

Residence Community Standards

2021-2022



Concordia University of Edmonton and Housing Services 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.

Email: residence@concordia.ab.ca **Website:** concordia.ab.ca/residence

TABLE OF CONTENTS

| | |
|---|----|
| Welcome from Housing Services | 2 |
| Residence Living | |
| Eligibility | 3 |
| Guests & Visitors | 3 |
| Quiet Hours & Academic Success | 4 |
| Safety & Security | 4 |
| Safeguarding your Personal Property | 5 |
| Community Resolutions Process | |
| Addressing Issues in Residence | 6 |
| Guiding Principles for the Residence Community Resolution Process | 7 |
| Alcohol..... | 8 |
| Business/Advertising | 8 |
| Cleanliness | 8 |
| Decoration | 8 |
| Disruptive Behaviour..... | 9 |
| Facilities | 9 |
| Illegal Drugs | 9 |
| Room Entry | 9 |
| Other Concerns | 9 |
| Move-Out Information | |
| Important Deadlines | 10 |
| Damage & Cleaning Assessments | 10 |
| Early Withdrawal & Evictions | 11 |
| Financial Information | |
| Payment of Residence Fees | 12 |
| Residence Experience Deposit | 12 |
| Programming Fee | 12 |
| Refund of Residence Deposit if Cancelled Before Move-In | 12 |
| Meal Plan | 13 |

Welcome from Housing Services

We are thrilled to welcome you to our Residence program at Concordia University of Edmonton!

I spent my first year of university living in Residence and found it to be an incredibly fulfilling experience. After that, I worked as a student Residence Life Staff and enjoyed it so much I decided to make student housing my career! Residence Life can be a life-changing experience and my role is to oversee all aspects of our program to ensure that is possible for you.

Please do not 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 cannot wait to share this experience with you.



William Logan

Housing Services Coordinator

Student Life and Learning is excited to welcome you!

I know that you will set great examples of what it is to be a leader in your community, a compassionate citizen, and a friend to all those around you. Residence contributes an enormous amount to our CUE community through the events you attend, the leadership you demonstrate, and your commitment to building a fun, respectful, and healthy community here on campus.

Please know that I am here for you should you ever need anything. I hope you all have a fantastic year!

Keely Cronin

Director, Student Life & Learning



Residence Living

Eligibility

To live in Residence at CUE, students must meet the following eligibility criteria:

1. Be a full-time student at Concordia University of Edmonton (9.0 credits unless approval is granted through Learning Accommodations Services).
2. Meet all application and financial deadlines as outlined.
3. Abide by the terms of their Residence Contract, including the Residence Community Standards and Policies (see section 3 of the Residence Contract).
4. Maintain acceptable Residence and campus conduct.
5. Be at least 17 years of age by move-in day.

Guests & Visitors

We welcome Guests in our Residence communities! Friends and classmates of Residents make wonderful additions to the diversity in Residence. Residents are responsible for anyone they permit to be present at the Residence. Residents are responsible for ensuring that they have attained permission to host a Guest from their roommate.

If they are hosting a Guest after quiet hours, they must attain permission from Housing Services. Each Resident is permitted to host up to two overnight Guests at a time but each room may not host more than two Guests at a time. Permission to host an overnight Guest must be attained from Housing Services. Residents may contact the Housing Services team including their student staff to ask questions about hosting a Guest.



Quiet Hours & Academic Success

First and foremost, our Residence buildings are academic communities. We work hard to balance community building and maintaining an environment that is conducive to the academic excellence that CUE is known for providing.

We have quiet hours and courtesy hours in Residence to help us achieve that goal.

Quiet hours are in effect:

- Sunday-Thursday from 10pm-8am
- Friday & Saturday from 12am-10am

During quiet hours, Residence is expected to be a silent environment apart from unavoidable living noises (doors opening and closing, as an example). Residents are still welcome to hang out or study together past quiet hours, but it must be in an enclosed area (e.g. bedroom or common space with the door closed) and others should not be able to hear you outside of the enclosed room. One benefit of living in Residence is that you have 24/7 access to the cafeteria – a great place for socializing or studying. If the cafeteria is closed for the day, you can access it by calling Campus Security.

