

2020 – 2021

Residence Guide



Concordia University of Edmonton and Residence Life acknowledge that we are located on the traditional territory of the Treaty 6 Nations, and the homeland of the Métis Nation of Alberta (Region IV). We respect the histories, languages and cultures of Indigenous peoples of Canada, whose presence continues to enrich our vibrant community.

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Welcome to Residence Life!

We are thrilled to welcome you to our Residence Life program at Concordia University of Edmonton. Residence Life strives to create dynamic, holistically engaging, and development living & learning communities. Our vision for a successful residence community is one where safety is protected, respect is freely given, and everyone is held accountable to our mutual success.

Please don't hesitate to let us know what supports you need while living in residence; we will be happy to work with you to provide a high-level of service. Welcome to your new home! We can't wait to share this experience with you!

William Logan

Residence Life Coordinator

Welcome Home!

I am so pleased you chose Concordia University of Edmonton's residence – whether for the first time as a new student, or as a returning student. A warm welcome to CUE's residence community. Your residence experience will provide you with opportunities to grow as an individual, build relationships and engage with your community. Your proximity to campus resources and class, the supports in residence and on-campus, and a variety of activities and events will make this experience unlike any other. I hope you make the most of your year in residence, and that it enables you to pursue your academic goals. The Residence Life Coordinator and Residence Life Staff are here to make your stay in residence as comfortable, safe and enjoyable as possible. As with every community, the more you put in to it, the more you will get out of it. There are plenty of opportunities to contribute, whether through attending programs, offering suggestions or assistance to RAs in programming, or just through being a good neighbor to others. Embrace these opportunities – I am sure it will be rewarding to you! Best wishes for an amazing year at CUE.

Dr. Barbara van Ingen

Vice President, Student Life & Learning



Application Process & Moving-In

Residence Selection Process

Thank you for applying to residence! We're so glad you're interested in joining us for the life-changing residence life experience! Our selection process is done manually by our Residence Management team and seeks to bring together a diverse group of students to enrich our communities and facilitate learning.

For the most part, we operate on a first-come first-served basis. That being said, we also like to retain the diversity our community is known for. Once we have received enough applications to fill our buildings to capacity, we evaluate applications based on a variety of factors which include, but are not limited to: academic standing, distance from campus, and financial considerations.

Residence Life reserves the right to complete individual interviews to assess your fit for our program.

Our application opened on February 4th 2020 and remains open all the way to, and sometimes throughout, September. Applications should be submitted on the official residence webpage by visiting: Concordia.ab.ca/residence. Once your application is complete a copy will be emailed to you. If your application is accepted, you will be notified of a *Conditional Acceptance*. In this email, we will outline next steps which will include signing a residence contract and paying your \$500 Residence Experience Deposit. Once we receive these two items:

Congratulations! You are on your way to experiencing Residence Life. We will send you the final confirmation and your spot will be confirmed. If you have any questions along the way, please don't hesitate to contact our team.

Eligibility

In order to live in residence, students must meet the following eligibility criteria:

1. Be a full-time (or part-time with accommodations) student at Concordia (9.0 credits each semester)
2. Meet all application and financial deadlines as set out within this guide
3. Abide by the terms of their Residence Contract and the Residence Guide
4. Maintain acceptable residence and campus conduct history
5. Be at least 17 years of age by the time you move into residence



Move-In Day

The most exciting day of the year is move-in day! The first day of your university residence journey can be exciting, scary, wonderful, sad, and overwhelming— all at the same time. We are thrilled that you have chosen to join us in experiencing residence!

Closer to move-in day we will provide you with more information but you can always expect a smooth process and a day of fun. We work hard on move-in day to help you connect with your new community and begin building your residence family. Move-in day also kicks off our dynamic Residence Orientation!

Please plan to arrive on move-in day. If you cannot arrive on move-in day, you are required to let us know ahead of time so we can hold your room for you. We often have a waitlist for residence spaces and will offer rooms to students on the waitlist if we don't hear from you.

When you arrive, you will be greeted by a member of the Residence Life Staff team who will issue you your keys and point you towards your room. Staff members will be available throughout residence to help you out and welcome you to your new home! All residents are also expected to complete a Bedroom Inspection Form right away upon moving in.



