

University of
Lethbridge



**2011 -
2012**

Residence Community Handbook



Your guide to living
and succeeding at the
University of
Lethbridge

On-Campus Living

Welcome!



Learn more than just a curriculum.

Earn more than just a degree.

Experience Residence Life.

Welcome to your new home on campus! Living in Residence at the University of Lethbridge will be one of the highlights of your academic experience.

At the U of L, our residences are designed to support you both academically and socially.

Living in Residence will aid you in the transition to University Life, and afford you the opportunity to forge friendships that will last a life time.

Campus Housing is the epicenter of student life at the U of L. Our students have access to social and recreational spaces as well as study rooms and academic programming.

Our students benefit from a great support network including courteous and helpful Housing Services Staff and informative and engaging Residence Assistants.

**U of L Residence
is home to**

**656 Single
Students
&
30 Families**



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Terri's Welcome



Welcome to the U of L! And to those returning students welcome back!

Thank you for making the choice to come live with us! We're looking forward to a great year with all of you. Steve Brodrick, Assistant Manager and I have been working diligently to ensure that you receive interesting and fun programming as well as excellent Housing facilities.

Our Residence Assistants have been working and studying attentively to ensure they can be of the most help to you in the coming year. Remember they are here for guidance and you should feel free to ask them anything. In return, we ask that you study the Handbook and familiarize yourself with the information therein.

At the University of Lethbridge, we do not view our Housing as strictly accommodation. The role of our team is to assist you in making your stay with us enjoyable and successful. Over the years, students keep telling us that staying in Residence provided the best opportunities to make life-long friendships. Our Residence Assistants and the Organization of Residence Students, through their effort and dedication, are credited with making the Rez Life experience enjoyable. We strive to create a positive community life for all to enjoy. By making the choice to live with us, you are making a choice to develop a neighbourhood that you and others can enjoy. This means actively working to better your neighbourhood by understanding and getting to know your neighbours. We focus on the health and well-being of the total community.

Please take advantage of all the activities offered through the Residence and the University in general. This is your opportunity to expand your horizons. University is about who you are about to become, not who you were. We strive to develop a community that encourages learning outside the classroom and is conducive to both academic and social success. It has been proven that students living in residence integrate into the community better than non-residence students, achieve higher grades and have greater persistence rates to graduation. I think we can all agree this is good news!

I encourage and invite you to let us know how we can be of help, ask questions of us when you aren't sure of something, and above all, please feel free to make suggestions or comments on how we can best serve you. Campus Housing is a very dynamic place that is continuously evolving and improving. With your input, we can develop goals and make operational changes within our resources that fit with your needs, likes, and dislikes. Drop by and let us know how we're doing.

I wish you well and lots of success in the upcoming year.

Terri Thomas
Manager, Housing Services

IMPORTANT DATES

Fall Semester 2011	
September 1	Move-in day for New Students Fall 2011 (Housing Services OPEN 8:30am-4:30pm)
September 1-6	New Student Orientation
September 5	Move-in day for Returning Students Fall 2011 (Housing Services OPEN 8:30am-4:30pm)
September 7	First day of classes for Fall 2011
September 15	Housing Starts accepting applications for Fall 2011
October 10	Statutory Holiday - University offices closed
November 11	Statutory Holiday - University offices closed
December 9	Last day of the class for the Fall 2011
December 20	Fall semester final exams end
December 21	Last day of Fall contract -Move out deadline (noon)
December 25-31	Holidays - University offices closed
* Housing Services will be doing mid-semester suite & room inspection of all our facilities. Dates to be announced	

Spring Semester 2012	
January 1-2	Holidays-University offices closed
January 5	Move-in day for Spring 2012 (Housing Services OPEN 9:00 AM – 4:00 PM)
January 6	New Student Welcome
January 9	First day of classes for Spring 2012
January 16	Returning Students – Lottery Draw Deadline
February 20-25	<i>Reading Week – no classes</i>
April 1	New Students to the U of L – Lottery Draw Deadline
April 6	<i>Statutory Holiday - University offices closed</i>
April 9	<i>Statutory Holiday - University offices closed</i>
April 18	Last day of the class for the Spring 2012 semester
April 30	Spring semester final exams end
April 30	Last day of Spring contract -Move out deadline (4:00 PM)
*Housing Services will be doing mid-semester suite & room inspection of all our facilities. Dates to be announced.	

Summer Semester 2012	
May 7	First day of contract for Summer Semester I
	First day of classes for Summer Semester I
June 26	Last day of final exams for Summer Semester I
	Last day of contract for Summer Semester I - Move out deadline 4:00 PM
July 4	First day of contract for Summer Semester II
	First day of classes for Summer Semester II
July 25	Last day of final exams for Summer Semester II
	Last day of contract for Summer Semester II - Move out deadline 4:00 PM
July 27	First day of contract for Summer Semester III
	First day of classes for Summer Semester III
Aug 22	Last day of final exams for Summer Semester III
	Last day of contract for Summer Semester III - Move out deadline 4:00 PM
<i>*Housing Services will be doing mid-semester suite & room inspection of all our facilities. Dates to be announced.</i>	

IMPORTANT PHONE NUMBERS

On-Campus Numbers	
Campus Security - Level 9	(403) 329-2549 or (403) 329-2603
Security Emergency	(403) 329-2345
Ambulance/Fire/Police	911
Aperture RAD Phone	(403) 331-4844
U-Hall RAD Phone	(403) 394-8948
Bookstore	(403) 329-2611
Campus Women's Centre	(403) 329-2094
Career Resource Centre	(403) 329-2000
Counselling Services	(403) 317-2845
Food Services	(403) 329-2491
Health Center	(403) 329-2484
Housing Services	(403) 329-2584
Risk and Safety Services	(403) 382-7176
Students' Union	(403) 329-2222
Scholarship & Student Finance	(403) 329-2585
Telecom Services	(403) 329-2490

Off-Campus Numbers	
Ambulance/Fire/Police	911
Alberta Blue Cross	(403) 328-1785
Canadian Blood Services	1-877-444-9284
Canadian Red Cross	(403) 327-7117
Family and Human Services	(403) 320-3020
Fifth on Fifth Youth Services	(403) 329-3555
Health Connection Link	(403) 381-4636
Lethbridge Police Services (non-emergency)	(403) 327-2210
Lethbridge Regional Hospital	(403) 382-6111
Sexual Health Center	(403) 320-0100
Sexual Assault Crisis Line	1-800-552-8023
Suicide Crisis Line	1-800-667-8089
Lethbridge Welcome Wagon	(403) 327-3764
Women's Emergency Shelter	(403) 320-1881

WELCOME TO THE UNIVERSITY OF LETHBRIDGE HOUSING SERVICES RESIDENCE COMMUNITY HANDBOOK

Welcome to your home away from home. Living with others in a residence is different from living in a private apartment or house. What you may feel comfortable with in a private or independent apartment may not be safe or appropriate in a shared residential environment.

Housing Services and the University of Lethbridge has a mandate to support the University's academic mission. We are committed to ensuring that all members of the Residence community are able to live, study and work in an environment of tolerance and mutual respect, free from harassment and discrimination. Residents have the privilege of enjoying social activities as long as they do not conflict with the rights of other Residents to pursue academic endeavors.

The Residence Community Handbook, as stated here, along with the Single Student Housing License Agreement form a legally binding contract once signed by you and a University of Lethbridge representative. Housing Services strives to protect the well-being, safety and security of all Residents. These standards are applicable to all individuals who reside in our Residence facilities and to all their guests. The standards apply to all University property, Residence property and during all Residence-related events, even if these events take place outside Residence property. Please read this guide carefully and keep it on hand for future reference.

MISSION STATEMENT



“To provide convenient, clean and affordable accommodation to students of the University of Lethbridge, together with an operating structure, policies, procedures, and programs that provide a positive atmosphere for the personal, academic and social growth of our residents.”

ADMINISTRATION & AUTHORITY

The Residence is owned and operated by the University of Lethbridge. The Board of Governors sets policy for the operation of Residence, including financial concerns, based on the recommendation of the General Faculties Council.

The Manager of Housing Services is responsible for Housing Services; reporting to the Executive Director of Ancillary Services and administering the Residences within the policies as approved by the Board.

Recommendations to change existing policies or to develop new policies are the responsibility of the Manager of Housing Services in consultation with the Assistant Manager of Housing Services and Residence Council. Policy recommendations are made to the Executive Director of Ancillary Services, and depending on their nature, may require approval by the General Faculties Council or the Board of Governors. Within this document, policy is developed on the grounds that Single Students are governed by the Alberta Post Secondary Learning Act and that Families fall under the authority of Residential Tenancy Act.

The University grants the Organization of Residence Students (O.R.S.) the right to enforce the enclosed rules and regulations necessary to maintain a peaceful and orderly environment for residence living. In this capacity, Residence Assistants act as agents on behalf of the University. Appeal of disciplinary actions by the O.R.S. and/or the Assistant Manager should be made to the Manager of Housing Services. Appeals are covered by the University's policy on Non-Academic Offenses.

STUDENT HOUSING LICENSE AGREEMENT

The Student Housing License/Contract is a legal and binding agreement. We require you to read your copy of the entire document. Residents are responsible for all conditions stipulated in the contract, this handbook, all University Policies, plus local, provincial and federal laws.

Single Students - http://www.uleth.ca/housing/help/forms_&_documents.cfm

Family Townhomes - http://www.uleth.ca/housing/help/forms_&_documents.cfm

TERMS AND CONDITIONS OF OCCUPANCY

Eligibility – Residence occupancy requires registration as a full time student of the University of Lethbridge (9 credit hours/semester), or written permission of the Manager of Housing Services.

Contract – The “Single Student Housing License Agreement” and “Townhome Lease Agreement” must be properly signed. If you are a student living in University Hall or Kainai House, you must participate in the Residence Dining Plan. For further details please contact Food Services (403) 329-2491.

Assignment – The University reserves the right to reassign individuals to different rooms and/or floors at any time, as required. People with 12-month contracts may have to move at the end of April in order for us to repair or paint the facilities. If you have an 8-month contract and decide to stay for the Summer Sessions, you may be reassigned to a different room.

Security Deposit – Students residing in U-Hall, Kainai, Piikani, Tsuut’ina or Resident Village single student townhomes are required to pay a \$300 security deposit. Students living in the family townhomes pay a security deposit equal to one month’s rent. The security deposits are refundable when you move out if no charges have been assessed against your account.

