

Residence Community Handbook



Your guide to
living and
succeeding in
residence at the
University of
Lethbridge

2021 - 2022

University of
Lethbridge



Housing Services

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Welcome to residence at the U of L!

Thank you for choosing to live with us; Our dynamic team welcomes you! We aim provide a safe, clean, convenient, and supportive home away from home. In the midst of the COVID19 pandemic, we continue to offer residence programs and facilities designed to help you stay safe while you succeed in your academic pursuits. Did you know residence students are more likely to graduate? It's true!

Our Residence Assistants have been busy training and preparing to support you this year. The residence life team has engaging, fun, and memorable programming planned for you. Get to know your RAs; they are here to guide and support you, so feel free to ask them anything. In return, please familiarize yourself with the guidelines in this handbook.

Role of Our Team

At ULethbridge, we view residence as much more than accommodations. Our team is here to assist in making your stay with us enjoyable and successful. Residence alumni tell us that one of the best parts of university was the life-long friendships they made in residence. Our Residence Assistants and the Organization of Residence Students (ORS) make the residence life experience unforgettable.

Community Living

We strive to create a positive experience for everyone. By living with us, you are choosing to be an active member in an inclusive community. You have the opportunity to help shape a great experience for yourself and your fellow residence students. We focus on the health and well-being of the whole community to support residence students in their personal and academic pursuits.

Take Advantage of Activities & Opportunities

University is not about who you were or where you're from, but who you are and who you're becoming. This is your opportunity to expand your horizons - meet new people, try something new, immerse yourself in campus life, and take advantage of activities and resources available. We promote developing a welcoming, caring and inclusive community fostering unique learning opportunities and experiences far outside classes and residence.

Suggestions or Comments

I encourage you to let us know how we can help, ask questions when you aren't sure of something, and provide comments and suggestions on how we can best serve you. Residence is a dynamic place that is continuously evolving and improving. Your input and feedback is essential. Let us know how we're doing!

I wish you well and much success in the upcoming year.

Sincerely,



Auburn Phillips
Associate Director, Housing Services

Housing Services' 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 safe and positive atmosphere for the personal, academic, and social growth of our residence students.

Housing Services is committed to providing services, resources, and experiences that past and present residence students have come to expect. We strive to:

- provide a high standard of safety and security
- support each resident's growth and autonomy
- ensure an environment where academics are a priority and success can be achieved
- capitalize on the rich and active community and social environment.



All residents are members of the largest student-led group and Students' Union club on campus, the Organization of Residence Students (ORS).

Residence is a vibrant community where each residence student is a unique and essential member. Housing Services and ORS strive to enhance your shared experience as students by celebrating the diversity in your personalities, experiences, perspectives, and contributions.

THERE ARE OVER 1000 BEDS ON CAMPUS, ACROSS SEVEN BUILDINGS IN THREE FACILITIES

University Hall | Opened 1972 | Capacity: 277 | Residence Assistants: 8

- Dormitories for first-year single students

Coulee View

- **Kainai House** | Opened 1990 | Capacity: 155 | Residence Assistants: 4
 - 2, 4, and 6 bedroom apartments for new university single students
- **Piikani House** | Opened 1990 | Capacity: 120 | Residence Assistants: 4
 - 1, 2 and 4 bedroom apartments for new university single students

Parkway

- **Mount Blakiston House** | Opened 2013 | Capacity: 255 | Residence Assistants: 6
 - 1, 2, 3, and 4 bedroom apartments for continuing, transfer, and mature single students
- **Siksika and Tsuu T'ina Townhomes** | Opened 1990 | Capacity: 96 | Residence Assistants: 2
 - 1, 2, and 3 bedroom townhomes for continuing, transfer, and mature single students
- **Residence Village** | Opened 2003 | Capacity: 96 | Residence Assistants: 2
 - 4 bedroom townhomes for continuing, transfer, and mature single students

About This Handbook

This handbook is your guide to living and succeeding in residence at ULEthbridge. Familiarize yourself with the information herein as it discusses expectations, processes, policies, rights, responsibilities, and violations. They are applicable to you and your fellow residence students, as well as overnight guests and visitors. They are in effect during all happenings on residence property, and all sanctioned events, regardless of whether they take place on or off campus.

This handbook, along with your signed Single Student License Agreement, form a legally binding commitment and understanding between you and Housing Services. You are responsible for adhering to all conditions stipulated in the agreement, this handbook, any applicable dining plan contract, the University Calendar, University Policies and Procedures, and local, provincial, and federal laws.

[Single Student Housing License Agreement](#)

[University of Lethbridge Policies and Procedures](#)

[University of Lethbridge Calendar](#)

Dining Plan Contract

- [First Year residence students – Mandatory Dining Plan](#)
- [Continuing residence students - Optional Dining Plan](#)

Administration and Authority

Residence is owned and operated by the University of Lethbridge. The Board of Governors sets residence operation policy, including financial concerns, based on recommendations of the General Faculties Council (GFC). Housing Services is responsible for operating residence on a cost-recovery, not-for-profit basis within the approved policies.

Recommendations to change existing policies or develop new policies are the responsibility of Housing Services, in consultation with the

Organization of Residence Students (ORS) Council. Recommendations, depending on their nature, may require approval by GFC or the Board. Within this document, policy is developed on the grounds that single residence students are governed by the Alberta Post-Secondary Learning Act.

The University grants ORS Council the right to enforce the enclosed policies and violations to maintain a peaceful and orderly residence environment. In this capacity, ORS Council members act as agents on behalf of the University. Appeal of disciplinary actions by a member of the ORS Council or a Residence Life & Education Coordinator, should be made to the Associate Director of Housing Services. See Section 3 for more information on the appeal process.



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Important Phone Numbers

Whether it be a noise complaint, lock out, worrisome behaviour, or an urgent situation, support is always available:

Housing Services C420

- Monday to Friday, 9 am – 12 pm and 1 – 4 pm; available via phone until 4:15
- 403-329-2584
- housing@uleth.ca
- uleth.ca/housing

Residence Assistant on Duty (RAD)

(When Housing Services is closed)

- Each facility has its own RAD (See sidebar)
- Monday to Friday, 4:15 pm – 9 am
- Saturday, Sunday, and holidays, 24 hours

Security Services (L911)

- 24 hours a day, 7 days a week
- 403-329-2345
- security.ops@uleth.ca
- uleth.ca/campus-safety

Emergency Services (Ambulance, Police, and Fire)

- 24 hours a day, 7 days a week
- 911

Coulee View RAD 403-332-2980	Includes Piikani House and Kainai House
Parkway RAD 403-331-4844	Includes Mount Blakiston House, Residence Village, and Siksika & Tsuu T'ina Townhomes
University Hall RAD 403-394-8948	Includes University Hall residences

Important Numbers	
Housing Services	403-329-2584
Residence Assistant on Duty (RAD):	
Coulee View RAD	403-332-2980
Parkway RAD	403-331-4844
University Hall RAD	403-394-8948
Security Services (emergency)	403-329-2345
Emergency Services	911

Off-Campus Resources	
24 Hour Distress Line	403-327-7905 or 1-888-787-2880
Alberta Health Link	1-866-408-5465
Harbour House Women's Emergency Shelter	403-320-1881
Lethbridge Family Services	403-317-4624
Lethbridge Police Services	403-328-4444
Lethbridge Regional Hospital	403-388-6111
Sexual Violence Crisis Line	403-320-1811 or 1-866-296-0447
Suicide Prevention Crisis Line	1-866-667-8089

On-Campus Resources	
Bookstore	403-329-2611
Campus Safety	403-329-2603
Campus Women's Centre	403-329-2094
Career and Co-op Services	403-329-2000
Counselling Services	403-317-2845
FNMI Student Services	403-394-3902
Health Centre	403-329-2484
Information Technology (IT)	403-329-2490
International Centre	403-329-2053
Library	403-329-2265
Registrar's Office	403-320-5700
Scholarships & Student Finance	403-329-2585
Security Services	403-329-2549
Student Success Centre	403-332-4667 or
Students' Union	403-329-2222

