

ULETHBRIDGE RESIDENCE

COMMUNITY HANDBOOK

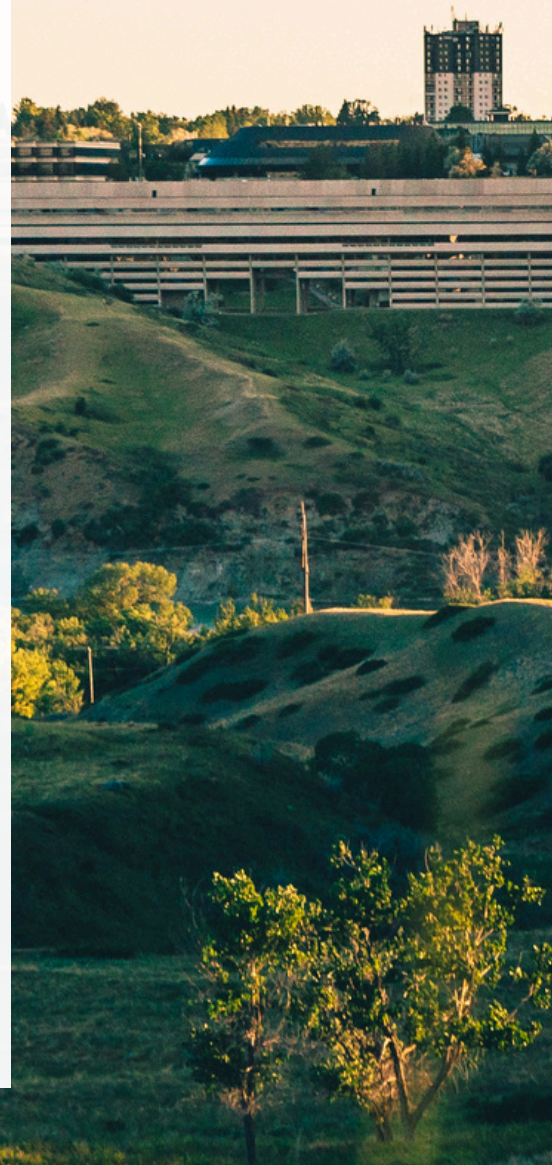
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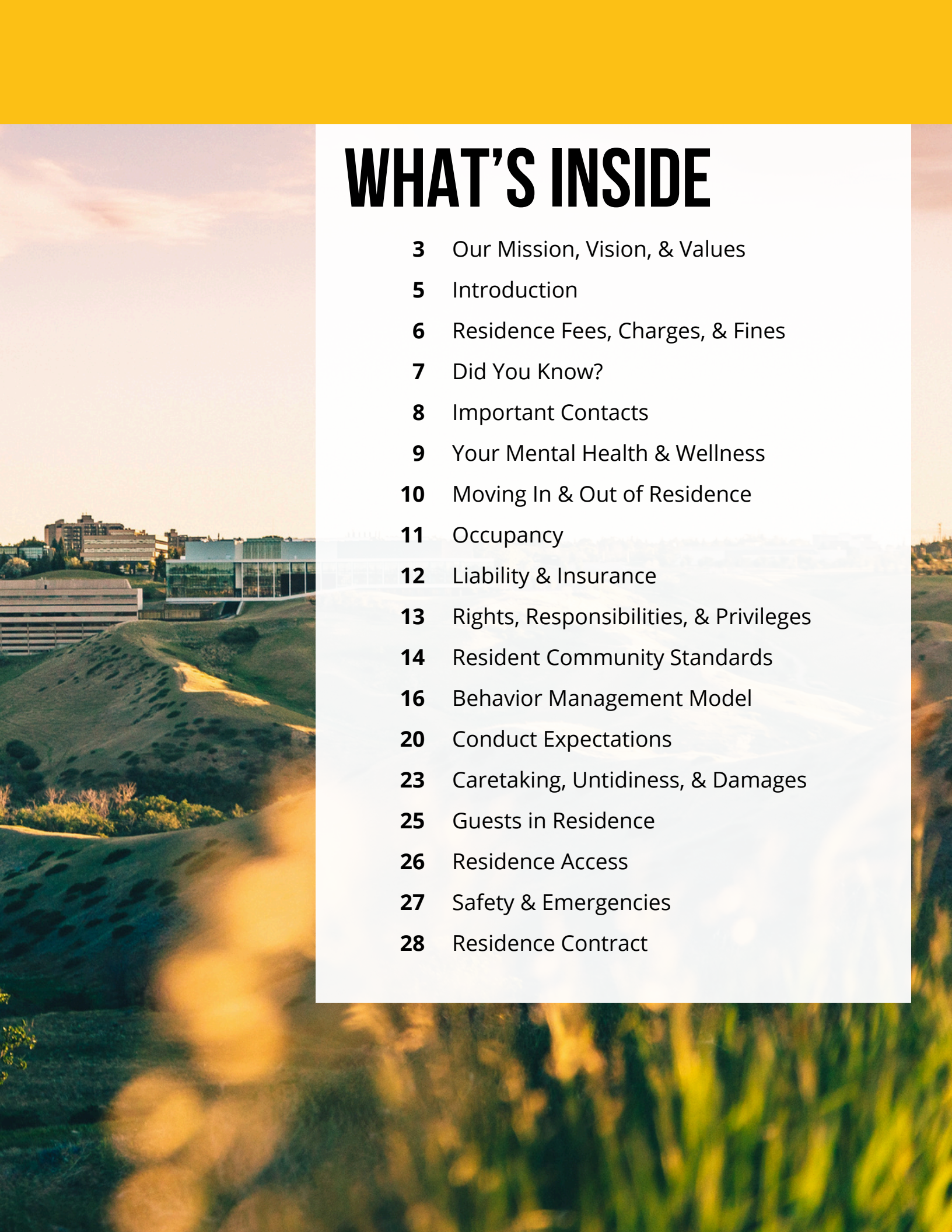
ACKNOWLEDGEMENT

► *Oki, and welcome to Iniskim!*

Elder Bruce Wolf Child named the University of Lethbridge "Iniskim", meaning Sacred Buffalo Stone. Receiving this Blackfoot name is a great honour and holds the university accountable and responsible for having good relations with the Blackfoot and Siksikaitsitapi peoples. Housing Services is committed to working towards decolonization and uplifting the connection and contributions Siksikaitsitapi and Indigenous peoples have made to shape and strengthen this land and university community in the past, present, and future.

As Treaty 7 people, we acknowledge that we are situated on Blackfoot Confederacy land, which includes Kainai, Piikani and Siksika Nations. We are honoured to name our residence buildings after these nations and Blackfoot places of significance - as well as the Tsuut'ina Nation in Treaty 7 territory. We acknowledge there is still an immense amount of learning and growth to be done when it comes to reconciliation. We, as Treaty 7 people living and benefiting from Siksikaitsitapi land, must continue to honour the traditions of people who have cared for this land since time immemorial.



The background of the page features a photograph of a modern building with large glass windows, situated on a grassy hill. The scene is captured during sunset or sunrise, with a warm, golden light illuminating the sky and the building. The foreground shows a blurred view of green foliage, creating a sense of depth.

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WELCOME TO YOUR HOME AWAY FROM HOME AT ULETHBRIDGE!