Residence Living

Residence Community Standards (RCS)

The Residence Community Standards are guiding principles that define the way in which we build and maintain an exceptional community in residence. Our top priorities in Residence Life are student safety, academic success, and holistic development. The RCS are an enforceable part of the residence contract, but stored separately on our website due to length.

Everyone has a role to play in maintaining the integrity of the Residence Life program and our RCS outlines the specific expectations of each resident. The RCS can be located on the CUE Residence Life website and may be amended from time to time. All residents are obligated to be aware of, and abide by, the expectations outlined in the RCS as part of their residence contract.

Residence Life Staff (RLS)

RLS are hired student leaders who will provide a variety of different supports and services to you during your stay in residence. Our RLS complete a rigorous 2-week training program to support you with both day-to-day stressors and larger concerns around mental health, safety, or anything else. Please don't hesitate to utilize your Residence Life Staff as resources in your exploration of Student Life at CUE.

In addition to playing a supportive advisory role in the community, RLS also plan frequent formal and drop-in programs for you to participate in. These include simple but highly effective things like game nights, movie marathons, or pizza parties.

We also work hard to collaborate with campus partners to facilitate programming such financial health sessions, Indigenous ceremonies for all students to further reconciliation, and wellness opportunities. Additionally, larger scale residence-wide events such as our annual Halloween Monster Bash, Holiday Dinner, Dirty Bingo, and Residence Awards!

Residence Management

Our Residence Management team oversees all aspects of the day-to-day and long-term plans about Residence Life. We are here to support you in every way possible! Please stop by and say hello! If you have any concerns that your RLS isn't sure how to answer, they may direct you to chat with us. You're also always welcome to reach out if you need support.



Guest Policy

We welcome guests in our communities. Oftentimes, visitors and classmates of residents make wonderful additions to the diversity we foster in residence. Part of the process of keeping residence safe is monitoring who is in our buildings.

A guest is anyone in a residence building who does not have a current residence contract for that building. An overnight guest is any guest in residence past quiet hours. Overnight guests must be signed in, in advance, via the following Google Form:

<https://forms.gle/QjsKfhmhg38bj1fq7>

Residents are permitted to host overnight guests for up to 3 nights in a row, and up to 14 nights over the course of the semester. All residents are responsible for ensuring that their roommate (if applicable) consents to any guest's presence. Guests must be accompanied by their host at all times while in residence. Each resident may have up to 2 guests at a time, but each room may only have 2 guests total between both roommates.

Quiet Hours, Courtesy Hours & Academic Success

Residence Life's top priority is maintaining a safe, diverse, and academic community environment at all times. One way that we facilitate these principles is through the administration of "quiet hours".

Quiet hours are in effect the following hours:

1. Sunday-Thursday: 11pm-8am
2. Friday & Saturday: 1am-10am

During quiet hours, residence is expected to be a silent environment with the exception of normal and reasonable living noise (doors opening and closing, as an example). You never know when a neighbor is working on a major assignment, studying for a midterm, or otherwise in need of a quiet space. One benefit of living in residence is that you have 24/7 access to the campus cafeteria— a great place for socializing and group work! After hours, the cafeteria can be accessed by calling Campus Security.

Courtesy hours are **always** in effect! This means that we are all responsible for supporting our communities and creating an environment that is conducive to academic success. For example, it may not be quiet hours, but it's still probably not a great idea to play your music at the loudest volume or on a speaker.