Dates and Deadlines

Fall 2021 term

August 30	Housing fees due for Fall 2021
September 1	Continuing Student Move-In
September 2	New High School Student Move-In
September 3	Final day of Move-In
September 7	New Student Orientation
September 8	First day of classes for Fall 2020
September 15	Housing applications open for Fall 2022
September 20 – 24	Biweekly Health and Safety Checks University Hall, Kainai House, and Piikani House
October 4-8	Biweekly Health and Safety Checks University Hall, Kainai House, and Piikani House
<i>October 11</i>	<i>Holiday – University offices closed</i>
October 18-22	Biweekly Health and Safety Checks University Hall, Kainai House, and Piikani House
November 1-5	Mid-term Health and Safety Checks Residence wide
November 8 – 13	Fall Term Break – no classes
<i>November 11</i>	<i>Statutory Holiday – University offices closed</i>
November 15-19	Biweekly Health and Safety Checks University Hall, Kainai House, and Piikani House
November 30	Spring 2021 agreement cancellation deadline Written notice required by 3 pm - Cancellation fees apply Email housing@uleth.ca or visit Housing Services office (C420 – University Hall)
December 2	22-Hour Quiet Hours in effect – Residence wide
December 8	Last day of classes for Fall 2021
December 10	First day of final exams for Fall 2021
December 18	Last day of final exams for Fall 2021
December 19	Last day of Fall 2021 agreement Move out deadline 12 pm (noon)
<i>December 25 – 31</i>	<i>Holidays – University offices closed</i>



Spring 2022 term

January 1	<i>Holiday – University offices closed</i>
January 4	Housing fees due for Spring 2022
January 4	Move-in day for Spring 2022 Housing Services OPEN 9 am – 12 pm (noon) and 1 pm – 4 pm
January 4	New Student Orientation
January 5	First day of classes for Spring 2022
January 15	Continuing Students – Lottery Draw Deadline
January 15	New High School Students – Early Bird Draw Deadline
January 31 – February 4	Monthly Health and Safety Checks University Hall, Kainai House, and Piikani House
February 21	<i>Statutory Holiday – University offices closed</i>
February 19-25	Spring Term Break – no classes
February 28 – March 4	Mid-term Health and Safety Checks Residence wide
March 28 – April 1	Monthly Health and Safety Checks University Hall, Kainai House, and Piikani House
April 1	New High School Students – Lottery Draw Deadline
April 15	<i>Holiday – University offices closed</i>
April 18	<i>Holiday – University offices closed</i>
April 5	22-Hour Quiet Hours in effect – Residence wide
April 5	Last day of classes for Spring 2022
April 8	First day of final exams for Spring 2022
April 20	Last day of final exams for Spring 2022
April 20	Last day of Spring 2022 agreement Move out deadline 12 pm (noon)



Summer 2022 term

May 2	Move-in day for Full Summer Agreements Summer 2022 Housing Services OPEN 9 am – 12 pm (noon) and 1 pm – 4 pm
May 2	Move-in day for Summer Session I Summer 2022 Housing Services OPEN 9 am – 12 pm (noon) and 1 pm – 4 pm
May 2	Move-in day for Summer Session I/II Summer 2022 Housing Services OPEN 9 am – 12 pm (noon) and 1 pm – 4 pm
May 2	First day of classes for Summer Term – full term, Summer Session I, and Summer Session I/II
May 23	<i>Holiday – University offices closed</i>
June 13	Last day of classes for Summer Session I
June 14-17	Summer Session I Final Exams
June 17	Last day of Summer Session I agreement Move out deadline 4 pm
<i>July 1</i>	<i>Holiday – University offices closed</i>
July 4	Move-in day for Summer Session II Summer 2022 Housing Services OPEN 9 am – 12 pm (noon) and 1 pm – 4 pm
July 4	Move-in day for Summer Session II/III Summer 2022 Housing Services OPEN 9 am – 12 pm (noon) and 1 pm – 4 pm
July 4	First day of classes for Summer Session II and Summer Session II/III
July 22	Last day of classes for Summer Session II
July 25	Summer Session II and Summer Session II Final Exams
July 26	Last day of Summer Session II agreement Move out deadline 12 pm (noon)
July 26	Last day of Summer Session I/II agreement Move out deadline 12 pm (noon)
<i>August 1</i>	<i>Holiday – University offices closed</i>
August 3	<i>Last day of classes for Summer Term – full term</i>
August 3	Move-in day for Summer Session III Summer 2022 Housing Services OPEN 9 am – 12 pm (noon) and 1 pm – 4 pm
August 3	First day of classes for Summer Session III
August 6-15	Summer Term – full term Final Exams
August 15	Last day of classes for Summer Session II/III
August 16-17	Final exams for Summer Session II/III
August 24	Last day of classes for Summer Session III
August 24	Last day of Summer Term – Full Term, Summer Session II/III, and Summer Session III agreement - Move out deadline 4 pm

Rights, Responsibilities, and Privileges

Below are rights, responsibilities, and privileges applying to residence students. They are not legally binding or formal policies, but guidelines, expectations, and standards for the residence community as a whole.

Your Rights and Responsibilities – Rights are what you can expect and responsibilities are what is expected of you.



It's your **right** to be heard and listened to

It's your **responsibility** to hear others and listen when they speak

It's your **right** to live in a safe and secure residence environment

It's your **responsibility** to assist in maintaining the safety and security of the residence environment

It's your **right** to have your unit be reasonably peaceful and quiet; enough to study and sleep

It's your **responsibility** to assist in maintaining your unit as reasonably peaceful and quiet; enough to study and sleep

It's your **right** to be treated with respect, dignity, and free of discrimination

It's your **responsibility** to treat all people with respect and dignity, and maintain an environment free of discrimination

It's your **right** to feel comfortable in your unit and residence

It's your **right** to have reasonable privacy in your unit and a proportionate use of the shared spaces

It's your **right** to receive assistance, guidance, and support from your RAs, VP, and Housing Services and University staff

It's your **responsibility** to communicate challenges and problems in a timely manner

It's your **responsibility** to cooperate with staff as they guide and support you through a concern or situation

It's your **responsibility** to respect and adhere to decisions made by RAs, VP, and Housing Services and University staff

It's your **right** to choose your means of socialization, recreation, and relaxation

It's your **responsibility** to know and abide by local, provincial, and federal laws

It's your **right** to be informed of what is and what is not acceptable, tolerated, or allowed in residence and on campus

It's your **responsibility** to read and know information provided by Housing Services,

It's your **right** to live in a space where appropriate measures are taken to help keep you safe from spread of COVID19

It's your **responsibility** to take appropriate actions to prevent exposure to and spread of COVID19

Your Privileges – Privileges are opportunities provided to you that are intended to enrich your overall experience. Privileges are maintained by upholding your responsibilities.

It's a **privilege** to live in residence

It's a **privilege** to be allowed visitors and an overnight guest

It's a **privilege** to attend events and activities offered in residence

It's a **privilege** to use the provided facilities, services, and amenities

Terms and Conditions of Occupancy

Eligibility – You must maintain full-time ULEthbridge student status (9+ credit hours/term). Should extenuating circumstances prevent this, you must receive written permission from Housing Services to remain in residence.

Security Deposit – The required security deposit is \$400. Your security deposit will be released within eight weeks of moving out, after any charges and fines have been assessed and applied to your damage deposit.

Privacy – If you are over the age of majority, the Freedom of Information and Privacy Protection Act (FOIP) prohibits ULEthbridge and Housing Services from sharing or discussing your file with anyone other than yourself; we will not disseminate photos, billing details, or addresses to any other party or individual. If you wish to have Housing Services share information (with a parent, guardian, or designate) please contact us to complete the proper authorization.