Termination – The University may be put in a position where eviction from residence is necessary. This may occur if a resident is having difficulty abiding by the rules and regulations of residence or not paying residence or Food Service fees. Although this is not a pleasant experience for either party, some instances arise where it is the only alternative for both the student and Housing Services. If eviction occurs, the student is responsible for the cancellation fee of contract.

Termination of the agreement for cause (such as disciplinary sanctioning), does not release the student from his or her financial obligations. If the contract is terminated for violation of federal, provincial or local laws, or violation of University Residence Life Policies, the student’s rent will be calculated on a daily occupancy rate or equivalent of one month’s rent (whichever is greater) to a minimum of \$1000.00, and the student will be financially accountable for any damages. The Student is also responsible for a termination penalty of \$300.00.

Right of Entry – The University reserves the right of entry into student rooms to make necessary repairs, to determine issues regarding health and safety, to take furnishing inventory, to assess damages, to perform mid-semester room inspections and/or to confirm a breach of rules.

Standards – The University establishes standards in keeping with its responsibility to provide a physically safe environment giving opportunity for maximum personal growth within an academic institution. The establishment, revision and enforcement of standards shall be a joint responsibility of University Administration and O.R.S.

Property Liability – The University does not assume any responsibility for personal property, lost, stolen or damaged from any cause. Single Students are advised to arrange insurance to personal property through an insurance agent; students residing in the Family Townhomes are required to obtain renter’s insurance.

Responsibility for Institutional Property – Residents are responsible for the general condition of the room, suite area, furniture and fixtures. Inventory stickers and fire extinguishers must not be removed.

Prohibited Possessions – The following, and similar items, are prohibited in the University of Lethbridge: air conditioners, personal refrigerators, small appliances within University Hall, exterior radio/satellite aerials and dishes, all live pets or laboratory specimens, BBQs in single student residence, firearms, knives, explosives, flammable



liquids and gases, illegal drugs and drug paraphernalia, and other questionable items as determined by the University of Lethbridge and/or O.R.S.

Unit Condition Reports – The Unit Condition Report is extremely important and must be filled out and returned to the Housing Office within 48 hours of your move in date. Be very careful to mark down everything that pertains including furniture status, ceiling condition, excessive tack holes in walls, countertop condition, carpet stains or cigarette burns. Failure to record and hand this form into the Housing Office may result in charges for damaged or missing items that you did not have any part in. To assist you in making sure that you do a thorough run through of your room, Housing Services provides a helpful checklist. In an effort to receive your full security deposit back, please fill out the Unit Condition Report thoroughly.

CATERING AND FOOD SERVICES

Sodexo Food Services would like to welcome you to the University of Lethbridge. We are available to serve your dining and nutritional needs and encourage you to participate in this service by discussing ideas with the management and staff. We operate five outlets on campus: the Coulee Junction Café, Fresh Express, The Station, Starbucks and Tim Hortons.

Residence Dining Plan: All students in University Hall and Kainai House Residence are required to sign a Dining Plan contract and must participate in the Dining Plan. www.uleth.ca/food/plans.cfm. Exemptions to the Dining Plan will not be granted. Students with special diet needs are required to meet with the Food Services Director for consultation respecting particular food choices to meet their needs.

Food Services Advisory Committee: A sub-committee of the ORS has been established to give Residence students direct contact with the Chef and Food Services Director, and to help develop a program to meet the needs of all Residence students. These meetings allow for the planning of social events and to provide a forum for suggestions, ideas and student involvement. Any Resident student wishing to be a member of this committee should contact the VP U-Hall or VP Aperture Park

For further information, please contact the Catering and Food Services office at (403) 329-2491 Level 6A Atrium or visit their web site at www.uleth.ca/food

Access Card: The Access Card is your University of Lethbridge student I.D. card. At Food Services it functions as a declining balance card. You will need to bring your student card with you in order to purchase any food item at any one of our locations, the Coulee Junction Café, Fresh Express, The Station, Starbucks or Tim Hortons. If you run out of money on your meal card, please contact Food Services (Level 6, (403) 329-2491) to add any amount at anytime.

For University Hall residents, your access card will allow you to enable the security doors for entrance to the facility. For Aperture Park residents, your access card will allow you entry into the Paterson Centre facility. All access cards must be activated in the Housing office C420.

Lost Cards: Lost cards are replaced in E644 or AH150. Bring your new card into the Food Services offices and we will download your balances to it. For more information visit

www.uleth.ca/it/Functions/campusCard.htm . For University Hall residence, you will need to bring your card to the Housing office C420 to have it activated for access your living area.

DUTIES AND RESPONSIBILITIES OF RESIDENCE ASSISTANTS

The duties of a Residence Assistant are multi-purpose. They are given the authority and responsibility to act as agents for the University of Lethbridge Housing Services Department.

A Residence Assistant (RA):

- Maintains conditions of relative personal safety and security for students in our Residence
- Actively promotes a sense of community within Residence
- Enforces the rules and regulations in Residence
- Assists with check-ins, and other office related duties
- Responds to complaints and acts as an initial arbitrator in student disputes
- Assists Campus Security as required
- Assists in the orderly evacuations of Residence during fire alarms
- Provides emergency first aid as required. All RA's are certified in Standard First Aid.
- Assists students with problems by referring them to the appropriate agency or services
- Acts as a positive role model for students in Residence
- Assists in presenting a positive image of Residence and contributes in marketing efforts of the facilities
- Reports problems, damage, etc., to Housing Services and assists in determining the cause
- Serves as the "discipline committee" when requested by Housing Management
- Works as RA on Duty (RAD) as assigned, outside of Housing Services regular office hours.

As Council Members:

- Attend Council meetings as scheduled
- Chair regular section meetings
- Plan and carry out social, educational and cultural events for students living in Residence
- Conduct the business affairs of the Organization of Residence Students
- Provide, control and maintain equipment for student use (laundry, DVD's, TV's, etc.)
- Represent Residence Students in dealing with University departments and administrative bodies

As Residence Assistants On Duty (RAD)

- Be available and "on call" during the evenings and weekends of "assigned" duty.
- Respond to after hour problems, assess situations and take action as necessary to alleviate or mitigate problems
- Tour the facility on a routine basis during the shift
- Control use and access to student storage rooms in University Hall.

RA's are hired in March for the upcoming fall semester, if you are interested in becoming an RA, please visit <http://www.uleth.ca/housing/ors/selection.cfm> or ask your RA for more information.

RIGHTS, RESPONSIBILITIES AND PRIVILEGES AS A RESIDENT

The following is a listing of your “rights” – what you are entitled to as a student living in Student Housing; and your “responsibilities” – what is expected of you as a member of the Residence Community. These rights and responsibilities are not legally binding, but are meant to compliment formal Housing policies. As part of your citizenship in the Residence Community you are also afforded certain privileges which are intended to enrich your overall experience.

- You have the **right** to a safe and secure residence environment.
- You have the **responsibility** to keep your bedroom and apartment doors locked, to not give out your keys, and to not prop doors open or allow strangers in.
- You have the **right** to a reasonably peaceful and quiet place in which to study and sleep.
- You have the **responsibility** to respect others, to keep your stereo and your voice at a reasonable volume, and to remind others that you expect the same of them.
- You have the **right** to reasonable privacy and the proportionate use of your room, both in terms of space and time.
- You have the **responsibility** to let your roommates know of your wishes and preferences for hours of sleep, study and visitation, as well as to work through any differences that you may have in a peaceful manner, within the guidelines established by Housing Services.
- You have the **right** to choose your means of recreation and relaxation.
- You have the **responsibility** to know and abide by the laws of the Province of Alberta and City of Lethbridge, including those pertaining to alcoholic beverages and illegal drugs.
- You have the **right** to have the assistance of your RA and other Housing and University Staff when you require help.
- You have the **responsibility** to notify a staff member of your problem in a timely manner, and to cooperate with him or her as he or she works with you to solve your problem.
- You have the **right** to live free from all forms of unfair discrimination
- You have the **responsibility** to treat all people with respect and dignity and to foster a tolerant community.
- You have the **right** to know what is OK and NOT OK in Student Housing.
- You have the **responsibility** to read the information sent to you by Housing Services, especially your Single Student Housing License Agreement or Family Lease Agreement (which you sign), and this handbook.

We welcome you as guest in our community and are committed to respecting and promoting your personal rights. Living in Student Residence is a choice and a privilege. The privileges offered to you are maintained by upholding your responsibilities to the Residence and University Community.

- It is a **privilege** to live in University of Lethbridge Campus Housing.
- It is a **privilege** to allow guests into Residence.
- It is a **privilege** to be a guest in the buildings or sections outside of your assigned unit.
- It is a **privilege** to use and enjoy the facilities and services offered in Residence.

STUDENT KEY POLICY

In order for you to enjoy a safe and secure environment, students living in University Housing are required to safeguard their keys at all times. Students have the responsibility to keep bedroom and apartment doors locked, not to give out keys, and not to prop doors open or allow strangers in.

PROCEDURES FOR SAFE-GUARDING KEYS

Moving Out - Return all Housing keys assigned to you to the Housing Office (C420) upon move out. **Your move out will not be processed or complete until all keys are received in the Housing Office.** An occupancy rate equivalent to the daily rate for your room will be levied each day until the keys are received in the Housing Office. Please do not rely on friends or the housecleaning staff to return your keys. It is your responsibility to ensure they are returned by the due date. If the keys are found in the room after you move out and returned by a Housing Staff member, an administrative fee will be charged against your Security Deposit.

Lost Keys - Report lost keys or FOBs immediately. Please advise the Housing Office (C420) of any lost keys as soon as you are aware they have gone missing. If lost keys go unreported, the right to a safe and secure environment may be jeopardized. Unreported lost keys will be considered non-returned keys, and therefore all charges associated with non-returned keys will apply. Lost keys are charged as follows: Mail Key \$30.00 / Door Key or FOB \$75.00 / Suite Key or FOB \$75.00 / Lock Change \$100.00.

Lost ID Cards - It is the student's responsibility for safe storage and care of their ID cards. In the case of a lost or damaged ID card, a fee of \$10, payable at the IT Department, will be charged to replace it.

Re-Keying - Students may request new locks by applying to the Housing Office (C420). Keys are charged as follows and payable in advance to the Housing Office: Mail Key \$30.00 / Door Key or FOB \$75.00 / Suite Key or FOB \$75.00 / Lock Change \$100.00.