OUR MISSION

To provide a safe and welcoming home for the personal, academic, and social growth of University of Lethbridge students, alongside operational structures, policies, procedures, and programs. To be a place where students can aspire to learn, engage with their community, challenge boundaries, and inspire curiosity, all in the pursuit of shaping the future.

OUR VISION

To provide clean, convenient, community-focused accommodations for on-campus students to excel in their current academic careers and future aspirations.



OUR VALUES

We care about our Housing community and together we embrace the following core values:

Trust: We act with integrity and assume the good intentions of others.

Respect: We treat others, ourselves, and our workplace with respect, holding ourselves accountable for our actions.

Commitment to Diversity: We value an environment where individual differences and diversity of thought have the opportunity to be included.

Belonging: We believe everyone should have the opportunity to find their place in residence, working together to create a community where everyone belongs.





INTRODUCTION



Welcome to the University of Lethbridge's Housing community! This important document is the **Residence Community Handbook** which outlines rights, responsibilities, and rules while living in residence.

The contract (on page 28) covers daily residence living activities and extends to all residence-related events, whether in residence, on campus, or hosted off campus, including Organization of Residence Students (ORS) Council events and programs.

Your privacy is important to Housing and we protect your privacy by not disclosing your whereabouts in response to inquiries by phone, email, or in person at our Housing Services office.

Legend

ORS: Organization of Residence Students

RA: Residence Assistant

RAD: Residence Assistant On Duty

CLHC: Campus Life Housing Coordinator

ATIA: Access to Information Act

POPA: Protection of Privacy Act

COMMITMENT TO ACCESSIBILITY, BELONGING AND COMMUNITY

Accessibility refers to the extent to which a product, service, or environment is available to be used by all audiences, particularly those with disabilities. At ULethbridge, we strive to ensure that our services, programs, policies, spaces, environments, and actions are welcoming and inclusive to a wide range of abilities, lived experiences, and backgrounds.

Belonging refers to having an authentic sense of inclusion where an individual feels psychologically safe, seen, valued, and respected for one's unique identity, background, and contributions. Belonging unlocks the value of diversity within the campus community and is a critical part of engagement and well-being.

Community refers to all members of the campus community (students, employees, alumni, and the broader community) who come together to achieve a collective goal/outcome. At ULethbridge, we build relationships between people and communities, creating connections and understanding based on respect, collaboration, and shared advocacy to enhance mutual understanding, growth, and support.



RESIDENCE FEES, CHARGES & FINES

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 the costs associated with undoing and redoing 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 residence community.

Please note, that a **\$100 Cleaning Fee** will be applicable if there is evidence of smoking or vaping indoors, preparing cannabis edibles, or pet(s). Please review our smoking/vaping fees for more information below.

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

FEES	FEES	LABOUR COSTS
\$25 Lockout	\$250 Smoking/ Vaping 2nd Offense	\$50 Cleaning (hr/person)
\$50 Room change	\$500 Smoking/Vaping 3rd Offense	\$50 Maintenance (hr/person)
\$75 Lost or damaged Access Card	\$650 Elevator Service Charge	\$50 Travel time (hr/person)
\$100 Smoking/Vaping 1st Offense	\$75 - \$675 Accidental fire alarm (e.g., cooking)	
\$150 Unauthorized extended stay per night		

RATE ADJUSTMENTS FOR ROOM CHANGES

If you move to a different room during the academic year that charges a different room rate than your original room, your account will be prorated to reflect the cost of the new room for the remaining academic year.

PAYMENT METHODS

Your residence charges/fees can be viewed by logging onto your Bridge account. To make payments towards your statement of account, follow the payment methods listed on the Bridge under the Registrar's Office and Student Services tab - Cash Office

CANCELLATIONS OF AGREEMENT

Canceling your agreement is a major decision. Please consult Housing Services staff for 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 cancelation 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 cancelation 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.



DID YOU KNOW?



ELIGIBILITY

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

EMERGENCY CONTACT REQUIREMENT

You are required to have at least one emergency contact listed in The Bridge, whom 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 of any critical incident.

If the resident is over the age of majority (≥18)

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.

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 the semester approaches, including the last week of classes and final exams, 20-hour Quiet Hours come into effect, where quiet hours are all day with a break from 4 pm – 8 pm, seven days a week.

PRIVACY

If you are over the age of majority (≥18), the Access to Information Act (ATIA) and the Protection or Privacy Act (POPA) prohibit 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 another 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.

PETS

The only pets permitted in residence are fish that can live ethically in an aquarium no larger than 38 liters (5 gallons). Medically prescribed comfort animals or therapy animals are not permitted. Immediate removal and a minimum 2-hour cleaning charge will apply. Pets include but are not limited to, cats, dogs, birds, hamsters, bunnies, guinea pigs, snakes, and turtles.

SERVICE ANIMALS

With prior notice and authorization by Campus Safety and 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.

INTERNET

Wired internet is available in your bedroom through the port in the wall by your desk. Wireless internet is also available. To access, log in to the 'eduroam' network using your U of L username and password!

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



IMPORTANT CONTACTS



HOUSING SERVICES OFFICE

Located in C420 in University Hall, the Housing Services Office operates from Monday to Friday, with hours from 9 am to 12 pm and 1 pm to 4 pm. They are available by phone until 4:15 pm. You can reach them at 403-329-2584 or email housing@uleth.ca. For more information or services, you can visit their website at uleth.ca/housing.

MAIL

Mail is delivered by 11:30 am and 3:00 pm weekdays to Housing Services and then sorted. You will be notified of parcels via email; bring your photo ID to Housing Services to claim. Unclaimed mail will be returned to the sender thirty (30) days after the term ends.

For quicker delivery of Amazon packages, Amazon lockers are available for pickup Monday-Sunday from 6:00 am to 9:00 pm in the students' union food court.

Learn more at uleth.ca/housing/mailing-address

SECURITY SERVICES

Accessible at L911 and operate 24 hours a day seven days a week. You can contact them at 403-329-2345 or email security.ops@uleth.ca. For more details or safety information, visit their website at uleth.ca/campus-safety.

EMERGENCY SERVICES

Emergency services, including Ambulance, Police, and Fire, are available 24 hours a day, seven days a week. In case of an emergency, dial 911 immediately.

MAINTENANCE SERVICES

All maintenance requests must be done online. You will need your ULeTh username and password to log in to the StarRez student portal to create an online maintenance request.

For fires, floods, etc. please contact Security Services immediately.

RESIDENCE ASSISTANT ON DUTY (RAD)

When Housing Services is closed, each facility has its own Residence Assistant on Duty (RAD), as indicated below. RADs are available from Monday to Friday from 4:15 pm to 9 am, and on Saturdays, Sundays, and holidays, they are available 24 hours a day.

COULEE VIEW	403-332-2980	Piikani House and Kainai House
PARKWAY	403-331-4844	Mount Blakiston House, Siksika & Tsuu T'ina Townhomes, and the Village
UHALL	403-394-8948	University Hall



MENTAL HEALTH & WELLNESS

We are committed to promoting and supporting the mental health and wellness of our students and the residence community. The University of Lethbridge offers a variety of services in support of student well-being and Housing Services works in collaboration with these services to facilitate healthy and successful residence experiences.

On-Campus Resources

- Campus Safety After Hours: 403-329-2345
- Counselling Services: 403-317-2845
- Health Centre: 403-329-2484
- Indigenous Student Services: 403-394-3902
- Campus Collective Centre: 403-329-2094
- U of L Chaplaincy: 403-382-0294
- Roman Catholic Spiritual Support: 403-327-8931

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 Shelter: 403-320-1881
- Mental Health Helpline: 1-877-303-2642
- 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

For more information and more resources, you can access [Mental Health Services](#) on the University website.