Emergency Contact Requirement – You are required to have at least one emergency contact listed in The Bridge, who you authorize Housing Services and the University to notify in the event of a critical incident. An authorized designate is not sufficient. A critical incident is defined as any situation, be it perceived or real, that has occurred or has the potential to occur, and involves any aspect of: an unsafe environment, concerning or worrisome behaviour, unresponsiveness or incoherence, potential harm to one's self or another, or life-threatening medical need.

If the resident is a minor – Emergency contacts will be notified for any critical incident.

If the resident is over the age of majority – Emergency contacts may be notified for any critical incident that involves transportation by an emergency service due to unresponsiveness/incoherence, or risk of serious harm to self or another.

Responsibility for University and Housing Services Property – Once you move in, you are responsible for your unit's condition, beyond normal wear and tear. This includes any provided items, furniture, appliances, and fixtures. Housing Services expects that for the duration of your agreement, your unit will be looked after, clean, and in good repair.

Unit Inspection Form (UIF) – For your protection, you must complete a detailed Unit Inspection Form (UIF) within 48 hours of moving in. This form allows you to document the condition and cleanliness of your unit, including any furniture, fixtures, and appliances. This will be used at move-out to determine changes in unit condition and any resulting charges. Should you encounter anything unclean or not working, notify Housing Services by submitting a maintenance request. If you don't complete your UIF, Housing Services is forced to assume you are solely responsible for the state of your unit at move-out as there is no record of its condition at move-in.

You are not authorized to conduct maintenance/repairs to your unit or provided items. You must notify Housing Services if maintenance/repairs are required via a maintenance request at uleth.ca/housing/onlineservices. Housing Services staff will address it in a timely manner.

We understand that accidents happen. However, this does not excuse you, your visitors, or your overnight guests from behaving responsibly. You are liable for all damage, vandalism, messes, etc. and the costs associated with cleaning, repairs, maintenance, and/or replacement.

Wall Hanging – Items may be hung on a wall using these options: white sticky tac, damage free command strips (i.e. 3M removable adhesive hooks), and a small number of push pins. When using these permitted options, proceed with caution as you are liable for damage and resulting charges.

Health and Safety Checks – Housing Services will conduct scheduled checks to ensure you are taking adequate care of your unit and achieving a reasonable level of cleanliness. These checks help reduce occurrences of unsanitary or unhealthy living conditions that are likely to attract insects and vermin. The schedule for inspections is:

- All single student units: mid–point of each term
- New University single student units in Piikani House, Kainai House, and University Hall: every two weeks during the Fall term and every month during the Spring term

During an inspection, each section of your unit (i.e. bedroom, bathroom, kitchen, living space) will receive a *pass* or *needs improvement*. If you receive a *needs improvement*, the areas of concern and cleaning expectations will be noted and are expected to be addressed by the next business day, when a re–inspection will occur.

Condition and cleaning of spaces and items outside your unit – Housing Services and ORS Council jointly monitor the condition, cleaning, and maintenance of residence spaces and furniture, appliances, and fixtures outside your unit. This includes lobbies, hallways, common spaces, elevators, stairwells, storage rooms, bathrooms, entrances, sidewalks, etc. Please report any damage, vandalism, or areas that need to be cleaned to Housing Services or RAD.

Tenancy Insurance Requirement

Housing Services, ORS Council, Security Services, and ULEthbridge do not assume any responsibility for personal property or belongings lost, stolen, or damaged from any cause. All residents including International Students are required to have insurance coverage for the duration of the license agreement.

All residents will automatically be enrolled in a tenant insurance program through the University of Lethbridge. Each resident will be charged a tenant insurance fee of \$65 for the 8 month academic year and will be required to pay this fee along with their residence fees by the payment deadline. Students staying in residence for the summer (May – August) on a 12 month contract are covered for no additional charge. This coverage will include: contents coverage, personal liability coverage and additional living expenses. For more details, please see our [Tenant Insurance Program brochure](#).

Keeping You and Your Property Safe and Secure – Residence students have a responsibility and opportunity to assist with maintaining the safety and security of residence:

1. Safe guard your key fob and do not lend it out to anyone, for any reason
2. Keep your key fob with you at all times to ensure quick access to your home
3. Do not allow strangers or uninvited non-residents to come through any doors when you enter or leave
4. Keep the doors of your unit locked at all times
5. Do not prop any doors open
6. Notify Housing Services, RAD, or Security Services immediately should you have any questions or concerns regarding safety and security

If any SAFLOK (electronic key lock system) door device flashes green once, then flashes red five times, the battery is dying. Submit an online maintenance request immediately requesting a battery replacement. This will prevent a lock from going dead after-hours.

Lost Fobs, ID Cards, and Keys – Report any lost fobs or keys to Housing Services (C420) immediately; unreported lost keys jeopardize the safety and security of residence.

Report a lost University ID card to the IT Solutions Centre (TH218) immediately; unreported lost ID Cards can result in misuse and loss of funds.

Lost or damaged charges:

Key Fob	Mail key	ID Card	Note, an administration charge of \$10.00 will be applied to each charge notice assessed.
\$75	\$50	\$10	

Phone and Internet – Wired internet is available in your bedroom through the port in the back of your phone *in rooms that DO NOT have a white Cisco Box installed. In these rooms, your wired internet connection is provided directly from the Cisco box.* Wireless internet is also available. Login to the 'UofL Students' network using your U of L username and password.

The VoIP phone is for your safety, security, and convenience. You may dial any number on campus by dialing the last four digits. For off campus calls, dial 9 first. **As part of the University's emergency response system, your VoIP phone must always be plugged in** and functional; it will be used to communicate important details during a critical incident.

For questions about phone/internet service, visit ulethbridge.ca/information-technology or contact IT at help@uleth.ca.

Snow Removal – Facilities (Grounds) will clear snow from main walkways. Siksika, Tsuu T'ina, and Residence Village townhome residents are responsible for removing snow from the porch, stairs, shared concrete pad, and/or shared walkway between your front door and the main walkway. During winter, one shovel will be provided for every two units.

Right of Entry – Housing Services, Security Services, and the University reserve the right to enter your unit for any of the following reasons: make repairs; investigate and assess potential or imminent health and safety risks and concerns; inventory furniture; assess damages; perform scheduled room inspections; or confirm a violation/breach of policy.

Unit Assignment – Housing Services reserves the right to reassign you to a different unit at any time. This will include a different bedroom and may include a different section or building.

Room Changes – Room changes are possible after the first four weeks and before the last four weeks of each term. To request a room change, complete and submit a Room Change Request form to Housing Services.

Please explore all other options before requesting a room change. You may find a resolution through a conversation or review of your Roommate Contract. Your RA is an excellent resource in providing guidance, support, and open communication.



Pets – The only pets permitted in residence are fish in an aquarium no larger than 38 litres (5 gallons). Medically prescribed comfort animals or therapy animals are not permitted.

Service Animals – With prior notice and proper authorization by Housing Services, qualified service dogs, as defined in the *Service Dogs Act* of Alberta, are permitted in residence. You will be asked to provide a Government of Alberta identification card for your service dog and you are responsible for them at all times, as per relevant legislation.

Mail – Mail is delivered weekdays to Housing Services by 11:30 am, sorted, and delivered to your mailbox by 4 pm. You will be notified of parcels via email; bring photo ID to Housing Services to claim. Unclaimed mail will be returned to sender thirty (30) days after term end.

Cancellation of Agreement – Canceling your agreement is a major decision. Please consult Housing Services staff for valuable information such as deadlines, costs, and referrals. If you decide to cancel your agreement, notify Housing Services in writing. **Notification received during the current month takes effect on the last day of the following month.**

A cancellation charge of \$400 always applies. Your term fees will be reassessed at either \$1000 or the daily rate (5% of the monthly rate) from arrival to the date cancellation takes effect, whichever is greater, to a maximum of the term rate. If you are withdrawing from ULEthbridge, you must notify Housing Services and cancel your agreement immediately following confirmation of your withdrawal. You will be expected to move out within 48 hours.

