference, visit <http://senate.lakeheadu.ca/committee.php>

4. What do I have to do to supervise graduate students and where do I go for information?

To supervise graduate students you must be a member of the Faculty of Graduate Studies. In some departments or schools, new faculty members take on the role of graduate supervision immediately; talk to your Chair/Director and Graduate Coordinator about the practice in your particular department or school. For detailed information on Graduate Supervision, and how to apply to become a member of the Faculty of Graduate Studies, see the Graduate Supervision Policy <https://www.lakeheadu.ca/faculty-and-staff/faculty-resources/graduate-resources>

5. What is the Professional Expenses Reimbursement?

The Professional Expenses Reimbursement is detailed in Article 36.07 in the Collective Agreement. It is available for professionally-related expenditures, including those related to research and teaching improvement, made by the member (Full-time or Lecturer appointment) in the calendar year. Eligible expenses are listed under Article 36.07.03.

6. Do I need to keep receipts to access the professional expenses reimbursement each year?

Yes. While the University does not require receipts, it is important to keep receipts in the event of an audit by the Canada Revenue Agency. For more information, see Article 36.07.04.

7. Am I eligible for a teaching award?

Lakehead University has two teaching awards: the Contribution to Teaching Award and the Distinguished Instructor Award. Any faculty member is eligible for the Contribution to Teaching Award, once they've taught at least four terms at Lakehead University. For detailed information on this award, visit: <https://www.lakeheadu.ca/faculty-and-staff/departments/academic/idc/supports-for-teaching-learning/teaching-awards/contribution-to-teaching-award>

To be eligible for the Distinguished Instructor Award, nominees must have contributed several years of teaching excellence and educational innovation at Lakehead University. For more information about this award, visit <https://www.lakeheadu.ca/faculty-and-staff/departments/academic/idc/supports-for-teaching-learning/teaching-awards/distinguished-instructor-award>

8. Am I eligible for a research award?

The Distinguished Researcher Award is the highest honour conferred by Lakehead University for research and scholarly activity. A faculty member is initially eligible after conducting research for a period of at least 10 years at Lakehead University. Time spent in administrative duties at Lakehead University may count towards the 10 year criteria, as long as research and scholarly activity continues during that time. For more information, visit: <https://www.lakeheadu.ca/faculty-and-staff/policies/awards/distinguished-researcher-award>

9. Am I eligible to apply for a merit increment?

Merit increments are based on the previous two years of employment at Lakehead University thus, you are eligible to apply when you have completed two years of employment at the University. For detailed information, visit: <http://lufa.org/>