Note: Resident floor entry and elevator doors in University Hall will be secured 24 hours a day. Your validated University of Lethbridge ID Card will be required to gain entrance. Card access to Paterson Centre will be given to any Resident student, just come by the Housing office.

RESIDENCE FACILITIES - SOMETHING FOR EVERYONE

Now that you have arrived in Rez safe and sound, you have to get around Rez itself. Residence is divided into four single student areas: http://www.uleth.ca/housing/single_student_housing/index.cfm and one family student area: http://www.uleth.ca/housing/family_housing/index.cfm

- 1) **Traditional residence** – located in the lower four floors of University Hall (which is the main academic building on campus); double (2 to a room), single suite, single hallway style units, executive suite single and executive large single units. These units & Kainai House are reserved for current year Grade 12 Graduating Students.
- 2) **Apartment style residence** – comprised of two buildings, Piikani and Kainai House (located on Aperture Drive near the Physical Education Building); one, two, four and six bedroom units. Piikani House is reserved for students 18yrs or older. Kainai House is reserved for current year Grade 12 Graduating Students.
- 3) **Townhome style residence** – Resident Village is comprised of six buildings for single students – four bedroom split floor plan style units. Tsuut’ina single student two bedroom Townhome units also available in Aperture Park.
- 4) **Family Housing** – made up of the townhome Siksika. One, two and three bedroom units.

If you have any questions about Rez, check with your Residence Assistant or the Housing Office. As a member of Residence, you have the right to use any of the facilities located in any of the Residence buildings, regardless of which building you live in.

Barbecues – Personal barbecues are **not** allowed in the single student residences of University Hall, Aperture Park apartments or Residence Village. There are barbecues located on the fourth floor of Kainai, on the patio of Piikani House and Paterson Centre and in the breezeway of University Hall. You will need to contact your RAD in order to access these. You may wish to bring your own personal barbecue if you live in the family townhomes, but **NO** personal BBQs are allowed in any of the Single Student facilities.

Blow an Electrical Fuse – All you have to do is call Housing during office hours or Security at (403) 329-2549, after hours, and they will be happy to turn the breakers on for you. A computer in their office turns on all the fuses, so the RA will not be able to help you with this.

Cardiovascular (CV) Room – (P104) – The CV room contains stationary bikes, a treadmill, two aerobic steps; two exercise mats, a TV and a VCR. The CV room can be used between the hours of 8 am and 10 pm during the week and between 10 am and 11 pm on weekends. Please make sure you turn off all the equipment, the lights and close and lock the windows before you leave. Please report any problems or breakdowns to the Business Office by dropping a note into their mail slot.

Guests – **Guests are NOT permitted to stay overnight in the first two weeks and the last two weeks of a semester.** Initially this is a time period for our Residents to become familiar with each other and their facilities and the last two weeks allow all students to focus on their academic pursuits. Guests are permitted to visit on a **maximum of two consecutive day** stopover, with a maximum of four days a month. A Resident may only have one overnight guest at a time. The host must register intent to have short-term guest with their RA or the Housing Office. Long-term stays (three days or

more) are not permitted. A guest registry form will be available and required for all guest stays. This form must have the signature of all roommates involved. The host resident is at all times responsible for the behavior, actions and/or damage caused by his/her guest.

The Housing Office and the ORS will administer this guideline with a degree of fairness to all residents. Attempts to abuse the process will result in suspension of privilege by further guest privileges being suspended for the remainder of the semester or Notice to Vacate being served by the Housing Office.

U-Hall Residents – There are two house phones for your guest’s use. One is located just outside the office on C4 level Housing entrance and the other is in the D3 stairwell. If you are expecting guests, please ensure that they have your phone number so that they can call you and you can meet them at the security door to give them access.

The RA and RAD will not be responsible for answering calls made from the House phone nor will they give entrance permission to your guest.

Several doors are identified as **EMERGENCY exit only**. An alarm will sound if they are opened and used for entrance and exit. It is a Housing policy offence (**B-22**) to use these doors unless it is an emergency.

Guest Parking – In the townhomes, guests with guest permits may park in any non-plug stall across from Siksika and Tsuut’ina House facing the pond area. Guests may also park in the Lot C, including metered parking areas. You **MUST** obtain a day pass from the ticket vending machines. You may obtain visitor-parking passes for your guests in the Security office (L911), up to 10:00PM. These permits will be valid for one to three days. You must write on the permit, in ink, the name of your guest, your unit number, the date and vehicle license plate number. If the permit is not properly filled out, Security will ticket the vehicle (they enforce ticketing 24/7 in this lot). Any guest staying longer than 2 days is required to contact Security Services, L911. Abuse of the visitor permits may cause your privileges to be revoked.

Parking – All residents need to purchase a parking permit from Housing Services for all vehicles as soon as possible. Pre-selling of Parking Permits has already taken place for those accepted into Rez. You will be ticketed by Security if you do not have a permit. If you have any questions or concerns regarding parking, please contact the Housing Office or the Security Parking Office at (403) 329-2603. Visit the web site for more information - <http://www.uleth.ca/pln/prk/>

If you live in U-Hall, you will park in the Lot E, F or N. If you live in Piikani or Kainai, you will park in the lot directly outside these two buildings. If you live in the townhomes, you will park outside your home. Although there are no designated stalls in the townhome parking lots, there is a “code” by which all residents park. Starting at the low end of Siksika and moving up numerically toward Tsuut’ina, tenants living in unit 1 will park in the first stall; tenants in unit 2 will park in the second stall and so forth. Please remember to leave a space for the handicapped units. The last few units in Tsuut’ina will park on the other side of the lot.

Piikani and Paterson Centre Back Patio – The patio is large enough for you to sit outside and admire the great view of the Oldman River and the City of Lethbridge. It is a great place to get some fresh air and take a breather from studying. This patio is often where ORS have their barbecues, so watch for signs! Please remember that there is “NO SMOKING” (15 meters from buildings) and no alcohol in effect on the patios as well.

Windows & Blinds – Please do not cover your window blinds with any other materials, i.e. blankets, towel. Contact the office if you have a problem.

COMMUNITY LIVING

One of the best things about our community is that we’re all students. We’re all striving to be successful academically, while enjoying the residence environment. This occasionally causes conflict. Those studying or resting want it to be quiet, while those wanting to enjoy life can be loud. Because we’re an academic community, academics and rest should usually get the nod.

An essential balance between tolerance and respect is required to make the community successful. To find this balance, all of the members of the community need to work together. Please respect your neighbour’s right to privacy and contribute to a scholastic community. Please also recognize that tolerance is required of all residents and that there will be times when it will be louder than you prefer.

Community Guidelines in Residence - The Residence Community has some basic rules. Each resident is responsible for upholding the community’s guidelines, which include Housing and University policies, municipal, provincial, and federal laws. Residents are expected to adhere to the Student Conduct and Appeals policy as published in the University calendar, the Residence Life policies as outlined in this handbook and the Housing License Agreement.

Mutual Respect and Responsibility - Your living arrangement in Student Housing includes your interactions with other people in your apartment, suite, room, floor and neighbours. We strongly encourage you to respect and consider the feelings, attitudes, safety, welfare and interests of others. It is important that you avoid infringing upon others’ rights, and it is equally important that you stand up for your own rights.

Your Residence Assistant can assist you to ensure that your rights are protected. He or she can certainly assist with problems; however, he or she cannot solve these problems for you. If you have exhausted your own abilities to solve a situation, do not hesitate to contact your Residence Assistant or Housing Services.

Roommates and Suitemates - It is important not to assume your relationship with another person will be an automatic success in a shared living setting. Good intentions do not always lead to good relations. We have provided a series of statements that all roommates should discuss openly. Even though some of these issues seem trivial, you should explore them in as straightforward a manner as possible. By talking about (and even revealing) mutual expectations before you begin sharing accommodations, you’ll avoid problems in the future.

Remember: When more than two people are involved, polarization (i.e. two on one, three on one, two against two) very often occurs. This can lead to conflicts, which may require outside help. This is one of the many things your RA is good at. If you feel the problem is too large, Housing Services can help.

*What should you discuss with a prospective roommate?
Some of these issues are covered under policy.*



- Studying – I prefer to study in the apartment.... I need quiet time when I study...?
- Habits – I prefer to cook and entertain in the unit regularly...? I drink... (I object to drinking)...? I am an early/late riser/retiree...? I am a heavy/light sleeper...?
- Privacy – I need to be alone without intrusion (always, often, rarely, sometimes, never)...? I am a private/social person...? I like to have my door open/closed...?
- Problems – I do/do not keep things inside myself...? I expect my roommate to listen if I am disturbed about something...? I am willing to listen when my roommate has a problem and wants to talk...?
- Responsibility - Bills should be split down the middle...? Cleaning can best be accomplished by...? Dishes should be done...? I work best with a set schedule for housekeeping chores...? Each person should be responsible for...? I expect a _____ level of cleanliness...?
- Sharing – I am willing to share expensive items like a bike, car stereo, TV, VCR, computer, etc...? I am willing to share smaller items like CD's, dishes, food, and clothes...? I am willing to share groceries and cooking responsibilities/ I like to cook for myself...?
- Friends – I like to host parties...? My friends could best be characterized as...? I am having a few friends over in our common room later/ I have an exam in the morning...?
- Guests- I am okay with guests on weekdays...? Weekends...? Overnight...?
- Noise – I like loud movies, music and video games/ I prefer quiet activities...?
- Roommates – A good roommate to me is...?

You and your prospective roommate must set some personal priorities, decide how flexible you wish to be and determine how you might learn and grow from your roommate relationship. **The key to successful roommate relations is open, honest communication.** It is better to know how everyone feels about issues before problems arise. When difficulties do come up, do not wait for “things to work out on their own” – deal with the problems before they get out of hand.

At the beginning of the year, RA's will help you and your roommates develop a roommate contract which will spark a discussion around a number of topics relevant to your new living arrangements. All roommates will agree on a set of expectations and will sign off on those living parameters for the remainder of the semester. Your RA will help guide this process and will witness the contract. If there

are any disputes or amendments that occur throughout the year they will be addressed in the following manner. If the first step fails to resolve the conflict, then the issue will be elevated to the next sequential action.