SELF-CARE & SAFETY PLAN

Should there be concerns regarding your mental well-being, you may be asked to join us in implementing a Self-Care & Safety Plan which outlines the supports and resources available including those offered on a 24/7 basis.

The intention of the Self-Care & Safety Plan is to highlight shared accountability in self-care and safety planning, available resources and the support available to access those resources.

Out of concern for your wellbeing and the wellbeing of our resident community, in situations where your behaviour and mental health jeopardize your wellbeing and/or the wellbeing and safety of others or exceeds our capacity to support you, you may be required: (i) to take a leave from residence until your health is restored; and/or (ii) to find alternate accommodations off campus that better suit your needs.

PHYSICAL HEALTH

We recognize that physical health can also contribute to the well-being of students' mental health. In campus housing, we offer two fitness rooms in Piikani (P104) & Mt. Blakiston (BE124).

When paying tuition, students are enrolled in the Sports and Recreation Services fee. This gives access to the University gym which offers a fitness centre, fitness classes, an open gym, pool access, an indoor track, intramurals, a fitness centre, rock climbing and bouldering, and a steam room. For more information on these services, you can access the [Horns and Recreation](#) website.





MOVING IN & OUT OF RESIDENCE



Students may remain in residence during Fall Reading Week and Winter Reading Week; however, limited food service is available in designated residence food outlets during this time. For the winter break between semesters, **all residents must email Housing Services if they are planning to stay on campus.**

WINTER BREAK

The university closes from December 24th to January 1st. If you are planning on staying over the winter break please contact housing@uleth.ca. Those staying will be provided additional information such as food you can order and purchase through the dining plan prior to our food outlets closing.

MOVING OUT OF RESIDENCE

You are responsible for thoroughly cleaning your unit prior to moving-out and meeting the cleaning expectations detailed in the move-out letter emailed to you and in your contract. After assessing the condition of your unit at move-out and comparing it with your UIF, you may be charged cleaning and outstanding fees which will be reflected on your security deposit return. Security deposits will be released within eight weeks of move-out. Any belongings left behind are held for 30 days and then donated.

Should you wish to appeal any assessment relating to damage, please review our Online Appeal Process and submit an [online appeal](#). Any charges assessed will stand until formally overturned through the appeal process. Only online appeals will be considered. Please refer to pg. 21 for more information

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

Requests for late move-outs will be considered if you have a final exam/practicum 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., a copy of final exam schedule). Approvals are subject to availability.

You are not considered to have moved out until your 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 the 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.

EARLY WITHDRAWAL FROM RESIDENCE

Provide Housing Services with written notice

Must be completed and received by Housing Services on or before the last business day of the previous month to make the notice effective for the last day of the following month. Notice provided after the last business day of the month shall not be effective until the end of the following month.

If withdrawing from the University, provide documentation from the Registrar's Office

Students withdrawing from the university mid-semester are required to provide notice as soon as they are aware that they are withdrawing.

Withdrawing students are to follow the normal move-out procedures.

Cancellation Fees will apply

A cancellation fee of \$400.00 is assessed for breaking the contract.

The charge applies in all instances, whether the student cancels their residency or the Housing Services office initiates the cancellation.

NOTE: A MINIMUM CHARGE OF \$1000.00 WILL BE ASSESSED. PLUS \$400.00 CANCELLATION FEE.

To learn more about moving in and out of residence visit: www.uleth.ca/housing/welcome-home



Housing Services reserves the right to terminate your Residence Contract, reassign you to a different unit or building, and to affect other measures for reasons that include but are not limited to, the safety, security, and conduct of the residence program. This may include a different bedroom and a different section or building. Housing fees may be applied to reflect the room change.

You are not permitted to sublet your residence room or offer residence spaces on rental services such as (but not limited to) Airbnb.

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.

VACANCY POLICY

If a vacancy occurs in your room or suite, you must:

- Keep the unoccupied portion of the room in a condition that would allow a new roommate to move into the room on short notice; and
- Display a welcoming attitude of respect, cooperation, and acceptance toward any resident who is newly assigned to your room/suite.

The Housing Services office will make every effort to promptly fill the space by consulting the residence waiting list.

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 ongoing, in-person communication that is open, honest, and respectful.

Roommate Contract

Upon moving in, you'll fill out a Roommate Contract, a chance for you and your roommates to discuss living habits, expectations, personal priorities, and concerns. This contract helps address common challenges, increasing the chance you and your roommates have a great experience living together. Through discussion, understanding, teamwork, and compromise, you'll establish agreed-upon guidelines and rules. Completed contracts are then reviewed and approved by your RAs.

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 following steps act as a guide in developing and maintaining your experience living together.

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



LIABILITY & INSURANCE

YOU ARE REQUIRED TO CARRY TENANT INSURANCE

Tenant insurance is a requirement for all students living in residence at Ulethbridge, including International Students.

Housing Services is not responsible for property belonging to you or any of your guests which is lost, stolen, or damaged in any way regardless of cause; whether or not this may occur in your accommodation or on the residence property, including storage facilities.

You will be held financially liable for damage to residence buildings or property that results from willful or negligent actions by either you or your guest(s). Even though it may not be your intention to damage Housing Services' property, you will be held liable for any such damages. Further, you will be held responsible for any and all damage costs resulting from frozen and/or burst pipes caused by you or your guest(s) failing to keep your windows closed in cold temperatures.

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 \$95 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](#).

RESPONSIBILITY FOR YOUR VALUABLES

Label all belongings clearly with your first and last name. Handle all valuable items personally; do not delegate this task to Housing Services staff/volunteers. This includes all electronics, musical instruments, jewelry, textbooks, cash, gift cards, etc. Housing Services is not responsible for any loss or damages to your belongings during move-in, whether they are handled by Housing Services staff/volunteers, and you will not receive compensation for any lost, misplaced, damaged, or broken items during this process.

You may leave personal property in your room during statutory holidays, Reading Weeks, and the Winter Break unless Housing Services indicates in advance a need to have the room vacated. You should always take valuable items (e.g., jewelry, computers, TVs, etc.) with you when you leave as Housing Services cannot guarantee the security of personal belongings in your room.

It is your responsibility to ensure your doors and windows are locked whenever you are not in your room.

SECURITY DEPOSIT

The required security deposit is \$400. Your security deposit will be released within eight weeks of moving out, and once any possible charges or fines have been assessed and applied to your deposit.