Safety & Security

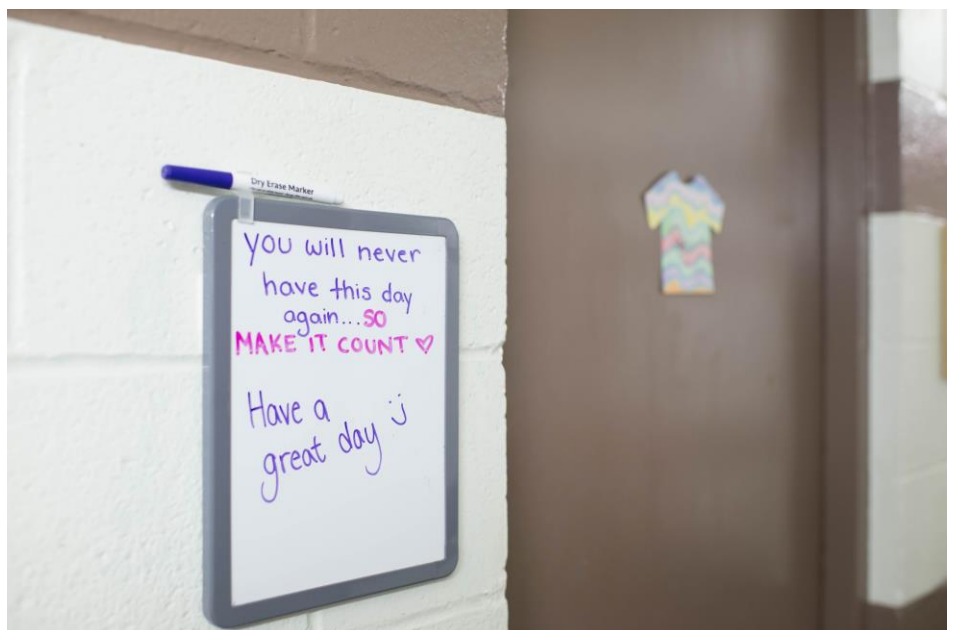
We take the safety of our residents and the security of our buildings incredibly seriously. Concordia is proud to be one of the safest campuses in Canada and our residents contribute to that success! Each resident contributes to the safety and security of residence through their day-to-day actions.

Never let anyone into residence who does not live there unless they're accompanied by a host who does live in residence. If you see something suspicious, please immediately let a Residence Life Staff or Campus Security know. Also, please be aware that it is illegal to duplicate keys.

Fire safety is also a huge consideration in your daily residence life. We have some formal steps that we take to maintain fire safety including conducting fire drills and completing regular inspections of life-safety equipment. Please be advised that the only appliances approved for use inside residence rooms are automatic shut off kettles. Candles, incense, hookahs, or e-cigarettes are not permitted in residence.

If you become sick while living in residence, we advise you to return home until you are feeling better. Although Residence Life Staff are never permitted to drive you anywhere, we will support you and help you arrange transportation in emergency situations. We want you to be safe and healthy. Please report all injuries immediately to the Residence Life Staff. Campus Security and Residence Management are trained in first-aid and will provide low-level support until emergency services arrive. We are never able to administer medications such as cold/flu or Tylenol. The Vice-President, Student Life & Learning will act on your behalf if problems arise due to serious illness.

Firearms, weapons (i.e. sheathed blades, swords, etc.), fireworks, explosives, ammunition, pepper spray, chemicals, other controlled substances, or any other object that is generally identified as being harmful or threatening (this includes toys or replicas) are not allowed on campus. Please contact Residence Management before bringing any items that may be considered a weapon or dangerous good. **More information can be located in the Code of Student Conduct, available by visiting the Academic Calendar section: Student Life.**



Important Phone Numbers

Internal

Residence Life Staff On-Call: 780-720-3680

Campus Security: 780-479-8761

Student Life & Learning: 780-479-9241

Residence Life Coordinator Office Phone: 780-479-9349

External

Police/Fire/Ambulance: 911

Police Non-Emergency: 780-423-4567

Crisis Response Team: 780-342-7777

Health Link: 811

Sexual Assault Centre of Edmonton: 780-423-4102

Sexual Assault Crisis Line: 780-423-4121

Distress Line: 780-482-4357

Kids Help Phone: 1-800-668-6868



Residence Services

Mailing

Are you looking to have an Amazon package delivered? A care package from home? No problem! All residents are provided with a mailbox key upon move-in our Plant Operations department provides timely mail delivery Monday-Friday during business hours. Mailboxes are located outside the CSA office.

Caretaking

Never worry about stocking up on toilet paper or dish soap. Our Caretaking Services team cleans up bathrooms, provides community essentials, and handles garbage disposal. Say hi to your caretaker– they're an integral part of our community!