Roommate Conflict Resolution Model

- 1. Discuss the problem with your roommate face to face.**
- 2. Inform your RA of the issue, the RA will then facilitate a meeting between all parties**
- 3. The Facility Vice President and the RA will facilitate a meeting between all parties.**
- 4. The Assistant Manager of Housing Services will facilitate a meeting between all parties.**

Cleaning Responsibilities of Suites / Apartments – Residents are responsible for the cleanliness of the entire common areas (including: bathroom, kitchen and living room) in their suite, apartment or townhome. Residents are expected to keep these areas clean throughout the year. The lack of cleanliness in a unit results in the possibility of vermin infestation and unsanitary living conditions. Failure to maintain a reasonably clean unit will be considered a section **B** violation and will result in disciplinary sanctions.

Weekly Inspection and Restocking of Suites / Apartments – Those residents living in University Hall suites and Kainai apartments will have the Housekeeping staff enter their units weekly to perform inspections and to restock toilet paper. The inspection is intended to ensure that residents are maintaining a reasonable level of cleanliness. Toilet paper is the responsibility of the resident student; Housing Services helps supplement bathroom supplies by providing one (1) roll of toilet paper per person per week. Any additional bathroom supplies or cleaning supplies will be provided by the resident.

You are expected to treat all Housekeeping staff with respect and to follow any cleanliness guidelines they may set out for you. Furthermore you are expected to adhere to suggestions regarding the state of your unit in a timely fashion as indicated by the inspection report and Housekeeping staff. You can expect courteous and professional staff who are working hard to promote the cleanliness of your unit.

Food for Thought – Meals, food preparation and clean up is the responsibility of each resident. It is important that all residents reach an agreement regarding these issues. Cooking is not permitted in bedrooms. University Hall has limited cooking facilities, which means these areas should be kept especially clean* Please think about the next person to use the kitchen and the other residents in your area. Respect, courtesy and consideration will ensure that the kitchens are kept clean and tidy.

**Please do not dispose of your food down the kitchen or bathroom drains.*

OTHER THINGS YOU NEED TO KNOW

Energy Conservation – A large portion of your Housing fee is applied to utility bills (electricity, gas and water). Please turn off your lights when not in use, conserve water whenever possible, and leave your windows closed during winter months to conserve heat and avoid costly damage by freezing. In

addition to keeping your rent down, you are helping to do your part in our campus's commitment to going green.

Recycling/ Composting – In an effort to be green, Housing Services and Residence Students can help do their part by recycling. All cans and bottles placed in recycling bins in residence buildings go towards supporting scholarships for residents. Please look for the mixed paper and cardboard recycling areas in your section as well. Composting bins will also be available in the Piikani House in the garbage rooms.

Linen Policy – Linen will be provided by Housing Services upon request only. If you use our linens, it must be noted on your 'move-in' inspection form and you are responsible for laundering and returning them to us.

No Fridge or Small Appliance Policy – Personal fridges and small appliances are not allowed in University Hall, as the increased power requirement may overload our electrical system. Personal fridges are only permitted with proof of a doctor's note for medical purposes.

A small appliance as defined by Housing Services includes, but not limited to, the following items:

◆ Microwaves ◆ Mini Fridges ◆ Freezers ◆ Coffee Pots ◆ Kettles ◆ Rice Cooker ◆ Toaster ◆ Toaster Oven ◆ Blender ◆ Space Heaters ◆ Electric Blankets ◆

Christmas Tree Policy – Due to the fire danger associated with live Christmas trees, they are prohibited from Campus Housing. Small "fake" plastic Christmas trees are permissible provided they are plugged in only when someone is in attendance.

Storage – Name, room number and year need to be marked on all items. Please know that storage room use is not possible for non-residents. There is no storage over summer months.

Say "No" To Candles, Incense, Hair Color, Thumbtacks and Bleach - All these items can cause damage to the furniture, fixtures, walls or floors. Candles are a leading cause of fire. If you wish to use bleach in your laundry use the "Bleach for the Unbleachables". Pictures and posters can be hung by FunTac or Poster tape. Remember you will be charged for pinholes in the wall; bleach stains, candle and incense burns and discolored sinks due to hair dye, so help us keep your residence as damage free as possible.

Pets – The University of Lethbridge has a "no pet policy" which must be followed. Please abide by this policy as it is for the health and safety of the entire community. The only exception: single students can have a five-gallon fish tank and family units are allowed to have a ten-gallon fish tank.

Posters/Notices – Posters and notices may be placed in residence only on the authorization of the Organization of Residence Students Council and Housing Services. All posters and notices need to be approved by the Housing Office in advance. Notice boards around campus are provided for advertisements and other promotions but the notice boards in residence are strictly for Campus Housing related events or information. Check "The Calendar of Events" and the "Breezeway" for any upcoming activities. The Breezeway is found on the side bar on the Housing website.

Say “No” To Drano – If you are having problems with your plumbing please call Housing Services or tell your RA. Please do not attempt to fix the problem yourself and leave your Drano at home. Online work orders and maintenance requests are available at <https://www.uleth.ca/housing/onlineservices>

Snow Removal – The maintenance department will clear snow from the main walkways. However, Siksika, Tsuut’ina and New Village residents are responsible for snow removal from their front entrance to the main walkway. A shovel is provided for every two units.

HOW TO CONTACT THE RESIDENCE ASSISTANT ON DUTY

After hours, each facility has a Residence Assistant on Duty who can be contacted by cellular phone.

Aperture Park Cell Phone Number: (403) 331-4844	University Hall Cell Phone Number: (403) 394-8948
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If, for some reason you are unable to get through (busy signal or an “out of service” message) leave a message on the RAD’s door. Also, please inform Housing Services or an ORS council member that you were unable to get through. Perhaps there is a problem with the phone and we are unaware.

For emergencies, call Campus Security at (403) 329-2345. <http://www.uleth.ca/pln/sec/>

RESIDENCE CANCELLATION POLICY

Students wishing to cancel their occupancy in residence are to notify the Housing Office by the first day of the month to make the notice effective for the last day of the month (or the end of the semester). In the event that the first is a weekend or statutory holiday, notice may be given to the RAD in writing or faxed to the Housing Services fax machine at (403) 329-2030. A notice form, available in the Housing Office, must be completed to effect the notice period. **Notice provided after the first of the month shall not be effective until the end of the following month (or semester end).** Students withdrawing from the university mid-semester are required to provide notice as soon as they are aware that they are withdrawing. Documentation from Registrar’s Office will be required confirming the withdrawal. Withdrawing students are to follow the normal move out procedures. Housing Services will not be held responsible for any personal items placed in storage which may be lost, stolen or damaged.

PLEASE NOTE: Any student terminating his or her contract will be reassessed at a daily rate from the date of arrival to the date the notice comes into effect or to the equivalent of one month’s rent to a minimum of \$1000.00, whichever is greater. In addition, a cancellation charge of \$300.00 is assessed for breaking the contract. (This cancellation charge is charged whether the student cancels his or her residency or the terms of the license agreement are broken and the license is terminated). It is important to note that nightly rates are higher than the semester rate originally assessed.

Semester Room Inspections - To ensure that students in the single student residence are taking adequate care of the premises, room inspections will be done during the school term. Students will be given one week’s notice for these inspections. A member from Housing Services will be performing

the inspections and tenants are asked to be present if possible. Inspections of family units will be conducted annually.

Room Changes - Room changes may be requested through the Housing Office. A Room Change Request must be completed at Housing Services and a \$40.00 processing fee applies. Room changes are not permitted during the “Room Freeze” period (the first four weeks of the contract period). If you are having roommate problems see your RA or VP and try to work things out. Some other options you may want to try are to rework your roommate contract. If the problem persists, please refer to the Roommate Conflict Resolution Model outlined above. Explore all the possibilities before you move. It may be a simple problem that can be solved with some outside help. One tip, don’t let problems go too long before you deal with them.

Unit Condition Report (UCR) - For your protection, a Unit Condition Report (UCR) is to be completed by every resident upon arrival. This form outlines all aspects of your room/apartment/suite and its present condition. Students are responsible for returning the UCR within 48 hours of arrival. This report will remain on file at the Housing Office. At check out, UCR’s will be used to determine changes in your apartment’s condition (beyond normal wear and tear), and the resulting charges, if applicable. So make sure you record everything. If you have not received your UCR, go to the Housing Services immediately and they will give you one. Be aware that your contract stated that if you don’t complete one of these reports, Housing could assume that you are responsible for the charges.

MOVING OUT



Students are reminded that the final checkout for the Spring 2012 Semester is 4:00pm on Monday, April 30, 2012. As you prepare for summer, please note some of the following checkout procedures you need to go through.

FOR BOTH THE SINGLE STUDENT RESIDENCE AND THE FAMILY TOWNHOMES, YOU ARE RESPONSIBLE FOR DOING A THOROUGH CLEANING OF ALL YOUR LIVING AREAS, PRIVATE BEDROOM AND COMMON AREA BEFORE YOU LEAVE. Be sure to read our move out cleaning form.

As You Leave - Please make sure that you take all of your personal belongings with you.

Phone Connection and Internet – The Standard IP phone and Wired Internet service *do not* need to be cancelled Please contact Telecom if you have purchased an enhanced package. If your service provider is Telus, please contact them to cancel your Telus services.

Request for Late Move-outs – All requests for late move-outs must be issued in writing a minimum of 2 weeks prior to the end of the contract. Approvals of requests are subject to availability and authorization by the Manager or Assistant Manger of Housing Services. Late move-outs will incur a daily intercession fee.

Secure your living space - As you leave your room for the last time, please ensure that the window is closed and your door is locked.

Keys - All keys and FOBs must be returned to the Housing Office on your departure. **Please put your NAME, ROOM NUMBER and DATE OF DEPARTURE on a key envelope and return it (with keys and FOBs inside) to Housing Services.** Use the “Internal Mail” slot outside of C420 (Housing Service Office) if we’re closed. If you have lost keys or FOBs this semester, you will be charged accordingly. Do not leave your key in your room, and do not give it to anyone else to return for you. If you leave your key in your room and it is returned by a Housing Employee, an administration fee will be applied against your Security Deposit. You will be charged a daily room rate until your key and mailbox key are returned to the Housing Office.