RIGHTS, RESPONSIBILITIES, & 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 **right** to live in a safe and secure residence environment
- It's your **right** to have your unit be reasonably peaceful and quiet; enough to study and sleep
- It's your **right** to be treated with respect, and dignity, and 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 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 **right** to choose your means of socialization, recreation, and relaxation
- 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 hear others and listen when they speak
- It's your **responsibility** to assist in maintaining the safety and security of the residence environment which includes reporting to the proper authorities
- It's your **responsibility** to assist in maintaining your unit as reasonably peaceful and quiet; enough to study and sleep
- It's your **responsibility** to treat all people with respect and dignity and maintain an environment free of discrimination
- 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 **responsibility** to know and abide by local, provincial, and federal laws
- It's your **responsibility** to read and know the information provided by Housing Services

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



RESIDENT COMMUNITY STANDARDS

PROHIBITED ITEMS

The following items are prohibited in residence. Should such items be discovered by Housing staff, they may be disposed of at your expense, in addition to any sanctions imposed upon you for violating this provision:

- Candles and incense. These items are strictly prohibited (contact your Campus Life Housing Coordinators (CLHCs) if you are required to burn any substance for religious purposes)
- Cannabis plants
- Drum sets and pianos
- Exercise machines (treadmills, stationary bikes, etc.)
- Funnels, beer-pong tables, and any other high-risk drinking paraphernalia
- Furniture (including but not limited to desks, mattresses, beds, headboards, waterbeds, tables, etc.)
- Halogen lamps, LED strip lighting
- Heaters and heat lamps
- Air conditioning unit
- Large-volume alcohol containers (kegs, mini-kegs, or liquor bottles greater than 40 fluid ounces, etc.)
- Water coolers
- Weapons and imitation weapons (firearms, knives, Swiss Army knives, pellet guns, paintball guns, firecrackers, cap guns, etc.)



RESIDENT COMMUNITY STANDARDS

DISCRIMINATION AND HARASSMENT

All students and members of the University community are required to abide by ULeth's policies on discrimination and harassment: [Harassment and Discrimination Policy](#).

POLICY ON GENDER-BASED AND SEXUAL VIOLENCE

You must comply with the Sexual and Gender-Based Violence Prevention Policy found [here](#).

ULethbridge's Policy on Sexual and Gender-Based Violence is the foundation of our commitment to support an environment in which members of the University Community can work, live, and learn in a collegial climate of respect, in which Sexual and Gender-Based Violence is not tolerated, and share the responsibility for achieving these goals. ULethbridge also has procedures to respond to sexual and gender-based violence to support community members of our campus, regardless of where an incident of gender-based violence has occurred.

Sexual and Gender-Based Violence means a sexual act or acts, targeting a person's sexuality, gender identity, or gender expression – whether the act is physical or psychological in nature, whether in person or through other forms of contact – that is committed, threatened, or attempted against an individual without that individual's Consent.

Sexual and Gender-Based Violence includes, but is not limited to, the following: sexual assault, sexual harassment, stalking, indecent exposure, voyeurism, cyber harassment, and sexual exploitation.

Consent means the voluntary and mutual agreement to engage in the act or acts in question and to continue to engage in the act or acts. The voluntary agreement to engage in the activity or to continue to engage in the activity must be communicated through words and/or conduct. It is the responsibility of all persons who want to engage in physical contact or sexual activity to make sure that they have Consent from the other person(s) involved. Consent is clear, explicit, active, ongoing, voluntary, informed, and conscious. Asking for consent and respecting the response you receive ensures everyone involved feels safe and wants to proceed. You must obtain consent before initiating and continuing with any intimate and/or sexual activity.

Consent is not:

- Given by a third party
- Obtained through pressure, abuse of power, abuse of trust, or abuse of authority
- Obtained through coercion, force, or threat of force
- Obtained if the person is unconscious, sleeping, or significantly impaired by drugs or alcohol
- Obtained if the person does not say yes, says no, or through words or behaviour that indicates no
- Obtained when the person changes their mind and chooses to no longer engage in the sexual activity; consent can be revoked at any time

Consenting to one kind of sexual activity does not mean that consent is given for another sexual activity.

BE AN ACTIVE BYSTANDER

At ULethbridge, our desire is to foster a residence community where all residents are active bystanders, meaning we all have the courage to take action when we see another person in harm's way. If you witness discrimination, harassment, sexual harassment, or assault, or the potential for, and it is safe to do so, intervene directly by approaching the person harmed by the situation, or saying something to the person who was harmed.

You can also indirectly intervene by checking in with the person harmed after the situation and validating it was not ok. You can also share the situation with your RAs or Housing Services.

If you or someone you know has experienced any of the behaviour listed above, please inform Residence Staff.



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 are:

- Maintain and protect community needs and expectations
- Support involved individuals in incidents
- 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 the contributions of residence students as role models, mentors, and peers. They reward residence students who demonstrate responsibility, respect, and safe decision-making; and maintain/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
- Student leadership roles such as a Residence Assistant (RA) 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 but not limited to residents, ORS and Security Services. Members of the community are encouraged to bring concerns or information forward, especially those that are potentially harmful and worrisome.

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, but rather seeks support and resources for themselves.
- File a complaint – The resident submits observations, concerns, and experiences in writing to Housing Services.

As per University policies such as the [Behaviour Intervention Policy](#), if a resident shares information with staff regarding worrisome, potentially harmful, violent, discriminating, nonconsensual, harassing, etc. behaviour, Housing Services may report to the appropriate higher levels, such as Security Services, the Behaviour Intervention Committee, or Human Resources. The resident will be notified of this upon disclosing information and may 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 with other residents associated/involved.

Step #4: Address the behaviour

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.

Note, that **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**. Something is considered proven on a balance of probabilities if it is more likely than not to have occurred.



BEHAVIOUR MANAGEMENT MODEL

PEER-TO-PEER FACILITATION AND COACHING

Housing Services will task a member of the 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 p. 22)

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
- Required participation in relevant education, programming, or training
- Community service hours

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 the potential consequences of a policy violation.





BEHAVIOUR MANAGEMENT MODEL

IMPACTFUL BEHAVIOURS AND ACTIONS

Residents may engage in behaviours that, while not policy violations, can still impact the community. These behaviours may include, but are not limited to:

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

Housing Services fosters an inclusive community that embraces residents regardless of pre-existing physical or mental health concerns. Residents have the responsibility to manage their wellness and ensure they avoid impacting fellow residents, impeding academic pursuits, or disturbing the community's peaceful enjoyment of residence spaces. While Housing Services and ULethbridge are committed to supporting residents' health and wellness, finite resources are available.

In the event of impactful behaviours or actions, the response remains the same as any other situation, including the involvement of RAD, Campus Safety, 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 meets with the student to discuss.

Impactful 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, Health Centre, 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 impactful 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.



BEHAVIOUR MANAGEMENT MODEL

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 the specific reason(s) for requesting a case review. Appeals will be assessed for sufficient cause based on the following:

- Error(s) in the application or interpretation of policies and violations
- Clear evidence of a lack of procedural fairness
- Clear evidence of bias in the adjudication process
- 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.

STEPS FOR APPEAL

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 the appellant, Campus Life Housing Coordinator, and Residence Assistant will be contacted and asked 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.



CONDUCT EXPECTATIONS

VIOLATIONS FOR ACTIONS AND BEHAVIOURS

The following are prohibited actions. These violations protect the well-being and enjoyment students experience in residence and sanctioned activities taking place on or off campus. Violations are enforced by Housing Services, ORS Council, and Security Services. Note that Housing Services and University of Lethbridge staff have the right to confiscate prohibited items.

'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 lock or access card.

A2.1 Smoking/burning a material that results in smoke or 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.

A3.2 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 smoke detectors, AEDs, fire extinguishers, and sprinklers.

B3.3 Tampering with or impacting the integrity of Housing Services' or the University of Lethbridge's emergency response system, less serious than covered by A3.2.

B3.4 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. This includes but is not limited to air conditioning units, small appliances in University Hall.

B4.3 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.

B4.6 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.

B4.7 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.

B4.8 Conducting vehicle repairs or maintenance in campus parking lots.