Moving Out – You are responsible for thoroughly cleaning your unit prior to move-out, meeting the cleaning expectations detailed above and the Cleaning, Damage, Repair, and Replacement Policy. After assessing the condition of your unit at move-out and comparing with your UIF, cleaning and outstanding charges or fines will be charged against your security deposit. Any belongings left behind will be held for 30 days, then donated to local charity.

Security deposits will be released within eight weeks of move-out.

You are responsible for canceling subscriptions/deliveries; Housing Services is not responsible for resulting charges/fees.

Requests for late move-outs will only be considered if you have a final exam scheduled on the afternoon of the last day of the agreement. Written requests for late move out must be submitted at least two weeks prior to the last day of your agreement and be accompanied with proof (i.e. copy of final exam schedule). Approvals are subject to availability.

You are not considered moved out until keys have been received at Housing Services (C420). If you have a late move-out without proper authorization, you will pay a penalty of \$100 for the first night, then your unit’s daily rate for each additional day until keys are received. Units with keys left inside will be considered late move-outs until keys are received by Housing Services. Keys not returned are subject to applicable lost key charges. For Move-Out tips, visit <https://www.uleth.ca/housing/moving-out>.

Quiet Hours

Quiet hours ensure an environment allowing a reasonable amount of rest. They are in effect 11 pm – 8:30 am Sunday to Thursday nights and 12 am – 8:30 am Friday and Saturday nights. Outside of quiet hours, residence students are expected to maintain a respectful volume that is not unreasonably disruptive to others.

As the end of semester approaches, including the last week of classes and final exams, 22-Hour Quiet Hours come into effect, where quiet hours are from 8 pm – 6 pm the next evening, seven days a week.

Dining Plans and Food Services

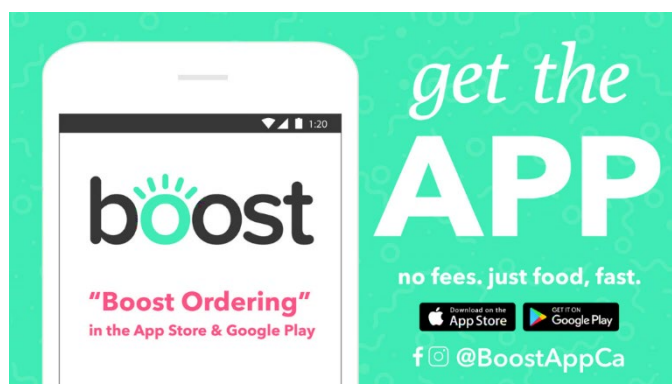
The University offers declining-balance dining plans to provide:

- Access to various food choices, from a selection of food vendors for a well-balanced diet
- Access to food in the mornings, evenings, and weekends
- No need for other payment cards or cash on hand
- Time for academic, personal, and professional pursuits, as shopping, cooking, and clean up are not necessary

Standard Dining Plan	\$4,565		<u>First Year residence students – Mandatory Dining Plan</u>
Commuter Dining Plan	\$3,930		<u>Continuing residence students - Optional Dining Plan</u>

Chartwells is ULEthbridge’s Food Services provider. They operate seven outlets on campus: Urban Market, Tim Hortons, Subway, Starbucks, The Carvery & Bakery, Tim’s Express, and Booster Juice. Should you have dietary restrictions, questions, or concerns, visit in person on Level A6 beside Urban Market, or online: dineoncampus.ca/uleth.

Dining Plan Advisory Committee – ORS Council represents residents to the Director and Executive Chef of Chartwells Food Services. Monthly meetings focus on feedback, questions, and ideas to enhance the dining program.



Alcohol Consumption Expectations

Alcohol can only be consumed within residence units permitted to have alcohol or cannabis, or designated licensed spaces: The Hive (K300), The Peak (BE130), The Pine (C410). Open alcohol is not permitted in any other space. In units designated as intoxicant free, the possession, use, or storage of alcohol is not permitted.

Minors must not be present when alcohol is being actively consumed.

Transportation of alcohol is only permitted if the container is sealed or fully resealed, and discreetly stored.

Activities or paraphernalia that could result in excessive or rapid consumption of alcohol or promote binge drinking are not permitted (e.g. drinking games, beer bongs).

The production or making of alcohol is not permitted (e.g. brewing beer).

Cannabis Consumption Expectations

All cannabis brought to any residence or university owned spaces must be obtained legally.

The distribution, advertising, marketing, and sale of cannabis or any cannabis containing products is not permitted.

Edible cannabis can only be consumed within residence units permitted to have alcohol or cannabis, or designated licensed spaces: The Hive (K300), The Peak (BE130), The Pine (C410). The preparation of edibles is not permitted.

Some units are designated as intoxicant free. In these units, the possession, use, or storage of cannabis is not permitted.

Minors must not be present when cannabis is being actively consumed.

Smoking or vaping is only permitted outdoors, in Designated Cannabis Use Areas (see [Cannabis Policy](#)).

Direct transportation of cannabis between spaces is only permitted if the container is sealed and discreetly stored.

Possession of cannabis on campus must meet the University of Lethbridge' Guidelines on Scented Products.

Highly potent forms of cannabis (including but not limited to budder and shatter) are prohibited.

Growing cannabis is not permitted.

Please contact Housing Services for any required accommodation of medical cannabis.

Fire Prevention Expectations

Ensure combustibles (e.g. posters, decorations) on walls and doors do not exceed 20% coverage of the wall surface.

If you notice a door propped open, please remove the door stop and ensure the door closes completely.

Minimize storage of combustible materials. Stored materials must be at least 18" below the ceiling.

Frayed/damaged electrical cords must be replaced. Power bars should never be plugged into an extension cord.

Access to fire extinguishers and electrical panels must remain clear at all times.

Ensure all doorways, stairwells, aisles, hallways, and exits are not blocked.

Violations for Actions And Behaviours

The following are prohibited actions. These violations protect the well-being, and enjoyment students experience in residence and at sanctioned activities taking place on or off campus. Violations are enforced by Housing Services, ORS Council, and Security Services. **During COVID19, failure to obey public health directives can result in disciplinary action.**

'A' violations – The most serious violations that, through the behaviour management model, can warrant a Notice of Residence Agreement Termination.

'B' violations – A first-time or single-count 'B' violation, through the behaviour management model, can warrant a Letter of Warning. Repeated, multiple-count, or multiple 'B' violations can warrant a Letter of Probation or Notice of Residence Agreement Termination.

Violations are used in conjunction with the University's Student Discipline Policy – Non-Academic Offences.

Facility Violations

A1.1	Renting or subleasing a residence space or unit.
B1.2	Loaning a residence space or unit, less serious than that covered by violation A1.1.
B1.3	Changing units with another resident student without proper notice or authorization by Housing Services.

B1.4	Duplicating, tampering, or modifying a Housing Services provided key, lock, or fob.
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A2.1	Smoking/burning a material that results in flame indoors or on a balcony/porch. This includes but is not limited to candles, barbeques, etc.
A2.2	Possessing a highly flammable material. This includes but is not limited to gasoline, propane, and fireworks.
B2.3	Possessing a highly flammable material, less serious than that covered by violation A2.2. This includes but is not limited to candles, real Christmas trees, and heaters.
A3.1	Submitting a false report of an emergency. This includes but is not limited to pulling a fire alarm or a false 911 call.
B3.2	Tampering with or impacting the integrity of Housing Services' or the University of Lethbridge's emergency response system. This includes but is not limited to VoIP phones, smoke detectors, AEDs, fire extinguishers, and sprinklers.
B3.3	Violating the safety and security guidelines of Housing Services and the University of Lethbridge. This includes but is not limited to exceeding fire code occupancy limits, allowing strangers access, and attaching items to safety equipment.