Maintenance

Our Maintenance team works hard to keep the facilities in good quality so that you can focus on being a student. A burnt-out light shouldn't keep you from studying and we take our commitment to quick and thorough fixes of maintenance seriously. Maintenance Requests are addressed Monday-Friday during business hours. If you are experiencing a facilities emergency or safety issue, please contact the RA on-call or Campus Security.

Campus Security

Our 24/7/365 Campus Security guards are provided by the Canadian Corps of Commissionaires and managed by our Security Services department. This team of trained professionals complete routine rounds of campus and are available in residence by calling 780-479-8761.

Laundry

Coinamatic is our laundry service provider in residence. Available 24/7, our coin operated washing and drying machines are available in every residence building.



Holiday Break Program

Residents who are returning to residence in the Winter semester may apply to remain in residence over the holiday break and will be reviewed by the Residence Life Coordinator on a case-by-case basis. Unfortunately, Fall-Only students are not eligible for the Winter break program and must move-out by December 15th at noon.

Access Control

All residents are provided with keys to their building, bedroom, and mailbox upon moving into residence. Are you locked out? Please call the RA on-call or Campus Security and they will let you in! If you have lost your keys, please let the Residence Office know right away.

Parking

Parking is managed by a third-party company, Precise Parklink. Parking sells out quickly so we recommend applying early. Please also know that Concordia assumes no liability for vehicles.



Move-Out

Check-Out Process

Concordia closes the campus and residences during the holiday break (December 18th 2020-January 4th 2021). At the conclusion of the Fall & Winter semesters, residents must move-out 24 hours after their last final exam. Extensions may be granted to 24 hours after the final exam period ends. Returning residents may be permitted to stay over the Holiday Break as described in the Holiday Break Program section of the Residence Guide.

The absolute final date for Fall-Only residents to move-out is December 15th 2020 at noon. No exceptions will be granted.

The absolute final date for Winter semester residents to move-out is April 27th 2021 at noon. No exceptions will be granted.

Damage & Cleaning Assessments

Residence Life completes damage & cleaning assessments at four points throughout the year. Each semester inspections are completed around the mid-point, and again upon moving out. Residents are responsible for submitting maintenance requests for any facilities concerns. When a damage and cleaning assessment is completed, any differences in condition from move-in that are not the result of general wear & tear will be charged to you and subtracted from your Residence Experience Deposit.

The amount subtracted for damages is dependent on the cost required for maintenance and determined on a case-by-case basis. A summary of deductions, if applicable, will be emailed to a student's Concordia email address after completed. Appeals on deductions can be submitted to Residence Management who will review the case and decide based on the information available. These decisions will be final. It's worth noting that most students do not have deductions from their deposit. We all work together to keep our residence functioning well!

In some circumstances, residents may be assigned other fees as needed. For example, if they lose their keys or need to be removed from residence and have their locks changed, they will be charged for this labour.



Early Withdrawal & Evictions

Residents who leave early (regardless of reason) are required to maintain respectful behaviour in residence until they move-out, and after if they visit as a guest. In some cases, residents will be provided with up to 2 weeks of time to move-out. Depending on the Case Manager's judgement, though, in some circumstances the amount of time provided can be reduced. In rare cases, residents may be required to immediately move-out, although a time can usually be scheduled to collect their belongings.

In the case of voluntary early withdrawals, the time for move-out is typically flexible. Residents will be financially liable as per the financial policies section of this guide (pg. 14). It is important for you to let the Residence Management team know right away if you are moving out.



Financial Policies

Payment of Residence Fees

Residence billing and payment processing are handled through our Student Accounts office on-campus. Residence fees, including meal plan, for the semester are due in full the first day of classes. There are many different ways to pay your fees, a full list of which can be located here: <https://concordia.ab.ca/future-students/admissions/tuition-fees/>

Residence Experience Deposit

The Residence Experience Deposit is a refundable \$500.00 deposit that you must pay in order to be fully accepted into residence. This deposit guarantees that we are able to maintain a high-quality Residence Life experience. Any deductions from the fees as a result of lost keys, damages, or outstanding billing will be subtracted from this deposit.