A5.1 Entering a locked, closed, restricted, or secured residence space or unit.

B5.2 Entering a residence space or unit without proper authorization, less serious than violation A5.1.

A6.1 Operating a business from residence that involves an illegal, illicit, or unregulated component.

B6.2 Operating a business from residence, or soliciting without Housing Services' authorization, less serious than A6.1.



CONDUCT EXPECTATIONS

A7.1 Harboursing a pet or stray animal of any kind. Those involved are liable for all damage, mess etc. and resulting costs.

B7.2 Harboursing a pet or stray animal of any kind, less serious than covered by A7.1. Those involved are liable for all damage, mess etc. and resulting costs.

Community Violations

A8.1 Stealing, possessing stolen property, or failing to report stolen property.

A8.2 Breaking a law.

A8.3 Being an accessory to breaking a law or an 'A violation' of the Residence Community Handbook.

B8.4 Breaking a law, less serious than violations A8.1, A8.2 and A8.3.

A9.1 Gambling, as per Alberta Gaming and Liquor Commission (AGLC) legislation.

A10.1 Using a weapon.

A10.2 Possessing a weapon.

B10.3 Possessing a weapon, less serious than violation A10.2.

A11.1 Instigating, escalating, or causing unwanted or harmful physical contact or an expectation of such, to self or others.

A11.2 Instigating, escalating, or causing a hostile, hateful, or fearful environment verbally, visually, or in writing.

A11.3 Reprisal or retribution against a witness or an individual who brings a complaint or information forward.

A11.4 Behaving in a manner that affects or heightens concern for the safety, security, or well-being of self or another.

B11.5 Unwanted or harmful physical contact or expectation of such contact, less serious than violation A11.1.

B11.6 Reprisal, retribution, or contributing to a hostile environment, less serious than violations A11.2 and A11.3.

B11.7 Behaving noisily or interfering with others' sleep, study, or enjoyment of residence, less serious than violation A11.4.

B11.8 Publicly displaying a piece of content of poor ethical taste.

A12.1 Withholding or providing false information to Housing Services, University of Lethbridge, or emergency services.

A12.2 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.

B12.3 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 A12.1 and A12.2.

B12.4 Violating a condition of a Housing Services letter, contract, or accord forming part of the resident's license agreement.

B12.5 Failure to comply with a directive from Housing Services

A13.1 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.

B13.2 Failing to monitor the behaviour of a guest, less serious than A13.1. 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.

A14.1 Failure to maintain public health standards set forth by Alberta Health Services, ULethbridge, or Housing Services.

B14.2 Failure to maintain public health standards set forth by Alberta Health Services, ULethbridge, or Housing Services, less serious than A14.1.



CONDUCT EXPECTATIONS

Substance Violations

A15.1 Possessing, using, or storing a prescription drug not in your name, illegal drug, or drug paraphernalia.

A15.2 Selling or distributing a prescription drug, illegal drug, or drug paraphernalia.

B15.3 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.

B15.4 Smoking in a non-smoking area, as per ULethbridge's Smoking Policy. Smoking includes but is not limited to tobacco, cannabis, vapourizers, etc.

B15.5 Preparing, possessing, or using highly potent forms of cannabis. This includes but is not limited to growing or cultivating a cannabis plant, grinding cannabis indoors, preparing edibles or consumables, baking or making budder.

B15.6 Violating the University of Lethbridge [Cannabis Policy](#).

A16.1 Selling, distributing, or the provision of an alcoholic beverage or cannabis to a minor.

B16.2 Possessing, using, or storing an alcoholic beverage or cannabis as a minor.

B16.3 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.

B16.4 Being in a licensed space as a minor.

B16.5 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 bongs.

B16.6 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.

B16.7 Producing or making alcohol. This includes but is not limited to brewing beer, making wine, and making spirits.

ALCOHOL AND CANNABIS CONSUMPTION EXPECTATIONS

- Alcohol and 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)**, and **The Pine (C410)**. Open alcohol is not permitted in any other space.
- Smoking or vaping is only permitted outdoors, in Designated Cannabis Use Areas (see [Cannabis Policy](#)).
- Minors must not be present when alcohol and cannabis is being actively consumed.
- The production/making of alcohol (eg. brewing beer), preparation of edibles, and growing cannabis is not permitted
- Transportation of alcohol and cannabis between spaces is only permitted if is sealed or fully resealed, and discreetly stored.

Alcohol

- In units designated as intoxicant-free, the possession, use, or storage of alcohol or cannabis is not permitted.
- 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).

Cannabis

- 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.
- Highly potent forms of cannabis (including but not limited to budder wax and shatter) are prohibited.
- Possession of cannabis on campus must meet the University of Lethbridge's Guidelines on Scented Products.

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

While residence is regularly patrolled by 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.



CARETAKING, UNTIDINESS, & DAMAGES



RESPONSIBILITY FOR UNIVERSITY & 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.

DAMAGES IDENTIFIED ON MOVE-IN

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](#). 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 irresponsibly. You are liable for all damage, vandalism, messes, etc., and the costs associated with cleaning, repairs, and maintenance, which can be found on pg. 7.

UNIVERSITY RIGHT OF ENTRY

Students residing in residence agree to the maintenance and support of a safe and healthy living environment. Housing Services, Security Services, and the University reserve the right for authorized representatives to enter and inspect an accommodation at any time in the following cases:

- Repair, plan, or perform maintenance
- Assess damages
- Probable cause to believe a violation/breach of the Residence Contract may have or is taking place in the room/suite
- Clear and present danger requires entry
- Investigate and assess potential or imminent health and safety risks and concern
- Perform scheduled room inspections

SNOW REMOVAL

Facilities (Grounds) will clear snow from main walkways. Siksika, Tsuu T'ina, and The Village 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.



CARETAKING, UNTIDINESS, & DAMAGES

HEALTH & 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: midpoint of each term
- New University single student units in Piikani House, Kainai House, and University Hall: every two weeks during the Fall term and monthly 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. Failure to pass the health and safety checks the second time will result in a meeting with Housing Services for a disciplinary meeting.

Please refer to the Conduct Expectations section of this Contract for more information.

CONDITION & CLEANING OF SPACES OUTSIDE YOUR UNIT

Housing Services and ORS Council jointly monitor the condition, cleaning, and maintenance of residence spaces, 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.

DECORATING AND FURNISHING YOUR ROOM

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.

- Do not paint any part of your room, place stickers (incl. LED stick-on lights), or use nails, screws, or brackets on the walls, furniture or fixtures.
- Decorations cannot obstruct or be hung from smoke detectors, fire alarms, and sprinklers,
- Do not post anything in or outside of your room that may be offensive or upsetting to others.
- Only Housing-issued furniture is permitted in student rooms.

- Do not bring furniture from common areas of the building into your room.
- Furniture is not to be disassembled or reassembled in a manner for which it was not originally designed.
- Nothing may be hung in or out of windows, on curtain rods, or around residence property.

Please refer to the Fees, Charges, and Fines section of this Contract for more information.

It is important for you to be comfortable in residence and Housing Service is here to help.

TEMPERATURE

Remember that you are sharing an environment with others, which may mean that the temperature at which you are comfortable is not the same as the temperature at which they are comfortable.

Here are some tips to help manage temperature:

Too Cold?

- Open blinds to let the sun in
- remember to dress accordingly, wear sweaters, and use extra blankets
- Close any vents in the room

Too Hot?