A4.1	Damaging or altering property. Those involved are liable for costs of cleaning, repairs, and replacement.
B4.2	Damaging or altering property, less serious than that covered by violation A4.1. Those involved are liable for costs.
911B4.3	Modifying or furnishing a residence space or unit without proper authorization, including furnishing porches/balconies with items not intended for outdoor use. Those involved are liable for all costs.
B4.4	Storing an oversized item in a unit or on a balcony. Note: residents are not permitted to bring their own mattress.
B4.5	Using a device that emits a wireless signal. This includes but is not limited to routers and wireless printers. These devices significantly impact the quality of on-campus wireless internet.
B5.1	Failing to adequately care for a residence space or unit. This includes but is not limited to failing to pass inspections, accumulating garbage, and messes that attract vermin or insects.
B5.2	Possessing or using a kitchen appliance in an area other than an authorized kitchen. University Hall suites are not authorized kitchens. Appliances include but are not limited to mini-fridges, kettles, toasters, blenders, etc. Please use and store these devices in common kitchens.
B5.3	Conducting vehicle repairs or maintenance in campus parking lots.

A6.1	Entering a locked, closed, restricted, or secured residence space or unit.
B6.2	Entering a residence space or unit without proper authorization, less serious than violation A6.1.

A7.1	Operating a business from residence that involves an illegal, illicit, or unregulated component.
B7.2	Operating a business from residence, or soliciting without Housing Services' authorization, less serious than A7.1.

B8.1	Removing a tray or piece of cutlery not intended for take-out purposes from a University food establishment or event.
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B9.1	Harboring a pet or stray animal of any kind. Those involved are liable for all damage, mess etc. and resulting costs.
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Community Violations

A10.1	Stealing, possessing stolen property, or failing to report stolen property.
A10.2	Breaking a law.
A10.3	Being an accessory to breaking a law or an A violation of the Residence Community Handbook.
B10.4	Breaking a law, less serious than violations A10.1, A10.2 and A10.3.

A11.1	Gambling, as per Alberta Gaming and Liquor Commission (AGLC) legislation.
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A12.1	Using a weapon.
A12.2	Possessing a weapon.
B12.3	Possessing a weapon, less serious than violation A12.2.

A13.1	Instigating, escalating, or causing unwanted or harmful physical contact or an expectation of such, to self or others.
A13.2	Instigating, escalating, or causing a hostile, hateful, or fearful environment verbally, visually, or in writing.
A13.3	Reprisal or retribution against a witness or an individual who brings a complaint or information forward.
A13.4	Behaving in a manner that affects or heightens concern for the safety, security, or well-being of self or another.
B13.5	Unwanted or harmful physical contact or expectation of such contact, less serious than violation A13.1.
B13.6	Reprisal, retribution, or contributing to a hostile environment, less serious than violations A13.2 and A13.3.

B13.7	Behaving noisily or interfering with others' sleep, study, or enjoyment of residence, less serious than violation A13.4.
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B13.8	Publically displaying a piece of content of poor ethical taste.
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A14.1	Withholding or providing false information to Housing Services, University of Lethbridge, or emergency services.
A14.2	Harassing or interfering with Housing Services, University of Lethbridge, or emergency services employees, including Residence Assistants. This includes but is not limited to failing to comply with directives.
B14.3	Disrespecting, withholding information, providing false information, failing to comply with a directive, or interfering with Housing Services, University of Lethbridge, or emergency services, less serious than violations A14.1 and A14.2.
B14.4	Violating a condition of a Housing Services letter, contract, or accord forming part of the resident's license agreement.
A15.1	Failing to monitor the behaviour of a guest. Guests are anyone a resident allows entry to, or knowingly allows to remain in residence. Host residents are liable for all damage, mess, etc. caused by their guest and associated costs.
B15.2	Failing to monitor the behaviour of a guest, less serious than A15.1. Guests are anyone a resident allows entry to, or knowingly allows to remain in residence. Host residents are liable for all damage, mess, etc. and associated costs.

Substance Violations

A16.1	Possessing, using, or storing a prescription drug not in your name, illegal drug, or drug paraphernalia.
A16.2	Selling or distributing a prescription drug, illegal drug, or drug paraphernalia.
B16.3	Imposing the physical effects of substance use on residence or ULEthbridge community or property. Physical effects include but are not limited to vomiting, public urination, and passing out.
B16.4	Smoking in a non-smoking area, as per ULEthbridge's Smoking Policy. Smoking includes but is not limited to tobacco, cannabis, vapourizers, etc.
B16.5	Growing or cultivating a cannabis plant.
B16.6	Grinding cannabis indoors.
B16.7	Preparing, possessing, or using highly potent forms of cannabis.
B16.8	Preparing cannabis edibles or consumables, including but not limited to baking or making budder.
B16.9	Violating the University of Lethbridge <u>Cannabis Policy</u> .

A17.1	Selling, distributing, or the provision of an alcoholic beverage or cannabis to a minor.
B17.2	Possessing, using, or storing an alcoholic beverage or cannabis as a minor.
B17.3	Possessing, using, or storing an alcoholic beverage or cannabis in a residence space or unit that is not licensed or is designated as intoxicant free. This includes but is not limited to using a container that is not sealable, being indiscreet or loitering during transportation, or having easy access to the container during transportation.
B17.4	Being in a licensed space as a minor.
B17.5	Possessing or using a device or paraphernalia that results in the rapid consumption of an alcoholic beverage, or promotes binge drinking. This includes but is not limited to kegs and beer bong.
B17.6	Initiating or participating in an activity that results in the excessive or rapid consumption of an alcoholic beverage, or promotes binge drinking. This includes but is not limited to games, competitions, and challenges.
B17.7	Producing or making alcohol. This includes but is not limited to brewing beer, making wine, and making spirits.

COVID-19 Violations

C18.1	Failure to maintain COVID standards set forth by Alberta Health Services, ULEthbridge, or Housing Services.
C18.2	Failure to follow isolation guidelines when required to isolate by Alberta Health Services, ULEthbridge, or Housing Services.

Please note: the University of Lethbridge and Housing Services continue to engage in rigorous cleaning protocol to slow the spread of Covid-19.

While residence is regularly patrolled by CAs, RAs and Security Services, safety and security also depend on residence students maintaining a safety-conscious community. Regardless of how minor a situation seems, please reach out.

Minor Problems and Incidents

It is important to inform Housing Services, RAD, or Security Services of problems such as a door that won't lock, stranger in residence, overflowing toilet, etc. While these situations may not seem serious, they can escalate if not addressed.

Fire Alarms and Equipment

In the event of a fire alarm, exit the building quickly, closing doors and windows along the way. If safe, bring clothing appropriate for current weather. Security Services and Lethbridge Fire Department will be notified and dispatched immediately. During an alarm, RAD will tour as much of the facility as is safe, ensuring occupants evacuate and no-one needs assistance. It is a violation of Housing policy and Municipal Bylaws to remain indoors while the alarm is sounding. Familiarize yourself with your evacuation assembly point by reviewing the emergency poster in your bedroom.

Fire alarms and equipment are supplied for your protection. Tampering with them could lead to injuries or death, and violators are subject to disciplinary sanctions, financial charges, and/or criminal prosecution.

False Fire Alarms – City of Lethbridge Municipal Bylaw 5542 stipulates a financial fine for any false report of fire, or response by the City of Lethbridge Fire Department to a non-emergency situation. A false alarm is:

- A malfunction in a safety monitoring device where the alarm activation was not caused by heat, smoke, or fire.
- A response initiated by equipment or human negligence where the caller is aware that no actual or possible danger to safety, health, or welfare of people or the environment exists.

The fine for each University false fire alarm is \$75 and all charges due to your actions or negligence will be passed on to you. This includes but is not limited to cooking incidents and steam from showers.

Emergencies and Critical Incidents

For any situation or concern, call the highest service you believe necessary, whether it be RAD, Security Services, or emergency services. Housing Services and Security Services encourage you to overreact, as opposed to underreact. If you **phone emergency services** first, be sure to **also contact RAD or Security Services**. They must be advised so they can assist emergency services as necessary. RADs are trained to handle and respond to critical incidents and emergencies, including engaging necessary and valuable services. They are certified in Mental Health First Aid and Standard First Aid – CPR C & AED, and have access to first aid kits. Security Representatives have access to AEDs and other resources.