Change your address - **Please remember to change your current address at the Registrar’s office or on “The Bridge” before you go so we can return your security deposit.** Housing Services is not able to redirect student mail. Canada Post will not accept redirected mail from the University of Lethbridge. **To ensure that you do not miss something important, rent a mailbox for \$7.00 a month or leave prepaid, preaddressed envelopes so we can send you your mail. Also, begin changing your address early with those who send you mail.**

Suite Living - If you are living in a suite, please make sure that as each person leaves, all common areas are cleaned and inspected to ensure that no charges are applied to your account.

Room Inspections - If you want to be present for your room inspection, please come to the Housing Office to book an appointment in advance of vacating. Residents are responsible for their own bedrooms and their common area. You will be charged a cleaning fee if our housekeeping staff need to do any cleaning in your room.

Sharing of Cleaning Duties – If you have (a) Roommate(s), it is important to recognize that you all share responsibility in cleaning your unit. Have a conversation about who will complete which cleaning tasks and make sure you to write it down. The cleanliness is a shared responsibility in common spaces like, kitchens, bathrooms and common areas etc.

Wall repairs - Please do not attempt to make your own repairs to walls, etc. This may result in an additional cost to you.

Bedding - Leave all bedding assigned to you on your bed or it will be assumed that it has gone “missing” which may result in a charge to your account.

Shower Curtain - If you have one of our Shower curtains, you can wash it by putting it in the washing machine with some soap. Do not put in the dryer; you only need to hang it back up to air dry.

Bleach - is not allowed in our Residence as it can severely damage carpeted areas.

Storage - Don't forget any items you may have in storage.

CLEANING CHARGES WILL BE ASSESSED TO ALL FACILITIES IF YOU DO NOT COOPERATE IN THE CLEANING PROCESS

(Plan ahead as vacuums are in high demand and you must have your area clean)

Please remember: if we are forced to charge for cleaning, replacement parts, damage or labor, a \$10.00 administration fee will also be assessed to recover office and processing expenses.

UNIVERSITY HALL:

- Clean the kitchen area in suites – fridge, sink, counter, shelves, sweep and wash floor (under and behind the fridge too), wipe out cupboards.
- Clean and sanitize the bathroom in the suite – sink, counter, toilet, wash out drawers, sweep floor, wash walls, and floors.
- Vacuum the carpets and wash the walls, windows and screens.
- Move the furniture back to where it was located when you arrived. Wash out all drawers, mattress platforms, and shelves.
- Common area – empty and wash out fridge.

You should have the following furniture in your room:

- Single Room: 1 bed with mattress, 1 wardrobe, 1 nightstand, 1 bookcase, 1 desk, 1 study chair, and 1 study lamp, 1 wastebasket.
- Double Room: 2 beds with mattress, 2 wardrobes, 2 nightstands, 2 bookcases, 2 desks, 2 study chairs, 2 wastebaskets, and 2 study lamps.
- Suite: In addition to your bedroom furniture as listed in a single room you should have 1 fiberglass cube table, 3 sofa sectionals and 2 wastebaskets.

APERTURE PARK

Apartments and Townhomes

- Clean your bedroom, wash closet shelf, all furniture drawers, tops and shelves, mattress platform, vacuum windowsill, window screen and floor. Wash walls and windows.
- Clean and sanitize the bathroom (scrub tub, sink, and toilet, wash floor and wipe chrome, wipe all soap residue off fixtures when complete, clean vent in bathroom ceiling). Please don't use abrasive cleansers.
- Clean the kitchen (stove, fridge, under and behind stove and fridge, oven, burners, dishwasher, sink, floor, and wash out cupboards and drawers)
- Clean the living room, storage room, bedrooms and hallways – including vacuuming floor and washing walls and windows and screens.

- All light bulbs must be working, if not they should be replaced by you or a charge will be assessed. Remember that floor lamps use tri-light bulbs and must be replaced with tri-light bulbs when burnt out. Regular light bulbs should be 60 watt.

You should have the following furniture in your apartment:

- **1 bedroom apartment:** In the bedroom you should have 1 bed with mattress, 1 desk, 1 bookcase, 1 nightstand, 1 table lamp, 1 wastebasket and 1 study chair. In the suite area you should have 1 kitchen table, 1 kitchen chair, 1 wastebasket, 1 coffee table, 3 sofa sectionals and 1 floor lamp.
- **2 bedroom apartment:** All bedroom furniture as listed under the 1 bedroom, in each bedroom, plus in the suite area you should have 1 kitchen table, 2 kitchen chairs, 1 wastebasket, 1 coffee table, 3 sofa sectionals and 1 floor lamp.
- **4 bedroom apartment:** All bedroom furniture as listed under the 1 bedroom, in each bedroom, plus in the suite area you should have 1 kitchen table, 4 kitchen chairs, 1 wastebasket, 1 coffee table, 6 sofa sectionals and 2 floor lamps.
- **6 bedroom apartment:** All bedroom furniture as listed under the 1 bedroom, in each bedroom, plus in the suite area you should have 1 kitchen table, 4 kitchen stools, 1 wastebasket, 1 coffee table, 6 sofa sectionals and 2 floor lamps.

You should have the following furniture in your townhome (single student):

- **2 bedroom townhome:** In the bedroom you should have 1 bed with mattress, 1 desk, 1 bookcase, 1 nightstand, 1 table lamp, 1 wastebasket and 1 study chair. In the suite area you should have 1 kitchen table, 2 kitchen chairs, 1 wastebasket, 1 coffee table, 3 sofa sectionals and 1 floor lamp.
- **4 bedroom townhome:** In the bedroom you should have 1 bed with mattress, 1 desk, 1 bookcase, 1 nightstand, 1 table lamp, 1 wastebasket and 1 study chair. In the suite area you should have 4 kitchen stools, 1 microwave, 1 wastebasket, 1 coffee table, 1 sofa chair, 1 sofa couch, TV and 2 floor lamps.

Family Townhomes

Please contact us to set up an inspection appointment. Please allow adequate time. A thorough inspection can take up to 45 minutes. It is important to set this appointment for a time when cleaning has been completed and possessions have been removed from the unit.

Cleaning, inspection and complete move out should be completed by noon on the last day of the month.

- Clean the kitchen (oven, fridge, under and behind stove and fridge, stove, burners, sink, floor and wipe out cupboards).
- Clean and sanitize the bathroom (scrub sink, tub, toilet, wash floor and wipe chrome removing all soap residues off fixtures when complete). Please do not use abrasive cleaners.
- Vacuum all floors, wash all walls and windows.
- Please clean windows, Venetians blinds and screens.

- All light bulbs must be working, if not, they should be replaced by you or a charge will be assessed.
- Ensure that you take all of your personal belongings with you.

Carpet Cleaning - For the Family Townhomes, please clean or have your carpets cleaned. Often times, the stains in the carpet can be removed, however, if not properly done, the stain will set and then become very difficult to remove. Stains in the carpet will generate a damage charge to you. Please supply a copy of receipt for machine rental or professional carpet service.

Moving Truck - Please do not drive your moving truck onto the lawn. Any damage to the lawn or sprinkler system may result in a charge assessed to you.

RESIDENCE DAMAGE POLICY

Cleaning - Any mess beyond normal “wear and tear” is considered vandalism, and for Housing to clean these “messes”, the student(s) responsible, or the ORS, will be charged at a rate of \$40.00/hour. All cleaning charges will be assessed in 15 minute intervals and are listed according to each area in the section i.e. bathroom, kitchen, bedroom etc. The minimum cleaning charges also apply for post move-out cleaning.

Mid-Semester Room Inspections - At the mid-point of each academic semester, inspections are performed on each room for safety, security, and cleanliness of items. Residents are sent reminders one week in advance of the inspections. Rooms, suites, apartments receive either a pass or fail designation with one opportunity for re-inspection if they fail. Re-inspection occurs three days later. Failure to comply with process guidelines results in disciplinary sanctions.

Damage - The University of Lethbridge is responsible for maintenance and general upkeep of the Residence facility and grounds. All damage incurred in the University Residence is to be charged to those responsible for the damage. The Housing Manager, with the assistance of the Organization of Residence Students, is responsible for determining the responsible individual(s). While Housing attempts to determine who is responsible for damage, the ultimate responsibility rests with the residents.

Each individual will be billed proportionately where it has been determined more than one individual is responsible for the damage or if damage occurs in common areas. All repair costs will be billed to the members of the room, suite, apartment, floor, section or to the Organization of Residence Students for damage in cases where responsibility cannot be determined.

DAMAGE REPAIR & CHARGE-BACK PRICING

** Prices – Approximate and subject to change without notice

Bathroom Mirror	\$97.00	Carpet tile/each	\$35.00
Carpet Repair/yd ² or portion thereof	\$50.00	Cleaning/hr/person	\$40.00
Cigarette Burn	\$40.00 ea	Door Mirror	\$52.00
Counter Repair (minimum)	\$60.00	Window covering	\$132.00
Doorstop missing/damaged	\$5.00	Vertical Slat	\$20.00
Window Covering Repair/plus parts cost	\$30.00/hr	Furniture – <i>Cost of repair or replacement</i>	
Window Screen Repair	\$45.00	Furniture Repair – Labor /Hr	\$40.00/hr
Fire Extinguisher Recharge	\$52.00	Floor Lamp – Socket Repair	\$20.00/ea
Floor Lamp – Replacement	\$89.00	Drywall Repair/Hr (min)	\$30.00/hr
Furniture Material/yd	\$18.00	Fire Alarm Box Glass	\$23.00
Garbage Container	\$30.00	Gum Removal	\$10.00/ea
Room/Suite Keys not returned	\$75.00/ea	Complete Lock Change + key costs	\$100.00
Mail Key	\$30.00	U-Hall Combo Change	\$100.00
Fridge – Shelf	\$80.00	Mattress Cover	\$62.00
Towel Rack	\$15.00	Oven Glass	\$100.00
VoIP Phone Set	\$150.00	Lampshade	\$15.00
VoIP Hand Set Receiver	\$60.00	Light Fixture on the Wall	\$73.00
<u>Kitchen Light</u>		<u>Linens</u>	
(Apt. Entire Fixture)	\$48.00	Pillow	\$10.00
(Apt. Lens Only)	\$28.00	Pillow Case	\$3.00
<u>Light Bulbs (per burnt out bulb)</u>		Bedspread	\$50.00
TH Bathroom Fat Albert	\$5.00	Bed Sheets	\$10.50
60 Watt	\$1.00	Blanket	\$35.00
Fluorescent	\$3.50	Shower Curtain	\$30.00
Oven/Fridge	\$5.00	Shop Supplies	\$ as used
Stove Fluorescent	\$10.00	Smoke Detector	\$31.00
Trilight bulb	\$4.00	Study Chair	\$150.00
Plunger	\$ 9.00	Sink Stopper	\$5.00
Study Lamp	\$25.00	<u>TH Carpets – Professional</u>	
Stove Knob	\$5.00	Cleaners – As charged + 10%	
<u>TH Carpets – If Housing Cleans:</u>		Upholstery Repair – Cost + 10%	
1 Bedroom	\$50.00	Vent in UHall Bathroom Door	\$500.00
2 Bedroom	\$75.00		
3 Bedroom	\$100.00		
Travel Time Incl. Vehicle/Hr	\$35.00		

Damages not noted above will be assessed at replacement cost plus 10%

Notice: An administration charge of \$10.00 will be applied to each charge notice assessed.