- Close the vent in your room
- Close windows and blinds during the day to keep the sun out
- If it is cooler at night, open windows at night to let fresh air in
- Use a fan to help circulate the air - place the fan facing the window to funnel hot air out of your room

Temperatures in the residence buildings are set from one central location. Since we are only able to have one mode, the heating will be on throughout the majority of the academic year.



GUESTS IN RESIDENCE

GUEST POLICY

Housing Services prioritizes fairness, safety, and security when considering overnight guests. Please ensure your guests respect all areas of our buildings and do not negatively impact the community. **Always accompany your guests in residence and never provide them with your access card.** You are responsible for your guests' behaviour and liable for associated damages, etc., and resulting costs. Failure to show consideration or respect for roommates or misuse of guest privileges will result in suspension.

GUEST PARKING

Visitor and short-term parking is provided in various Pay and Park lots on campus. With the exception of Lot G, all parking stalls for pay and park zones are lined in blue, with blue posted signage. For more information, visit the [Parking Services](#) website.

OVERNIGHT GUESTS

You are allowed one overnight guest at a time, with expectations established within the roommate contract completed in the first week of the term. Long-term stays (three nights or more) are not permitted without RA, CLHC, and roommate approval. You must register intent to have an overnight guest by submitting a [Guest Registry Form](#) virtually to Housing Services. This is important for emergency evacuation procedures and campus security.

Overnight guests are NOT permitted during the first two weeks and the last three weeks of each term. The first two weeks are crucial to familiarize your surroundings, roommates, neighbors, RAs, and residence as a whole. The last three weeks including the last week of classes and the final exam period, where 20-hour quiet hours are in effect and the sole priority is you and your fellow residence students concluding your courses.





RESIDENCE ACCESS

KEEPING YOU & YOUR PROPERTY SAFE AND SECURE

Residence students have a responsibility and opportunity to assist with maintaining the safety and security of residence:

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

LOST OR DAMAGED CHARGES

Access Card	ID Card
\$75.00	\$20.75
Please Note: An administration charge of \$10 will be applied to each charge notice assessed.	

PERSONAL SAFETY

- Keep your door and windows locked, especially when you (or your roommate) are sleeping or are not occupying the room. Always carry your keys with you.
- Be mindful of whom you allow to enter the building.
- Report any suspicious persons, activities, or hazards to the Residence Assistant on Duty, Housing Services, or Campus Safety.

LOST ACCESS CARDS, & ID CARDS

You are the only person who is permitted possession of the residence keys issued to you by Housing Services.

Report lost access cards to Housing (C420) immediately; unreported lost cards jeopardize the residence's safety and security.

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.





SAFETY & EMERGENCIES

ULETHBRIDGE SAFE APP

For information on emergency plans, support resources, reporting an incident, or contacting security directly, download the ULethbridge Safe app. This platform provides additional information on how to respond to various situations, such as a fire, severe weather, medical assistance, etc. It is important to familiarize yourself with the emergency plans we have in place in case of an emergency.

SMOKE DETECTORS

All rooms have smoke detectors. Tampering with or misusing your smoke detector will result in disciplinary sanctions. Do not cover, obstruct, or hang objects from your smoke detector. Immediately report any power outages or activations of heat or smoke detectors in your room or in common areas.

FIRE EXTINGUISHERS

Fire extinguishers are located on every floor of the building and should only be used in emergency situations. Tampering with fire extinguisher seals or pins or discharging a fire extinguisher or hose unnecessarily will result in disciplinary sanctions.

FIRE DOORS

Fire doors are designed to automatically close in the event of a fire alarm. Opening an exterior fire door triggers an alarm at security.



Emergency poster: The poster pictured is inside your residence bedroom. Please locate & familiarize yourself.

EVACUATIONS

You must evacuate residence during drills and fire alarms. Contact Housing Services when you move into residence or indicate in your Housing Services Application if a physical limitation prevents you from safely exiting during a fire alarm so a plan of support during an evacuation is in place. You must follow all instructions from Fire Department members, Residence Staff, and Fire Wardens during fire alarms.

Please refer to the Residence Fees, Charges, and Fines section of this Contract for more information.

FIRE SAFETY TIPS

Make sure combustibles, like posters and decorations, do not take up more than 20% of the wall space or door surfaces. Keep the storage of flammable materials to a minimum, at least 18" below the ceiling. Replace frayed or damaged electrical cords and avoid plugging power bars into extension cords. Keep access to fire extinguishers and electrical panels clear at all times and don't block doorways, stairwells, aisles, hallways, or exits.

No candles, open flame, or smoke is allowed in residence due to our water suppression system in all our buildings. If you wish to use candles, an open flame, or smoke for religious, ceremonial, or cultural purposes, please click [here](#) to view spaces on campus where it is allowed and reach out to Housing.

PREVENTING SMOKE DETECTORS FROM ACTIVATING

- Do not smoke inside your room, common spaces, or anywhere else in your residence building.
- Never leave appliances or microwaves unattended when in use, and wipe any spills to avoid extra steam or smoke.
- Never leave the kitchen area when cooking
- Using ovens, toasters, and pans that have grease/ food spills built up - can cause smoke to occur when heated
- Using personal hygiene devices or aerosol products near or at the detectors (perfumes, colognes, air fresheners)



RESIDENCE CONTRACT

SINGLE STUDENT HOUSING LICENSE AGREEMENT
PARTNERED WITH THE RESIDENCE COMMUNITY HANDBOOK
As viewed at www.uleth.ca/housing

THIS AGREEMENT made on the agreement date shown hereon BETWEEN THE GOVERNORS OF THE UNIVERSITY OF LETHBRIDGE (Hereinafter referred to as "the University")

- and -

Student Name
(Hereinafter referred to as "the Resident")

U of L I.D Number: _____

Agreement Date:
Expiry Date: April 23, 2027 at 12pm (NOON)
Room Rate: _____
Key(s) to be received: 1 Access Card

IN CONSIDERATION of the fees reserved and the covenants and agreements herein contained, the University hereby allows the Resident the exclusive right to a furnished bedroom as shown above (hereinafter referred to as "the premises") in the University of Lethbridge residence (hereinafter referred to as "the U of L Residence") situated on the University of Lethbridge campus in the City of Lethbridge, in the Province of Alberta. The University further grants to the Resident the use in common of their suite area with other Residents of the suite (if applicable) and the use in common with all the other residents in the University of all other facilities of the said Residence.

THIS AGREEMENT shall commence on the Agreement Date shown above and shall expire at 4:00 PM on the Expiry Date shown in the same place. The Resident shall pay to the University for the premises together with the furniture and other effects and Residence Dining Plan, if assigned to University Hall Residence, Kainai House Residence, or Piikani House Residence, the fee(s) as shown above, per term payable in advance on the 1st day of classes in each and every academic term during the term of this Agreement.

Such fee(s) to be paid at the Cash Office or Housing Services Office of the University.

Any sum, which becomes overdue under this Agreement shall bear a simple interest charge of the Bank of Canada prime rate plus five percent per annum and will be added to the outstanding principal amount at the close of the first working day of each successive month that the account remains overdue. Any payments shall be applied firstly against interest accrued and, thereafter, against the principal balance owing.