Critical Incidents – A critical incident is defined as any situation, be it perceived or real, that has occurred or has the potential to occur, and involves any aspect of: an unsafe environment, concerning or worrisome behaviour, unresponsiveness, potential harm to one's self or another, or life-threatening medical need. If you witness such a critical incident, call Security Services or emergency services immediately. In the event a critical incident occurs on campus, you will be informed how to proceed through one or more of the following channels: speaker system, VoIP telephones, U of L social media, email, etc. Remain calm and follow instructions.

Response Procedures – Should any situation or incident, be it perceived, believed, or real, occur or have the potential to occur and involves any aspect of: an unsafe environment; concerning or worrisome behavior; potential harm to self or another, or an active shooter in the building, the following response procedures should be followed:

1. **Get out** – If you think you can safely self-evacuate, do so! Get to a safe location and alert others as you evacuate
2. **Hide** – Close and lock the door, including barricading it with furniture or other heavy objects. Shut off the lights and stay away from and cover any windows, including door windows. Keep quiet and silence all cell phones, including turning the vibration off

ACTIVE SHOOTER

During an active shooter/armed intruder, should a fire alarm occur it is not recommended you act unless you can smell smoke or otherwise confirm a fire exists. If a fire does exist, evacuate carefully and immediately knowing an active shooter/armed intruder could still be at large.

- Once you hide, DO NOT exit your hiding place until directed to do so by Police. They will neutralize the threat and conduct a systematic evacuation of all areas on campus, clearing each and every room. Follow and obey the instructions of the Police at all times
3. **Fight** – As a last resort only, fight. Commit to aggressive action to defend yourself and stop the threat
 4. Once you are in a safe place:
 - Immediately contact Emergency Services at **911**. Do not assume someone else has made the call
 - Have another person immediately contact Security Services at **403-329-2345**
 - Provide first aid, if trained and necessary

Security Services and/or Emergency Services will coordinate response procedures. Listen carefully and follow all instructions provided through the University's Emergency Notification System.

Unplugged VoIP telephones – Every bedroom in residence is outfitted with a VoIP phone, a vital component of the critical incident response and lock-down procedures. These phones can send intercom messages, accompanied by an alarm and flashing lights. Your phone must never be disconnected or tampered with. If it is, you will be contacted.

Emergency Poster

A poster like the one pictured is inside every residence bedroom. Please locate and familiarize.

Risk Management

Health and safety of residence students, ORS Council, and Housing Services staff is a priority. Accident prevention is integral to University operations and procedures, and Housing Services always meets legal standards of the Alberta Occupational Health and Safety legislation. Housing Services supports the use of risk mitigation strategies and takes steps to ensure all staff are trained and prepared.

Event Planning – ORS Council and Housing Services host many events and activities. Staff are trained on risk management processes to ensure activities are reasonably safe. COVID-19 has resulted in a shift in how events are hosted and safety measures used. Please be patient.

Students living in residence must sign a general waiver to participate in most activities hosted by ORS Council or Housing Services. Example low-risk activities include Corn Mazes, bowling, and potlucks. Events with moderate to high risk follow a more extensive process: Event plans are evaluated, including consultation and approval by Housing Services, ULEthbridge, and the Students' Union. Additional precautions may be implemented, possibly including: first aid kits, personal protective equipment (PPE), and an event-specific waiver. Example activities include events with travel, ski trips, and aggressive sporting activities.

The University's Driver Agreement ensures any resident who operates their own personal vehicle in relation to a sanctioned activity has a valid operator's license recognized in Alberta, meets minimum insurance criteria, and has agreed to required and applicable terms and conditions.

IN CASE OF

EMERGENCY

uleth.ca/security

CALL 911 AND FOLLOW THESE INSTRUCTIONS:
For non-emergency assistance contact Campus Security at 403-329-2345

<p>FIRE</p> <p>PULL ALARM EVACUATE</p>	<p>THREAT OF VIOLENCE</p> <p>RUN HIDE FIGHT</p>
<p>MEDICAL ASSISTANCE</p> <p>SECURITY 2345 CALL R.A.D.</p>	<p>Evacuation Assembly Area:</p> <p>LOT J</p>

For your safety, each room is equipped with a Voice Over Internet Protocol (VOIP) phone utilized by Campus Safety to issue Emergency Notifications.

DO NOT REMOVE OR DISABLE THE VOIP PHONE FROM THE DATA PORT.

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Organization of Residence Students (ORS)

As a resident on campus, you are a member of the largest Student Union club on campus, the Organization of Residence Students (ORS). More than just a club, ORS is the student staff, peer-to-peer division of Housing Services. Leading the club is ORS Council, comprised of the President, three Vice Presidents (VPs), 26 Residence Assistants (RAs), a Business Manager and the Peer Education Programmer. All are U of L students and residents. ORS Council wants to make your residence experience the best!

Dear Residents,

Welcome to residence at the University of Lethbridge! If it's your first semester here, or your last, or any number in between, you are now an integral part of our warm and welcoming community.

Your time here is best spent when you make the most of it, and the Organization of Residence Students is here to help with that! It is our mission to provide each and every resident with the ultimate residence experience. So, join us in helping to build a community that is worth being a part of - a community that is inclusive, fun, supportive, and engaging.

I encourage you to take advantage of all the awesome events and initiatives that your Residence Assistants will host for you and your floor! The Vice President of each facility will also put on activities to engage your whole building and facility. You'll find much ORS programming comes from various committees, each with their own unique focus; Residence Wars, Social Programming, Health and Wellness, and Inclusion & Advocacy. I hope you're able to attend the amazing events they'll be coordinating-- Spring Formal, Pride Week, Tug of War, Dog Walking, and so much more. Also keep an eye out for information regarding ORS intramural sport teams as they are a great way to meet new people with similar interests. Living in residence has its benefits, we'll have many sessions and workshops on how to be successful in your post-secondary education. We want to provide the tools and skills to make you as successful as possible here at the University of Lethbridge.

The next bit is all up to you, your roommate(s), and your floormates. Your experience here on residence will be exactly what you make of it - the more you put in, the more you'll get out of it. I know exactly how nervous and anxious you may be, coming into this brand-new environment away from home, but I urge you to take a leap of faith and step out of your comfort zone because it will be an amazing experience! This transition is tough but there are so many resources and smiling RAs to help you, whatever it may be. Attend events, spruce up your wardrobe with your section's Residence Wars colours, keep your door open, and get to know your neighbours and your section! I guarantee this will be a year to remember!

I'm always open to talk or say hello if you see me around campus! Let's have a great year!

John Carter, ORS President

Residence Assistants (RAs)

Residence Assistants (RAs) are supportive and approachable mentors. They are current students who live in your section, build a community and ensure you have the opportunity to:

- Be an active and contributing member
- Be healthy in mind and body
- Feel safe and comfortable
- Achieve academic, personal, and professional success

RAs plan events, lend an ear, and connect you with resources. They liaise with you, ORS Council, and Housing Services; pass your concerns and inquires to higher levels; and bring opportunities and information to you. Agents of the University, they maintain and protect the community by upholding and enforcing expectations and policies.

Residence Assistant on Duty (RAD) – Support and assistance are available 24/7. When Housing Services is closed, a Residence Assistant on Duty (RAD) will be on-call, close by, and occasionally touring the facility. All RADs are certified in Mental Health First Aid and Standard First Aid – CPR C & AED. For any situation, call RAD; they will respond and, if necessary, will engage other resources. On weekday evenings, Community Assistants will perform RAD duties.

Community Living

Residence is a vibrant community where the primary goals are academic success and social experiences. Occasionally, these goals conflict. Those studying or resting prefer quiet; those wanting to be social prefer more active environments. While academics and rest are top priorities, socialization is valued. Your goal should be similar to your RAs: find a balance between sleep, study, and socialization, keep rights and responsibilities in mind, and communicate respectfully.