STAYING OVER THE SUMMER

Students who plan to attend Summer Session(s) and wish to stay in Residence need to complete a new application form and arrange for the fee and deposit. Please arrange this before the end of the spring semester. Students who plan to work in the Lethbridge area and would like to stay here in the summer are welcome to do so. Please arrange this with Housing Services before the end of the Spring Session.

RETURNING FOR FALL SEMESTER

As a returning student, you will need to complete a new application form and arrange for your deposits at the Cashier's Office or Housing Services. Half of all the facilities are reserved for returning students. A lottery draw will be held in January and you will be advised as soon as we can offer you a room. The second deposit will then be requested. Please remember that we do not guarantee specific room assignments until all arrangements have been met (including all deposits, photo, etc.) Stop by the Housing Office if you have any questions about moving-out, summer accommodation, or your fall application. Please note: There is no guarantee that all applicants will receive a room offer.

RESIDENCE LIFE POLICIES

The policies below are written as boundaries for behavior in the residential community. They are stated as behaviors, which are prohibited in Student Housing and in the surrounding residential community. They are designed for your protection as a resident, and for the safety and wellbeing of others residing in Student Housing. These policies are enforced, in conjunction with O.R.S., the Assistant Housing Manager, Housing Manager, and the Executive Director of Ancillary Services.

This section of the Residence Community Handbook is to be used in conjunction with the Student Conduct and Appeals policy as published in the University Calendar.

Where the terms “including...” or “this includes...” are used, they are defined as “including, but not limited to...”

Residents charged with violating policies in Section A may be found responsible for violating that policy, and/or the corresponding policy in Section B, based on the severity of the behavior.

The standard of whether a resident is “responsible” or “not responsible” for a violation rests with a “preponderance of evidence” – that is, would a reasonable person, upon reviewing the information provided, come to the same conclusion as the administrator reviewing the case. The standard in University discipline cases is not beyond a reasonable doubt.



Residence Life Policies

These policies are found in the Residence Community Handbook, and these rules and regulations do form a part of your contract that you will sign upon moving in. Please take the time to read over these policies.

SECTION A

The standard sanction for violation of policies in Section A is immediate termination of the Student Housing Lease Agreement. When significant mitigating or aggravating circumstances occur, they will be considered and, in some cases, may affect the sanction imposed.

Facility Violations

A-1 Setting or fueling a fire of any size, including but not limited to smoking and lighting candles.

A-2 False report of a fire or other emergency, including pulling a fire alarm, when no safety emergency is evident, exceeding fire code occupancy limits, and/or misusing or damaging fire safety or emergency equipment, including in room VoIP phones.

A-3 Intentionally or recklessly destroying, damaging or defacing University or private property. The person or persons responsible will be liable for all damages and costs of repairs.

A-4 Renting or subleasing of residence hall space or unauthorized room changes.

A-5 Breaking into any locked or secured residence hall space, including maintenance areas, crawl spaces, another resident's room/apartment, and/or public residence hall space.

Community Violations

A-6 Use of an offensive or dangerous weapon that threatens personal or other's safety. This includes but is not limited to: guns, knives, fire crackers, paintball guns, air soft guns etc.

A-7 Intentionally or recklessly causing physical harm or immediate expectations of physical harm, to any person, including assault/battery and provoking or engaging in physical fights.

A-8 Harassing any person causing serious or repeated interference with that person's academic pursuits, sleep and/or other pursuits. Creating a hostile environment through verbal, written or electronic means, promoting fear, bigotry, homophobia, racism, discrimination or abuse that may cause undue discomfort. This includes but is not limited to malicious pranks, issuing threats, verbal abuse, hazing, initiations bullying and cyber bullying.

A-9 The harassment, abuse, stalking, use of obscenity or defamation of any individual by online or digital medium by texts, email, photos, video or audio, including but not limited to Facebook, YouTube, Twitter, MySpace and MSN resulting in serious personal interference or damages.

A-10 Theft of property or services; knowingly possessing stolen property and or failing to report stolen property.

A-11 Providing false information to Housing Services, Security Services or the University. This includes: forgery, misrepresentation of identity, failing to produce identification or unauthorized alteration of Residence Life or University documents, lying in any judicial proceeding, lying to

Housing personnel or University staff members so as to substantially interfere with the performance of his/her duties.

A-12 Intentionally or recklessly and substantially interfering with Housing or University officials, employees, agents or volunteers in the performance of their duties. This includes failure to comply with staff directives or preventing staff from conducting their normal duties in handling administrative, maintenance or disciplinary matters, including but not limited to Administrative staff, Maintenance staff, Housekeeping staff, and Residence Assistant staff.

A-13 Violations of conditions of Housing Probation, including committing a policy violation while on probation; failure to complete community service hours or other conditions specified in a written agreement with Housing.

A-14 Guests knowingly or unknowingly violating any section **A** policy.

A-15 Knowingly or unknowingly breaking any law, withholding information or being an accessory to any violation.

Substance Violations

A-16 Unlawful possession, use, sale, storage, distribution or provision of any controlled substances, illegal drugs, or drug paraphernalia including marijuana.

A-17 Distribution, sale, or provision of alcoholic beverages to minors.

Residence Life Policies

SECTION B

Violations of policies, for first time violations from Section **B** will normally result in one or a combination of the following actions: a warning letter, community service hours, referrals to campus resources, and/or Residence Life Probation. Serious or repeated violations of Section B policies, or violations committed while on Housing Probation may result in termination of the Housing Lease Agreement. Restitution (making financial settlement for damages), or the cancellation of your application for any subsequent years may be imposed as deemed appropriate by the Manager. When significant mitigating or aggravating circumstances exist, they will be considered and may affect the sanction imposed.

Facility Violations

B-18 Possession of highly flammable materials, including candles, incense, gasoline, gas tanks, fire crackers, kerosene, propane, halogen lights, hydroponics lights, any fuels or fireworks within Student Housing.

B-19 Negligent destruction, damage, or defacement of University or private property. This includes ripping posters off walls; not cleaning up after making a “mess” in the common areas or someone

else's room, apartment or suite; writing on the walls in the common areas or within a room/suite or apartment. Vandalism will not be tolerated.

B-20 Loan of Student Housing space. This includes allowing guests to stay in your room / suite /apartment, in your absence or presence, for an extended period of time. Individuals who have not signed a Student Housing contract are not permitted to reside in Student Housing (see 'guests' in Something for Everyone).

B-21 Unauthorized entry into any locked, closed or restricted Student Housing space, including maintenance areas, crawl spaces, another resident's room/suite/apartment and/or any public Student Housing space.

B-22 Violation of Student Housing safety and security guidelines, including propping of entry doors, tampering with security equipment, tampering with in-room phones, allowing access or entry to strangers or any other unauthorized individual.

B-23 Duplicating room, apartment or mail keys.

B-24 Unauthorized modification/furnishing of Student housing space. This includes installation of personal locks/chains, painting, use of materials which damage the surface of the room/apartment/suite or prevent equipment from functioning properly, removal of University property from the suite or apartment.

B-25 The placement of signs in public areas, when these signs are of poor ethical 'taste' is a violation of the University's Ethical Behavior policies. Public places include the outside or on your room door, as this door is your responsibility.

B-26 Harboring a pet or stray animal of any kind. Only the keeping of fish in aquariums of no larger than 38litres (5 gallons) is permitted. Fumigation fees will be charged as restitution for cleaning associated with this violation.

B-27 Cooking appliances are strictly prohibited for use in areas other than in the authorized kitchens. All electrical appliances kept in Residence must bear the seal of the Canadian Standards Association or the Underwriters Laboratory. Fridges, freezers, hotplates, space heaters, electric blankets, toasters, coffee makers, kettles and any other devices with a heating element are permitted in kitchen facilities only.

B-28 Smoking in non-smoking areas is a violation of the University of Lethbridge's non-smoking policy. All areas including balconies and entrances are listed as non-smoking. This includes but is not limited to, sheesha/hookah, tobacco, illicit drugs.

B-29 Failure to pass the mid-semester inspection represents inadequate care of the premises and is a violation of your Student Housing License Agreement. Including but not limited to, excessively poor sanitation, accumulation of garbage or recycling, unclean areas or generally poor condition of living spaces.

B-30 Possessing or using wired or wireless internet routers as they jeopardize the integrity of the emergency response system. Please use the wired and wireless internet that is available throughout residence.

B-31 Splicing, tampering, modifying or in any way disrupting the integrity of satellite or cable service or equipment in Residence.

Community Violations

B-32 Physical confrontations, bullying and/or harassment less serious than those covered by rule **A-7** and **A-8**, respectively.

B-33 Possession of offensive or prohibited weapons, firearms or explosives of any kind is not allowed in Student Housing.

B-34 Noisy or disruptive behaviors, which interfere with another person or group's free exercise of academic or personal pursuits, or their ability to sleep or study. This includes; the violation of posted quiet hours, stereos or musical instruments at high volume, excessive yelling or other types of noise, large noisy gatherings or parties, indoor skateboarding, rollerblading, or other sporting activities, water fights or similar, etc.

B-35 Failure to monitor your guests' behavior and assuring adherence to Residence Life Policies and Community Guidelines. Host residents will be held financially accountable for damages caused by their guests.

B-36 Unauthorized sales/solicitation activity or unsanctioned promotion of events, causes, fundraisers or other to the infringement of Resident's privacy

B-37 Gambling is prohibited on campus.

B-38 Providing false information to, or noncompliance with, Housing staff or University officials in the performance of their duties, less serious than that covered by **A-11** and **A-12** respectively.