- I. In this Agreement, any reference to the University shall include the University of Lethbridge Board Of Governors and its officers as well as any other authorized representative whom the University has appointed or may appoint from time to time.
- II. The Resident covenants with the University as follows:
 - (a) to pay the fees when due.
 - (b) a utility surcharge may be levied to offset any unforeseen increase in utility costs.
 - (c) to use the premises as a residence only and only for himself/herself, and not assign his/her rights under the license or part with possession of the premises or any part thereof.
 - (d) to use the premises for lawful purposes only.
 - (e) to keep and deliver up at the expiration or termination of the Agreement the premises, all keys hereto, furniture, and effects in their present condition (reasonable wear and tear only permitted) and not to remove any item thereof from the premises. If at the expiration or termination of the Agreement, the premises are not delivered in their present condition (reasonable wear and tear only permitted) any of the items of the furniture or effects are removed, broken, damaged, lost or rendered useless, the Resident shall be jointly and severally liable with any other Resident of the common area or bedroom for the cost of repairing any damage or loss to the common area or bedroom or to any furniture and effects therein, as well as jointly and severally liable with the Resident of the other bedrooms comprising the suite (if applicable) for the cost of repairing any damage or loss to the suite or furniture and effects therein;
 - (f) to be a full-time student at the University of Lethbridge for occupancy during the regular academic year (September to April)
 - (g) to observe and fully perform all the rules and regulations contained in the Residence Community Handbook, a copy of which can be viewed at www.uleth.ca/housing, and it is hereby deemed to form Part of this Agreement as well as amendments or additions to such rules and regulations as provided on the website.
 - (h) not to carry on nor do, nor allow to be carried on or done on the premises any activity which may be or become a nuisance or annoyance to the University, the public or any other occupant of the U of L Residence or which may increase the premium rate of insurance against loss or fire or liability upon the U of L Residence or invalidate any policy of insurance of any kind upon or in respect of same, or which may cause or result in excessive use or waste of water or increase the amount of water rates payable in respect to the U of L Residence and will not increase the consumption of electric power on the premises beyond the capacity of the wiring on the premises without prior written consent of the University;
 - (i) to remove all of his/her goods and property at the time of the expiration or termination of this Agreement. If such goods and property are not so removed the Resident hereby gives express authority to the University to remove and dispose of any property or possessions remaining on the premises after the Resident has vacated, and the costs of such removal and disposition shall be charged to the Resident;
 - (j) If assigned to the University Hall Residence, Kainai House Residence, or Piikani House Residence, to participate in the Residence Dining Plan. Participation will be from the agreement date and continue until the Expiry Date, or earlier if termination of this License. Refer to the Residence Dining Plan for detailed rules & regulations, www.uleth.ca/housing.
 - (k) INDEMNITY- To indemnify and save harmless the University in respect of all liabilities, fines, suits, claims, demands, and actions of any kind for which the University shall or may become liable or suffer by reason of any breach or non-performance by the Resident of any covenant, agreement or proviso of this Agreement, or by reason of any act or default by the Resident or any guest. This indemnity shall, where such breach, non-performance, damages to property, personal injury or death occurs during the term of this Agreement, survive termination of this Agreement.



RESIDENCE CONTRACT

- (i) The Resident acknowledges and agrees that the University does not cover the loss of Resident(s) property from any cause and the risk of liability and loss for contents and property belonging to the Resident shall be on the Resident. Further, the Resident, at Resident's sole cost and expense, agrees to maintain in force during the term personal liability insurance covering the premises on a per occurrence basis against all claims for personal injury, bodily injury, death and property damage, including contractual liability covering the indemnification provisions in this Agreement. Such insurance shall be for such limits that are reasonably required by University from time to time, but not less than a combined single limit of One Million Dollars (CND\$1,000,000.00). The Resident will participate in the University's default coverage provided by a selected third party. The Resident hereby agrees to indemnify, compensate and forever hold harmless, the University, its assigns, insurers, officers, directors, employees, agents, or any others who may be acting on their behalf from any and all claims, damages, actions, causes of action or liability whatsoever, resulting from or arising out of injury to or death of any guest or invitee of the Resident in or about the premises, or damage or destruction of any property owned by the Resident or any guest or invitee of the Resident, unless such injury, death or damage solely and directly results from the negligent acts of the University.
- III. The University covenants with Resident as follows:
- (a) to pay all rates, assessments, and outgoings with respect to the U of L Residence; and the Resident, paying the fees and performing the Resident's covenants shall peaceably hold the premises during the term of this Agreement.
- (b) to provide the premises with hot and cold running water and a reasonable amount of heat at reasonable hours, if the weather and outside temperature require it, and to arrange to have the Residence supplied with electrical current. The temporary failure to provide or supply water, heat or electrical current shall not be deemed to terminate this Agreement nor relieve the Resident of any Agreement obligations and the University shall not be liable for any interruption of water, heat or electrical current due to the making of repairs, alterations, or improvements, or for any failure thereof due to conditions or events not under the University's control or due to accident or strike.
- IV. The University and the Resident mutually agree as follows:
- (a) The University and the Resident mutually agree that upon execution of this Agreement, a Security Deposit payment of \$400.00 will become due by the Resident. During the currency of this agreement, the University shall be entitled to charge against the Security Deposit or bill the Resident for any monies which become due to the University by virtue of the breach or non-performance by the Resident of the covenants of this Agreement (which covenants shall include the Rules and Regulations set out in the Residence Community Handbook), withhold transcripts and registration privileges, and in particular it is agreed that the University may clean and make any repairs necessary to restore the premises and furniture and effects to the condition they would have been in had the Resident complied with the covenants in this Agreement and may bill the cost of so doing to the Resident. The Resident is also responsible for the amount of any damage or unusual cleaning costs in excess of the fee. The total value of the Security Deposit shall not be deemed to constitute a limit on assessable charges, which may include damage and repair costs, cleaning charges, lost key and lock change charges, cancellation penalties, and any outstanding rent. Interest will accrue on the Security Deposit at an annual rate determined by the applicable legislation and shall be compounded annually and be paid to the Resident upon termination of tenancy.
- (b) that the Resident shall prepare and return through DocuSign, the University's standard form of Unit Inspection Form within forty-eight (48) hours of entering the premises. If the Resident does not fill out such forms in the manner stated in the form, or at all, then the University shall be free to assess the Resident for damage on the basis that all parts of the premises, furniture, and effects are in good condition at the time the Resident took possession of them.
- (c) that the University at any time shall be at liberty to enter upon the premises to examine the same and to make such repairs to the premises as the University sees fit;
- (d) The University shall not be liable for any property on the premises damaged by gas, water, steam, rain or snow which may leak, issue or flow into the premises from the building of which the premises forms part and shall not be liable for any injury to the Resident or other occupants of the premises resulting from their stepping or falling on water, snow or ice in or about the building of which the premises form part unless such injury happened by reason of the negligence of the University, its employees or agents, nor shall the University be liable for damage to property in or about the premises arising from fire within or without the building of which the premises form part or, from heat or smoke or water resulting from such fire unless damage happened by reason of the negligence of the University, its employees or agents. The University shall not be liable for any damage or loss howsoever caused to any goods or property belonging to or held by the Resident, their guests, or invitees, stored in community storage areas either within or without the premises or in any compound enclosure or other area designated for such storage.
- (e) that in the event of breach by the Resident of any covenant or term of this Agreement or the Rules and Regulations contained within the Residence Community Handbook, or in the event that the Resident becomes bankrupt or insolvent, or abandons the premises, or removes all or substantially all of his/her effects from the premises, then and in any such event, the University may terminate this Agreement upon the University giving twenty-four (24) hours notice in writing to the Resident to that effect. After that period the University may enter the premises, take possession thereof and remove the Resident from the room and remove those claiming through and under the Resident and cause their goods and chattels to be removed from the premises; all with such force as is necessary in the circumstances and without thereby incurring any liability for trespassing without prejudice to any other remedies which the University might otherwise have available to and for arrears of payment of any fee or breach of any of the covenants herein;
- (f) in the event of termination as aforesaid in (e) above, the University shall refund all fees from the date of termination to the end of the term of this Agreement save and except the assessment of the cancellation fee of \$400.00 and a minimum charge of the \$1,000.00 advance payment (term fees are re-calculated by way of a daily rate) and holdbacks as deemed necessary by the University and calculated by the University for the repair of any damages or loss to the bedroom, suite or common area if applicable, or to any furniture affixed therein and for any cleaning costs caused by the Resident. Such refund, if any, together with a Statement of Deductions to be sent to the Resident within sixty (60) days.
- (g) the Resident may terminate this Agreement in writing with one calendar month's written notice to the University by the last business day of the month and by paying the prescribed cancellation fee of \$400.00. A notification received during the current month will take effect on the last day of the following month. Charges will be recalculated at the daily rate from the beginning of the date of occupancy until the required notice date of departure, a minimum charge of the \$1,000.00 advance payment will be assessed. In accordance with the Residence Cancellation Policy as outlined in the Residence Community Handbook; the term fees will be reassessed at either \$1,000.00 or the daily rate (5% of the monthly rate) from the date of arrival to the date cancellation takes effect, whichever is greater to a maximum of the term rate.
- (h) if for any reason the Resident withdraws or is terminated from his/her academic program at the University of Lethbridge, this Agreement shall be deemed to be terminated, and the University may on the giving of twenty-four (24) hour notice require the Resident to vacate the premises within that week of termination.
- (i) the University reserves the right to reassign the Resident to different premises at any time. In the event that the University determines such reassignment to be necessary, the University must give the Resident two days' notice in writing.
- (j) if the premises are not ready for occupancy in the opinion of the University on the date of commencement of the term thereof, then payment of the fees shall not begin until the premises are ready for occupation, and such abatement of the fee shall constitute full settlement of any claims which the Resident might otherwise have by reason of the premises not being available on the said date and this Agreement shall not otherwise be effected;
- (k) The University shall not be liable to the Resident or be deemed to be in breach of this Agreement for any failure or delay in rendering performance arising out of causes beyond its reasonable control and without its fault or negligence. Such causes may include, but are not limited to, governmental regulation or control, acts of nature or of a public enemy, acts of terrorism, mass-casualty event, fire, flood, local, regional, or global outbreak of disease or other public health emergency, social distancing or quarantine restriction, strike, lockout or labour or civil unrest, unusually severe weather, failure of public utility or common carrier. Dates or times of performance shall be extended to the extent of delays excused by this clause, provided that the University notifies the Resident promptly of the existence and nature of such delay shall, so far as practicable, use commercially reasonable efforts to minimize and mitigate the extent, effect, and period of any such delay or non-performance."