Noise is never acceptable during quiet hours. You are not permitted to be as loud as you like outside of quiet hours. Residence students must be considerate and respectful of activity and noise levels at all times. Should a conflict regarding noise arise, the more social individuals will be encouraged to reduce the noise or take their social activities elsewhere. However, if the more studious individuals need a place to study that is quieter than can be reasonably expected or achieved, they will be encouraged to find a more suitable location.



Cannabis

It is important to be mindful of the impact cannabis may have on community members. While the rights of 18+ residents are respected, residents must abide by all laws, ULethbridge and Housing Services policies, and review Housing Services Substance Violations, which were developed in conjunction with the ULethbridge [Cannabis Policy](#).

Smoking and preparing edibles is prohibited, and minors must not consume or be exposed to cannabis use in residence. Use is only permitted in designated, licensed places, and users must be aware of odors and avoid bothering neighbours.

Overnight Guests and Visitors Policy – subject to change based on COVID guidelines

You must ensure your guests respect all areas of our buildings and do not negatively impact the community. Housing Services will consider visitors and overnight guests with fairness to everyone, with safety/security as the top concern. You must always accompany your guests in residence and never provide them with your key fob. A lack of consideration or respect for roommates or abuse of this process will result in suspension of guest privileges. You are responsible for your guests' behaviour and are liable for associated damage, mess, etc. and resulting costs.

Overnight Guests – You are allowed one overnight guest at a time, up to two consecutive nights, for a total of up to four nights per month. Long-term stays (three nights or more) are not permitted. You must register intent to have an overnight guest by submitting a Guest Registry Form to Housing Services, signed by all your roommates and RAs.

Overnight guests are NOT permitted during the first two weeks and last three weeks of each term. The first two weeks are important to familiarize your surroundings, roommates, neighbours, RAs, and residence as a whole. The last three weeks include the last week of classes and final exam period, where 22-hour quiet hours are in effect and the sole priority is you and your fellow residence students concluding your courses.

Guest Parking

Weekend: As a resident you may obtain a visitor parking pass for your guest at Turcott Hall TH101, during business hours 9AM-12PM, 1PM-4PM. Weekend guest permits can only be used in designated lots. Guest permits will be valid between 5PM Friday to 7AM on Monday. These permits will be valid for one to two consecutive days. Guests must display parking permits at all times to avoid parking fines.

Weekday: As a resident you may invite your visitor to park in campus visitor and short-term parking. Parking for visitors is available in the pay and display areas including Lots C, D, G, E, S, H & N. Payments can be made by credit card or coins in these lots or by the Honkmobile app. Guests must display parking permits at all times to avoid parking fines.

Roommates

Living with roommates can be one of the best residence experiences, but also one of the most challenging. Effectively sharing a living space requires on-going, in-person communication that is open, honest, and respectful.

Roommate Contract – Shortly after you move in, you will complete a Roommate Contract. It is one of the first opportunities for you and your roommates to share your living habits, personal priorities, expectations, and concerns. The contract will guide you through a discussion of pertinent topics and common challenges that are sure to increase chances you and your roommates have a great experience living together. After listening, understanding, working together, problem solving, and compromising, you'll formalize your unit's agreed to expectations, guidelines, and rules in the Roommate Contract. Completed contracts must be submitted to your RAs for review and approval.

Roommate Conflict Resolution Model – Even after you've completed your Roommate Contract, maintaining a great roommate relationship requires communication, and addressing concerns – this is normal. These are necessary steps in developing and maintaining your experience living together. Only through an in-person discussion can you and your roommates work towards a resolution and get back to enjoying your time living together.

1. Have a respectful, in-person discussion with your roommates to communicate the concern and find a resolution
2. Inform your RA. They can help prepare to have a discussion, facilitate the discussion, or find a resolution
3. Depending on the severity, your RA may seek guidance from, or involve a Vice-President and/or Housing Services



SECTION 3 – BEHAVIOUR AND ACTION MANAGEMENT AND RESPONSIBILITY

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Cleaning, Maintenance, Repair, and Replacement Policy

Only Housing Services can authorize, conduct, and manage maintenance, repairs, and replacements. This ensures work is completed to our standards. Do not attempt to repair any damage that has resulted from your actions. This includes but is not limited to repairing holes, doors, leaks, etc. You will be held responsible for costs to undo and redo the work.

Costs to clean, repair, or replace will be charged to those found responsible by Housing Services. If a responsible party cannot be determined, charges may be split between residents of the applicable unit, section, building, or ORS.

Costs for labour and notable materials are below. They are based on an established list of costs, as approved by the University of Lethbridge Board of Governors. All prices are subject to change without notice and any items not listed will be assessed at the item/material costs plus 10%. Please note, a **\$100 Smoking/Vaping fee** will be applicable any time there is evidence of smoking or vaping indoors, or preparing cannabis edibles.

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

Fees	
Smoking/Vaping Fee	
First Offense	\$100
Second Offense	\$250
Third Offense	\$500
Elevator Service Charge*	\$650
Labour costs	
Cleaning (hour/person)	\$50
Maintenance/repair (hour/person)	\$50
Travel time (hour/person)	\$50
Material costs	
General	
Lock replacement	\$475
Garbage receptacle (fire retardant)	\$100
VoIP phone set	\$400
Ethernet cable (each)	\$10
Chair/sectional	\$450
Bookshelf	\$370
Window covering	\$140
Vertical slat blind (each)	\$25
Window screen repair	\$50
Door mirror	\$55
Fire extinguisher recharge	\$75
Fire alarm box glass	\$25
Smoke detector	\$40
Carpet repair/yd ² , min	\$50
Carpet tile (each)	\$40
Counter repair, min	\$60

Keys	
Key fob	\$75
Mail key	\$50
Kitchen	
Cupboard/drawer door	\$100
Microwave	\$100
Fridge shelf	\$80
Oven glass	\$300
Stove knob	\$5
Bathroom	
Plunger	\$9
Shower curtain	\$30
Towel rack	\$25
Bathroom mirror	\$100
Lighting	
Light fixture	\$80
Light fixture lens	\$30
Floor lamp	\$100
Study lamp	\$25
Lamp socket repair	\$25
Lamp shade	\$15
Linens (If applicable)	
Pillow	\$12
Pillow case	\$5
Bedspread	\$60
Bed sheets	\$20
Blanket	\$40
Mattress cover	\$100

*This charge is cost-recovery for mischief or misuse which causes need for repair.

Behaviour Management Model

Housing Services' behaviour management model is designed to maintain a safe, comfortable environment conducive to academic and personal success. Positive, negative, and concerning behaviour are all managed.

The goals of the model are:

- Uphold rights and responsibilities of each residence student
- Maintain and protect community needs and expectations
- Support involved individuals
- Foster a culture of responsibility, accountability, respect, self-discipline, and safe decision-making
- Reach resolutions via communication, education, and mentorship
- Where necessary, manage situations through disciplinary sanctions.

Positive Behaviour – Residence depends on contributions of residence students as role models, mentors, and peers. They reward residence students who demonstrate responsibility, respect, and safe decision-making; and maintain or enhance the community through peer-to-peer assistance. Rewards are offered through:

- Scholarships for residence students who demonstrate community involvement and leadership
- Offers to attend development opportunities such as Community Helpers
- Student leadership roles such as a Residence Assistant or Peer Education Programmer

Negative or Concerning Behaviour – Housing Services must address concerning behaviours, especially if they are violations or breaches of policy. Such behaviours are addressed while protecting a residence student's rights to be heard, be notified accordingly, receive a timely and fair process, and have the right to appeal.

Step #1: Receive information – Housing Services receives information and reports from a variety of sources including Security Services. All members of the community are encouraged to bring any concerns or information forward, especially behaviours that are worrisome or potentially harmful.

Step #2: Review and assess the information – Housing Services will review and assess received information and/or reports using criteria such as:

- Type and number of violations or breaches of policy involved
- Likelihood of reoccurrence
- History of similar behaviour
- Evidence available
- Past or present risk to health, safety, or security of self or other
- Involvement of other departments, services, or agencies

During an initial information meeting, residence students can openly discuss their concerns. They may choose to:

- Disclose information – The resident does not wish to take action against another residence student, rather seek support and resources for themselves.
- File a complaint – The resident submits observations, concerns, and experiences in writing to Housing Services.