B-39 The removal of china and cutlery from the cafeteria is prohibited. If you want to take out food from the cafeteria, inform them and ask for "paper service".

B-40 The harassment, abuse, stalking, use of obscenity or defamation of any individual by online or digital medium by texts, email, photos, video or audio including but not limited to Facebook, YouTube, Twitter, MySpace and MSN less serious than those covered in section **A-9**.

B-41 The interference, harassment, verbal or mental abuse of the RA or RAD, Executive or Officer of the Organization of Residence Students when they are in the process of performing their duties or at any other time by yourself or your guest(s).

Substance Violations

B-42 Possession or use of alcoholic beverages by a minor.

B-43 The possession or use of alcoholic beverages in a substance free area.

B-44 The possession or use of kegs, mini - kegs, beer bong, funnels, Texas Mickey's or any other device, container or paraphernalia designed or used for beyond personal consumption, or to promote binge drinking, excessive or rapid consumption are prohibited within Student Housing.

B-45 The possession of open or unsealed alcoholic beverages in the hallways or common areas is a violation of the Alberta Liquor Control Act. These areas are common areas and drinking alcoholic beverages is limited to private residence space and licensed areas. An open container is considered anything other than a container that hasn't been opened since its purchase or that is fully resealable.

B-46 Imposing the physical effects of alcohol on the Residence Community including but not limited to vomiting, public urination and passing out.

THE ADJUDICATION PROCESS

As stated in the beginning of this section, residents will be held accountable for their choices and any violations of Residence Life policies. By virtue of their resident status and as a result of any violations, residents are accountable for their actions to Housing Services administration. At the same time, by virtue of their University of Lethbridge student status, residents may also be subject to University disciplinary actions through other University channels for academic or non-academic offences while on the University campus. Disciplinary action is taken to assist the student(s) in meeting societal norms to become a contributor(s) to a successful and thriving community.

Decisions regarding infractions and violations within Campus Housing are held within Housing Services and do not affect the student's academic record. For example, an eviction from Campus Housing does not go on the student's academic record. However, should it be deemed as a non-academic offence other University administrative offices may become involved in the disciplinary process.

Residents involved in incidents in Student housing generally:

1. Meet with Housing Services to discuss the facts of the incident.
2. Once facts have been collected regarding an incident a meeting may be requested for those involved in the incident. All students are entitled to bring a representative of their choosing to meetings. It is the responsibility of the student to provide their own representative. Usually a representative of the Organization of Residence Students is available for this support.*
3. Receive written notice of being found "responsible" or "not responsible" for a Residence Life Policy violation.
4. Receive written notice of any sanction imposed.

5. Receive written notice of the incident having been referred for University discipline hearing/sanctioning.
6. Students may appeal the sanction decision to the appropriate administrator within the stated time line.

**Not all infractions warrant a student meeting and the Student may not always be requested to meet with someone in Housing Services. However, students at all times reserve the right to request a meeting with Housing Services.*

Residence Life Sanctions – Violations of Residence Life policies can result in a resident facing a range of administrative sanctions. The following section is provided to define each type of sanction and clarify how the sanctions may affect a resident’s status.

Warning Letter - The resident is informed that his or her behavior did or did not constitute a minor violation of Student Housing rules. Further violations may result in more serious sanctions.

Housing Probation - The resident is informed that his or her behavior is a serious violation of Student Housing rules. Housing Probation is considered a serious administrative sanction and is deemed the “final warning” by Housing Services. Committing a Residence Life policy violation – no matter how minor – while on active Housing Probation is a violation of **(A-15)**. As with all other Section A violations, the standard and most likely sanction is immediate Student Housing License Termination.

Community Service Hours - The resident is given the opportunity to complete community service hours to offer something back to the campus or local community. This sanction generally accompanies Housing Probation, but can be imposed in lieu of other sanctions. Failure to complete community service hours and provide documentation of completion within the standard timeline constitutes a violation of Section A of the Residence Life Policies **(A-15)**. Community Service hours could include the duties of cleaning of the common room, returning bottles from the common area, cleaning the TV room, helping with O.R.S. events, emptying recycling bins, etc.

Problem Specific Education or Counselling – The resident is requested to perform or attend specialized supplemental training such as anger management, alcohol awareness or substance information or to make an appointment with University of Lethbridge Counselling Services.

Restitution - The resident is asked to make financial restitution for the specific policy violation(s). This sanction generally accompanies Housing Probation, but can be imposed in lieu of other sanctions. Payment methods and timelines are included (and negotiated) at the time of sanctioning with the Housing Staff reviewing the case. Failure to meet the established timelines constitutes a violation under Section A of the Residence Life Policies **(A-15)**.

Student Housing Contract Termination - The resident is asked to leave Student Housing for a specified amount of time (usually one year, although a longer period may be imposed). Students will be granted up to 24 hours from the receipt of notice of the sanction to vacate his or her current Student Housing space. Residents who receive this sanction may be denied access to Student Housing or the residential community. However, should the violation be deemed to a degree that would cause undue harm to the

community, the offending student may be required to vacate the premises immediately. At all times the safety and well-being of the community must be considered in all decisions.

NOTE: Termination of the agreement does not release the student from payment of his or her financial obligations. When the contract is terminated for violation of federal, provincial or local laws, or for violation of the University or Residence Life policies, the student's rent will be calculated on a daily occupancy rate or equivalent of one month's rent to a minimum of \$1000.00 (whichever is greater) and the student will be financially accountable for any damages and the \$300.00 cancellation fee.

Upon expiration of the contract termination period, students who wish to reapply to return to Student Housing must contact the Manager of Housing Services for approval of their application.

THE APPEAL PROCESS

Cases dealt with by Housing Services may be appealed with cause. Appeals of Residence Life Policy violations should be addressed to Housing Services. These appeals must be submitted, in writing, to Housing Services within five business days of the receipt of the letter notifying the resident of the sanction imposed. Appeal letters should clearly detail the specific reason(s) for requesting a review of the case sanction. All cases will be reviewed promptly for facts and fairness.

Student Housing License Termination cases may also be appealed for cause. These appeals should be addressed to the Manager of Housing Services within five business days of receipt of the letter notifying the resident of the sanction imposed. Appeal letters should clearly detail the specific reason(s) for requesting a review of the case sanction. **Intention to appeal must be provided in writing prior to the resident's move-out deadline. Submitting an intention to appeal in no way delays the cancellation of the contract and the associated move-out date.**

The Appeal Process will generally follow these steps:

1. The student will be requested to meet with Housing Services to discuss the facts and circumstances of the infraction(s).
2. If the student is found responsible for the infraction they will be notified in writing of the sanction(s) filed against them.
3. At this time the student has five (5) business days to file a formal appeal in writing to Housing Services.
 - a. If the sanction levied against the student is termination of the Single Student Housing License Agreement, then the notice to vacate the Housing Space still stands.
 - b. In the event of termination of the Single Student Housing License Agreement, the student must provide Housing Services with written ***intention to appeal prior*** to the move-out deadline.
 - c. Should the violation be deemed to a degree that would cause undue harm to the community, the offending student may be required to vacate the premises

immediately. At all times the safety and well-being of the community must be considered in all decisions.

4. The appeal based on the grounds outlined below will be reviewed and an investigation will ensue if required.
5. Upon request, the Appellant will have the opportunity to present his or her case to the Housing Services Disciplinary Appeals Board.
 - a. The Board will consist of:
 - i. The Manager of Housing Services
 - ii. (1) One other University of Lethbridge Administrative Professional Officer (APO)
 - iii. (1) One Elected Member of the Organization of Residence Students Executive
6. The Assistant Manager of Housing Services, the Appellant and a representative of their choosing will have the right to be heard by the Housing Services Disciplinary Appeals Board.
7. The Housing Services Disciplinary Appeals Board will make a final decision and notify the Appellant in writing of the Board's findings.
 - a. In the event that the appeal is successful and the sanction is overturned, then the student will be granted reinstatement to the University Residence.
 - b. In the event that the appeal is denied, then the sanctions including the termination of the Single Student Housing License Agreement will stand.

For any appeal, the student is allowed to request representation from the O.R.S. to assist the student with his or her appeal. This request for assistance should be made to Residence Council.

Appeals should be submitted in writing and based on the following grounds:

- A. Error(s) in the application or interpretation of Residence Life Policies
- B. Clear evidence of lack of procedural fairness
- C. Clear evidence of bias in the adjudication process
- D. New evidence which supports a different outcome for the individual making the appeal

Appeals submitted that are not based substantially on the above grounds will be dismissed. Any sanctions imposed will be upheld until overturned through the appeal process. The burden of proof in the appeal process is the responsibility of the appellant. Appeals are required to be submitted in writing by the Leaseholder (student) themselves and not by means of a parent, guardian or proxy.

If an appeal hearing is granted, the student will be contacted by email and permitted to share new evidence, oral and written testimony and a reasonable number of witnesses. After the Manager of Housing Services has heard the appeal a decision letter will be issued to the appellant and the decision will be final. Housing Services is not responsible for any costs incurred during the appeal process.

Student Rights and Responsibilities during the Appeal Process:

- The Appellant has the **right** to request a meeting with Housing Services.
- The Appellant has the **responsibility** to present one's self promptly when requested to meet with Housing Services.

- The Appellant has the **right** to bring a representative of their choosing to any meetings or hearings.
- The Appellant has the **responsibility** to provide their own representative.

- The Appellant has the **right** to procedural fairness and due process.
- The Appellant has the **responsibility** to provide true and accurate accounts of all relevant facts.

SAFETY IS EVERYBODY'S BUSINESS

Security - For your safety there are after hours Residence Assistants on Duty (RAD) from 4:30pm to 8:30am, and 24 hours on weekends and University holidays.

Aperture Park Cell Phone Number: (403) 331-4844	University Hall Cell Phone Number: (403) 394-8948
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For emergency, call Campus Security at (403) 329-2345. <http://www.uleth.ca/pln/sec/>

All doors to the Single Students Residence Facilities are security locked. In University Hall you will need to activate your University ID card with Housing Services in order to gain access. The apartments and townhomes have a key or FOB access.

We ask that you accept the responsibility of keeping your living area secure by:

1. not allowing non-residents to come through the doors when you enter or leave.
2. keep your room/suite door locked at all times.
3. do not prop doors open.
4. keep your key/card with you to allow yourself easy access to your area.