RESIDENCE CONTRACT

- (l) if the Resident shall hold over and the University accepts further fees at the expiration of the said Agreement, the new Residency thereby created shall be from day-to-day, provided however, that the said Residency from day-to-day may be terminated by the University on one (1) days' notice to the Resident and the premises may be shown to prospective Residents after notice of termination of the Residency and any notice to be served by or on the Resident or the University shall be given during the term of occupancy. The new Residency shall be subject to the covenants, conditions and regulations herein contained except that the fees shall be from day-to-day and calculated into a per diem amount based upon the current scheduled rate payable.
- (m) the University shall have the right at any time during the said term but not under any obligation by reason of this clause, to repair, remodel, alter, improve or add to the premises or form a part or to change a location of the entrance or entrances to the U of L Residence and the premises without compensation or responsibility to the Resident for such other purposes, if necessary, to enter into, pass through, work upon and attach scaffolds or other temporary structure to the premises putting the Resident to no unnecessary inconvenience;
- (n) in case the premises or any part thereof shall at any time during the term hereby granted be burned or damaged by fire or tem pest so as to render the same unfit for the purposes of the Resident, then the fees hereby reserved or a proportionate part thereof, according to the nature and extent of the injuries sustained and all remedies for recovering the same shall be suspended and abated until the said premises shall at the option of the University have been repaired or made fit for the purposes of the Resident provided that in the event that the premises are not rebuilt or made fit for the purpose of the Resident within three (3) months of the said fire or tempest, then this Agreement shall thereupon be terminated and the Resident shall cease to be held liable for payment of fees except such fees as shall have already accrued due;
- (o) any notice to the University under this Agreement shall be sufficiently served within five (5) days if left with or sent by registered mail to the University of Lethbridge Housing Services and any notice to the Resident shall be sufficiently served if delivered to the Resident personally or left at the premises and such notice shall be deemed good and sufficient one (1) day after leaving or placement by registered mail.
- (p) a waiver by the University by any breach of covenant or term or Rule or Regulation shall not be considered to be a waiver of such covenant or term or Rule or Regulation generally or of any subsequent breach of any covenant or term or Rule or Regulation.
- (q) the whole Agreement is set forth herein and no representation, warranties or conditions have been made other than those expressed herein, and no Agreement collateral hereto is binding upon the University unless it is made in writing and signed by the University.
- (r) the Resident shall not at any time during the term of this License use speakers, broadcast or telecasts which may be heard or seen outside the licensed premises, and shall not use, exercise, carry on from it or suffer to be used, exercised or carried on in or upon the licensed premises or any part thereof including any common areas of the premises in which the licensed premises are contained any noxious, noisome, or offensive act or product, including smoking and vaping products, during the said term;
- (s) the Resident shall prohibit any persons occupying or visiting the licensed premises from contravening the foregoing clause.
- (t) the Resident acknowledges and agrees that smoking/vaping (whether tobacco, cannabis or otherwise) is an activity which substantially interferes with the reasonable enjoyment of the premises by the University and other Residents regardless of its duration or the extent of the activity at any given time, and irrespective of whether there may be complaints by other Residents.
- (u) the Resident acknowledges and agrees the University shall not be liable for lost or damaged mail, parcels or similar items (the "mail") sent to the Resident's on-campus address or to the Resident generally in care of the University. The Resident agrees that any mail received by the University and/or mail service provided by the University is provided on a strictly gratuitous basis and the Resident releases and indemnifies the University from any and all claims related to such mail.

PRIVACY STATEMENT - The personal information collected on this form is for the purpose of administering the Single Student Housing License Agreement. This collection is authorized by section 4(c) of the Alberta Protection of Privacy Act (POPA). The University of Lethbridge uses automated systems to generate content and make decisions, recommendations and predictions. The personal information collected may be included in these automated systems. If you are over the age of majority (≥18), Access to Information Act (ATIA) 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 another party or individual. For questions about the collection of personal information, contact the Privacy Officer, University of Lethbridge, 4401 University Drive West, Lethbridge, Alberta, T1K 3M4, privacy@uleth.ca, or 403-332-4620.

Resident Signature

*Resident signature represents acceptance
of the conditions of the license agreement as outlined above.*

University of Lethbridge
Housing Services Office
C420, University Hall
4401 University Drive W
Alberta, Canada T1K 3M4

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