Note, the standard of whether a residence student is responsible or not responsible is not to the extent required in a criminal case (beyond a reasonable doubt). It rests with a preponderance of evidence, or on a balance of probabilities – that is, would a reasonable person, upon reviewing the information provided, come to the same conclusion as the administrator reviewing the case.

As per University policies such as the Sexual Violence Policy and Behaviour Intervention Policy, if a resident shares information with a staff member regarding worrisome, potentially harmful, violent, discriminating, nonconsensual, harassing, etc. behaviour, Housing Services is required to report to the appropriate higher level, such as Security Services, the Behaviour Intervention Committee, or Human Resources. The resident will be notified of this at the time they provide the information and will be encouraged to share the information higher themselves.

Step #3: Gather additional information and evidence – Housing Services will identify if any further evidence is needed to understand the situation. This may include reviewing video footage, social media, Security Services, and meetings.

Step #4: Address the behavior – If necessary, Housing Services will address the behaviour with those responsible and support those affected through the steps below. Should a minor be involved, the process may occur differently; please review the Residence Procedures for Minors document signed when accepting an Offer of Accommodation.

Peer-to-peer Facilitation and Coaching - Housing Services will task a member of ORS Council with addressing the behaviour and supporting those affected. This involves communication, education, and facilitating conversations.

Health and Wellness Follow-up – Housing Services will follow-up with those involved, individually or as a group. They will discuss what took place and provide those involved and/or affected with support, resources, and referrals. It may include establishing healthier outlets or proper channels for response and support.

Adjudication – Those found responsible for a violation or breach of policy meet with Housing Services to discuss the situation, their role, evidence, community impact, and applicable violations or policy breaches. Possible disciplinary sanctions are discussed, and written notification of sanctions is provided. Residents may appeal (see Appeal Process).

Disciplinary sanctions are progressive in nature. They are as follows:

- **Letter of Warning** – The resident is informed their behaviour is a minor violation
- **Letter of Probation** – The resident is informed their behaviour is a serious violation and is provided with a final warning, including a number of required conditions and expectations that must be met
- **Notice of Residence Agreement Termination** – The resident’s residence agreement is terminated and they are required to vacate their unit and leave the community. Students will be granted 24 hours to move out. Move out Procedures and Cancellation of Agreement conditions apply.
 - Students posing a risk may be denied access, and may be ineligible for future accommodation offers

Any of these disciplinary sanctions may also be accompanied by:

- Confiscation of items
- Financial charges and penalties as per this handbook, the agreement, and University policies and procedures
- Community service hours
- Required participation in relevant education, programming, or training
- Restorative contracts

In certain situations where it is not clear that disciplinary action is required but it seems prudent to ensure residents are informed of particular policies, students may be provided with:

- **Letter of Information** – The student is informed of a policy, and potential consequences of a policy violation.

Disruptive Behaviours and Actions

A resident may exhibit a behaviour that is not a violation or breach of policy, but is disruptive to the community.

Examples of disruptive behaviours include but are not limited to:

- Harming oneself or leading another to believe there is potential to harm oneself
- Frequent or unusual conflicts with others
- Displays of unwarranted or unnecessary anger/irritability/abrasiveness towards others

Housing Services builds and maintains an inclusive community that does not pass judgement or limit participation in the community based on any pre-existing health concern, physical or mental. Residents have the right to manage their own wellness, and are responsible to take reasonable care of themselves. They must ensure their actions, or lack of actions, do not disrupt another residence student, prevent the peaceful enjoyment of residence space, hinder academic pursuits, or disrupt the community. While Housing Services and ULeithbridge are committed to supporting and assisting with the health and wellness of all residents, finite resources are available.

In the event of a disruptive behaviour or action, the response will be the same as any other situation, including the involvement of RAD, Security Services, emergency services, and/or contacting an emergency contact.

Once the immediate concern has been addressed, the next step is a wellness follow-up where Housing Services meet the student in person to discuss what took place. A disruptive behaviour will be assessed based on the following criteria:

- The degree to which concern for safety, security, or well-being of themselves or another was affected
- The degree to which one compromised the safety of themselves, another, or the community
- The degree to which one is a threat to themselves
- The degree to which another’s sleep, study, or enjoyment of residence were interfered
- The degree to which one demonstrated consideration to the rights and needs of other residence students

- The degree to which one accessed assistance services during times of harmful behaviours or actions
- The degree to which one cooperates with this process and is willing to access and utilize appropriate services

The residence student will be referred to services such as counselling, psychiatry, emergency, etc. The discussion may address healthy and appropriate outlets for response and support, and may include a Letter of Support. Should Housing Services not have confidence in their ability to support and assist the student, or the student's ability to support and assist themselves in the prevention of another disruptive behaviour or action, a Letter of Expectation will be drafted.

Letter of Care and Support – This letter expresses Housing Services' concern for the well-being, safety, and/or security of a resident. It may include: identifying goals for the support model; encouraging ongoing communication with Housing Services, personal supports, and other resources; and success strategies for both the resident and the community.

Letter of Expectation – This is a joint understanding between the resident and Housing Services outlining the abilities, limitations, and expectations of both parties going forward. Should a Letter of Expectation not be agreed to, or any stipulations of an agreed-to letter not be met, Housing Services will be forced to consider relocating the resident to a more suitable unit or issuing them a Notice of Residence Agreement Termination.

Appeal Process

Every residence student has a right to due process and procedural fairness. Any cases dealt with through Housing Services' behaviour management model, including steps in adjudication, disciplinary sanctions imposed, and meeting conditions of a letter or contract, may be appealed. The appellant is responsible for the burden of proof.

An appeal must be submitted in writing and clearly, truthfully, and accurately detail specific reason(s) for requesting a case review. Appeals will be assessed for sufficient cause based on the following:

- A. Error(s) in the application or interpretation of policies and violations
- B. Clear evidence of a lack of procedural fairness
- C. Clear evidence of bias in the adjudication process
- D. New evidence supporting a different outcome

Cases will be reviewed promptly. However, imposed sanctions will stand until formally overturned through the appeal.

At any point during the appeal process, the appellant has the right to bring a representative. It is the appellant's responsibility to provide their own representative, arrange for attendance, and communicate necessary information. Housing Services, ULethbridge, and the Housing Services Case Appeal Board will not be responsible for communication with the appellant's representative. If the appellant wishes the representative be a member of ORS Council, the appellant must make a formal, written request to ORS Executive and Associate Director of Housing Services. Regardless of the results of the appeal process, Housing Services and ULethbridge are not responsible for costs incurred.

An appeal follows these steps:

Step #1: Submit an intention to appeal, followed by the written appeal – From the formal notification of sanction(s) imposed, the resident has five (5) business days to submit a formal appeal to the Associate Director of Housing Services. Where the sanction(s) include termination of a Single Student Housing License Agreement, formal written notice of an intention to appeal is required prior to the associated move-out date. Submitting an intention to appeal does not delay the Notice of Residence Agreement Termination and associated move-out date.

Step #2: Review appeal – The appeal will be reviewed by the Associate Director of Housing Services based on the above criteria. If sufficient cause exists, the case will be reviewed by the Housing Services Case Appeal Board. If sufficient cause does not exist, the appeal will be dismissed.

Step #3: Presenting to the Board – The Housing Services Case Appeal Board includes: The Associate Director of Housing Services, one other ULethbridge Administrative Professional Officer (APO), and one member of the elected ORS Executive. All involved in adjudication, possibly including appellant, Residence Life & Education Coordinator, and Residence Assistant will be contacted and ask to present evidence, testimony, and relevant witnesses to the Board. **Step**

#4: Results of the appeal – The Board will make a final decision and notify the appellant in writing. If the appeal is accepted, one or more of the sanction(s) will be overturned; possibly including granting the student reinstatement to residence. If the appeal is denied, disciplinary sanctions stand.

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