Do Your Part - all segments of the University Community share concerns about personal safety and the security of property. “Safety is Everybody’s Business”. Student Housing is regularly patrolled by Campus Security. The security of Student Housing also depends upon residents working together with Housing Services to promote a safety-conscious community. It is very important to inform an RA or Housing Services immediately, even in the case of a minor problem or incident such as an overflowing toilet, a broken window, etc

RAVE - RAVE stands for Residence Against Vandalism, Victimization and Violence Everyday. It is a “Crime Stoppers” type of program that attempts to deter these behaviors. If you witness or know

someone who has damaged residence property, been victimized or been involved in violence, a form can be filled out and mailed anonymously through on campus mail at all residence mail boxes (The drop slot for returned mail at the bottom of the mail boxes). The forms will be located in the O.R.S. offices, the Housing Services Office and all laundry rooms. Please do your part; help to keep our residence looking and feeling good. **REPORT VANDALISM, VICTIMIZATION AND VIOLENCE!**

Emergencies - Each Residence Assistant is trained in standard first aid and CPR. Our RA's are also trained to handle emergencies. For any emergency, the Residence Assistant on Duty (RAD) should be contacted. The RAD is available by cellular phone. In extreme emergencies, call Campus Security at (403) 329-2345, or the fire department/police/ambulance at 911. If you phone 911, be sure to contact the RAD or Security as well, as they need to be advised of the situation. The RAD can also help the ambulance attendant locate you (University Hall can be a maze for people who have never been there before).

Fire Alarms and Equipment - In the event a fire alarm sounds, locate and don clothing appropriate for current weather conditions. Next, shut your window, and exit the building quickly. During a fire alarm, the Residence Assistant on Duty will come around to make sure that all residents have evacuated the building. It is a violation of Housing policy and Municipal Bylaws to remain in your room while the building fire alarm is sounding. A fine can be levied by the fire department if you stay in your room. Residence Assistants will advise you of evacuation locations in the event of a fire alarm.

In University Hall the fire alarm is a two-stage system with the first stage being a slow, pulsed ring that signals, "Go to your room and prepare to evacuate". The second stage is a steady constant pulse that signals you to evacuate now.

Fire alarms and equipment are supplied for your protection. Tampering with fire equipment could lead to injury of residents; violators are subject to disciplinary action and/or criminal prosecution.

The propping open of any security door in a non-emergency situation will result in a letter of warning, as this is a breach against the security of all of our Residents.

Residence Communication System (a.k.a. VoIP Phones)-

Every bedroom in Residence has been outfitted with a VoIP phone unit to ensure communication in the event of an emergency. The phone unit in your bedroom can be accessed by Housing Services or Security Services in the event of an emergency or critical incident. You will receive an intercom message through the phone accompanied by an alarm and flashing lights. For this reason it is important that your phone is never disconnected from its information cords.

The phone unit is equipped with a Cisco Emergency Responder device which acts as a location based unit identifier. If the phone unit is disconnected, moved or tampered with, it will trigger a silent alarm and Security Services will respond to your unit. This phone unit is in place for your safety, security and convenience. You may dial any number on campus by using the appropriate 4 digit extension. For off campus calls, dial 9 to get out. Your ability to receive calls from off-campus depends on the package you have subscribed to from Telecom Services. If you have any questions about the VoIP phone service in Residence, you can reach Telecom at (403) 329-2490 or stop by their Office on E610.

For more information on how to use the Cisco VoIP phones in Residence visit the website at:
<http://www.uleth.ca/telecom/Services/voip.htm>

Protecting Your Property - The security of your property depends on you and your fellow residents. Do not give out your combination. Do not prop open doors and do not be afraid to report strangers. The University, Housing Services and O.R.S. do not assume responsibility for lost, stolen, or damaged personal belongings. Often, family homeowner's insurance will cover your personal belongings while at school. If you live in the townhomes and are interested in a Neighborhood Watch Program, contact your Family Residence Assistant or VP Aperture Park.

Fire Safety, Halogen Lamps, Candles and Incense - Halogen bulbs operate at significantly higher temperatures than traditional incandescent bulbs. These bulbs can become extremely hot in a minute. There have been reports of over 100 fires, 10 deaths, and many injuries as a result of the use or misuse of these lamps. Some precautions to take in order to promote halogen lamp safety and reduce exposure:

- Position halogen lamps away from combustibles such as drapes, fabrics, bedding, and plastic and stuffed toys.
- Place halogen lamps in locations where they cannot be tipped over or blown over.
- Switch off the lamp when you leave your room or home to go out.
- Never attempt to replace or discard a hot halogen bulb.
- Replace bulbs rated no more than 300watts.
- Ensure the unit has a guard or lamp containment barrier.
- Never place materials such as towels or clothes over a halogen lamp.

Apply the use of good common sense to prevent incidents.

Candles, incense and firecrackers are NOT allowed - in Campus Housing. The danger of open flames contributes toward potential fire and can cause damage to furniture and flooring coverings.

RESIDENT EMERGENCY CRITICAL PROCEDURES

The safety and security of all members of the University Community is a top priority. In the event of an emergency situation in residence or on-campus please follow the protocols set out by Security Services. These can be viewed at <http://www.uleth.ca/emergencyresponse>. Please take the time to familiarize yourself with the appropriate procedures for various emergency scenarios. In the event of an emergency situation it is important that you remain informed. A number of ways that University officials, Security Services or Law Enforcement may convey information to you include:

1. Mass Email
2. VoIP telephones
3. Webpage (Notice Board or Emergency Response Plan website)
4. Fire Speaker System
5. Digital Signage
6. Printed Signage
7. Rez TV Channel

It is important that you remain calm and follow all instructions delivered by Housing Services staff, Residence Assistants, Security Services, Law Enforcement and University Officials.

If you are involved in or witness an emergency situation please advise Security (403) 329-2345 or Police (911) immediately.

PRIVACY

The Freedom of Information and Privacy Protection Act (FOIP) prohibits us from sharing or discussing a student's file with anyone other than the individual student. This includes parents and guardians. University of Lethbridge Housing Services will not disseminate photos, billing details or addresses to any other party or individual. As a student if you wish to have us share information with your Parent or Guardian please contact us and provide the proper written authorization.

RISK MANAGEMENT AND SAFETY ISSUES

Risk Management

(403) 382-7176

<http://www.uleth.ca/hum/riskandsafetyservices/>

“The safety of all faculty, staff, students and visitors to the campus is a high priority at the University. The University aims to provide a safe environment in which to carry on the University's affairs. All reasonable and practical preventative measures shall be taken to eliminate accidental injuries.

The University shall respond within available resources to health, safety and accident prevention as an integral part of the design, construction, purchase and maintenance of all buildings, equipment and work processes.”

Compliance with the Alberta Occupational Health and Safety Act and related legislation is the minimum standard that is acceptable to the University. The intention is to encourage all faculty, staff and students to strive to exceed these minimum legal standards.

Given the above policy, the following issues are addressed to heighten awareness towards Risk Management and Student Safety.

1. **The Release of Liability, Waiver of Claims.** We ask that if you are planning on participating in any event or activity that has the potential to pose a risk to your health or safety that you file the appropriate waiver with Risk and Safety Services **prior** to your participation in the event. Please follow the link below to an event waiver request form. Fill out the pertinent information and Risk and Safety Services will design a waiver to meet your needs. The Waiver will cover activities of a high-risk nature such as out of town bus trips to professional sports games, physical activities or excursions outside of Lethbridge

City limits. The waiver will have a separate section outlining the risks involved for that particular event.

<http://www.uleth.ca/hum/riskandsafetyservices/PDF/EVENT%20WAIVER%20REQUEST.pdf>

2. All student drivers using their own personal vehicle **and** who wish to participate in ORS off campus events by transporting fellow students to these events; must complete, sign and turn into the Housing Office the **University of Lethbridge's Driver Agreement** that is available from your RA.

<http://www.uleth.ca/hum/riskandsafetyservices/PDF/driverAgree.pdf>





Top Ten Reasons to Live in Residence at the U of L

Lead.

10. Learn Beyond the Classroom. Experience the added benefits of free information sessions, valuable student workshops, thought provoking guest speakers and academic study spaces exclusively for Resident Students.

Engage.

9. Experience a Community. The social support that comes from community living enhances academic performance and defines the student experience. With no shortage of study partners, the bonds formed in Residence Halls are an important foundation in University success.

Grow.

8. Be a Leader. Supplement your academic experience with some practical leadership and employment experience in a variety of paid or volunteer opportunities. Be a voice on the student government; create a community as a Residence Assistant. Gain experience and build your Resume' through one of the many leadership roles available in the Residence Community.

7. Earn Scholarships. After completing one year of study, Resident Students can apply for a growing list of awards and bursaries available exclusively to our On- Campus Students. These awards vary in nature from leadership, to community involvement and academic achievement.

6. Designed Around You. As a Resident Student, you have access to a volleyball court, fire pits, movie rentals, basketball court, lounges, movie rooms, games rooms, TV rooms, study spaces, dedicated movie channels and so much more, all located in our Residence Facilities and recreational spaces.

5. Be Resourceful. Whether you need to see a physician, get help writing a paper or get a professional massage, Resident Students can access any one of the dozens of dedicated Student Services on campus right at their door step.

4. Be Engaged. Our targeted Residence Life Programming provides the opportunity to get involved. The Organization of Residence Students provides support, builds community, eases transitions and plans fun activities that appeal to all tastes. As a Resident, you are an automatic member of the ORS, the largest student club and support network on campus. This membership entitles you to the dedicated support of student leaders offering a helping hand and always pointing you in the right direction.

3. Forge Friendships. Build Lifelong friendships, foster relationships and explore networking opportunities. Our students have more exposure to tolerance, diversity and have strongly developed interpersonal skills.



2. Be at the Center of it all. Resident Students are closer to everything! Residence is the heart of campus and the core of the student body. You are closer to classes, Professor's offices, student services, restaurants, recreational facilities as well as beautiful parks and grounds.

1. Succeed Academically. You are here to earn a degree. Research proves that students who live in Residence are substantially more likely to succeed to graduation than those who live off campus. With more exposure to faculty and a strong history of proven success, our students have an immediate advantage in their programs.

"Learn more than just a curriculum. Earn more than just a degree.

Experience Residence Life"

University of
Lethbridge



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