Programming Fee

We want you to love living in residence. A huge part of enjoying your experience is getting to know your community members and having fun together! We charge a \$75 programming fee each semester that directly funds the events in residence.

Cancellations Prior to Move-In

Most cancellations prior to move-in are eligible for a partial refund of residence fees. In some cases, the full deposit may be refundable.

In the following circumstances, a full refund of the \$500 deposit will be provided, as long as the cancellation is received at least **seven (7) calendar days** prior to the official move-in day:

- If you are not provided admission to an academic program at Concordia University of Edmonton. Proof of non-admittance may be requested by Residence Management.
- If you are unable to attend Concordia as a result of medical or mental health reasons, a full refund will be provided. Proof of medical reason may be requested by Residence Management.

Residence Management may, in its sole discretion, provide a partial or full refund of the deposit in other exceptional circumstances even if received later than **seven (7) calendar days** prior to the official move-in day.



A partial refund will be provided for cancellations received at least **seven (7) calendar days** prior to the official move-in day:

- A \$400.00 refund will be issued if the cancellation is received by July 1st 2020 for the Fall 2020 Semester of November 1st 2020 for the Winter 2021 semester.
- A \$300.00 refund will be issued if the cancellation is received by July 31st, 2020 for the Fall 2020 Semester of November 20th 2020 for the Winter 2021 semester.

Early Withdrawal & Eviction Policy

There are a variety of reasons why a student may end up leaving residence prior to the end of the semester. Sometimes a resident may leave the university or have a change in life circumstances. It's important to know that there are financial penalties for leaving residence early.

More information and a sample residence contract can be located here:
<https://concordia.ab.ca/student-services/residence/residence-forms/>

Residence contracts are legally binding documents outlining an agreement to pay Concordia University of Edmonton for the duration of the contract in return for residence life and its services. Cancelling this contract early is a decision that should not be made lightly. In most cases, if a resident chooses to break their contract, they will be liable for **sixty (60)** days' worth of residence fees, or the remainder of the semester, whichever is shorter. This is true regardless of whether the resident voluntarily withdraws from residence or if they are evicted.

In some exceptional circumstances, the Residence Management team may decide to waive or reduce the financial penalty for breaking the contract. When a resident leaves residence, they may request to appeal the financial penalty to the Residence Management team who will decide based on the information available. We recognize that oftentimes life is unpredictable. We seek to strike the right balance between legal accountability and compassionate flexibility.

Meal Plan

All Undergraduate students are required to purchase a meal plan. The minimum meal plan (designated "A") or meal plan chosen (other options are designed "B" and "C") will be credited to your student card at the beginning of each semester.

Any unused portions of the meal plan at the end of the Fall semester, will roll over to the Winter semester if you are returning to CUE. The minimum meal plan amount (A) will be forfeited at the end of the academic year, or when the resident leaves Concordia.



If you withdraw from residence during the course of a semester and remain at Concordia as a student, you will be able to continue to use your meal plan. If you leave Concordia as a whole, the unused portion of the minimum non-refundable amount (plan “A”) will be forfeited.

Our cafeteria hours are continuing to expand every year and are specifically designed to support you when you need them most. Anytime the cafeteria or coffee kiosk are open, you can use your meal plan! You are welcome to purchase snacks for your friends, but funds cannot be transferred between two cards.

Careful monitoring of your meal plan is important as the minimum non-refundable amount (plan “A”) is insufficient to support eating every meal, every day, in the cafeteria. If you wish to eat a majority (or all) of their meals in the cafeteria, are encouraged to consider meal plan “B” or “C”. At any time that Student Accounts is open, you can request to make a deposit and increase the funds available on your meal plan.

Have dietary restrictions? No problem! We will work with you to develop an individualized plan or exempt you from the meal plan if necessary. Please contact the Residence Management team prior to signing your contract otherwise you will be charged for the meal plan and liable to the refund policies outlined above. Residence Management will work with our Food Services provider to make your dietary experience the best it can be!

Liability

Concordia University of Edmonton is not responsible for the loss of money or personal property resulting from theft, fire, water, or any other cause. This policy also applies to items left in storage at the residence. We advise you to carry personal property insurance and to lock your room door upon leaving at all times.