Courtesy hours are always in effect. You never know when a neighbour is working on a major assignment, studying for a midterm, or otherwise in need of reasonable quiet. For example, even if it is not quiet hours, it's still not respectful to your neighbours to be making unreasonable noise.

Safety & Security

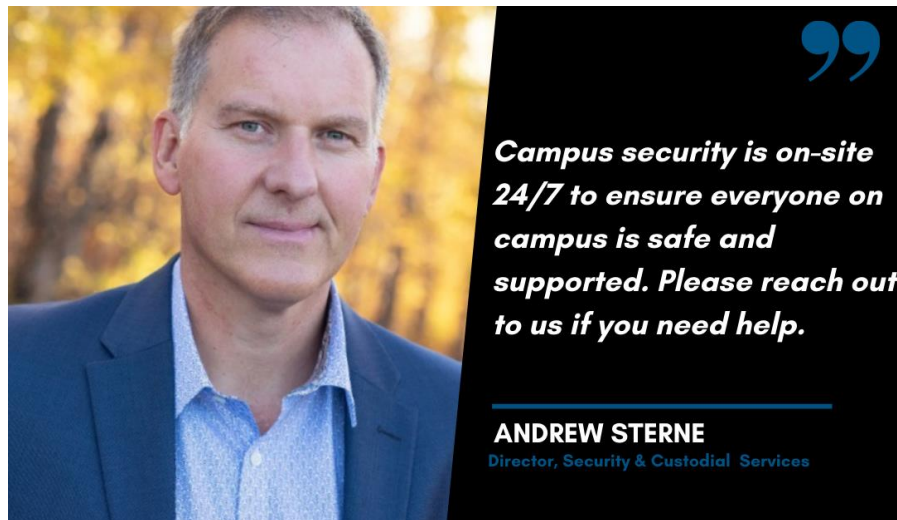
We take the safety of our Residents and the security of our buildings incredibly seriously. CUE is proud to be one of the safest campuses in Canada and our Residents contribute to that success! Each Resident contributes to the safety and security of Residence through their day-to-day actions.

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 can 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 Housing Management are trained in first aid and can provide low-level support until emergency services arrive. We are never able to administer medications such as cold/flu or Tylenol. In accordance with the Residence Contract, the Housing services Coordinator, or other agent of CUE, may act on your behalf to authorize emergency, medical or hospital services in the event of a medical emergency.

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 Housing Management before bringing any items into Residence that may be considered a weapon or dangerous good. More information can be located in the Code of Student Conduct, available by visiting the [Student Life section of the Academic Calendar](#).



Safeguarding your Personal Property

As referenced in the Residence Contract, CUE is not responsible for any loss or damage to personal property, including items left in storage at the Residence, regardless of how the loss or damage is caused. This could include theft, fire damage, water damage, or other causes. We advise you to carry personal property insurance and to lock your room door upon leaving at all times.

Residence Community Resolution Process

Addressing Issues in Residence

Residents are responsible for carefully reviewing their Residence Contract, which sets out important information about the legal relationship between CUE and each Resident. Expectations for Residents' conduct are set out in a number of places, including the Residence Contract itself, the Residence Community Standards (this document), and other CUE policies including but not limited to the following:

1. [Academic Calendar](#), including the fee provisions at [Section 5.7](#), and the Code of Student Conduct at [Section 8.7](#);
2. Sexual Violence [Policy](#) and [Procedures](#);
3. Discrimination, Harassment, and Accommodation [Policy](#) and [Procedures](#);
4. Cannabis [Policy](#);
5. [Statement of Policy](#) Regarding a Smoke-Free Campus; and
6. Other rules or regulations CUE makes from time to time. An example is the requirement in 2021/2022 for Residents to be vaccinated against COVID-19 (subject to accommodations which may be granted for medical or religious reasons), or any other rules intended to reduce the spread of COVID-19.

As a CUE student, you are responsible for knowing and abiding by the expectations set out in these documents and any other applicable policies. In the Residence Contract, these are referred to collectively as the "Residence Community Standards and Policies". As set out in section 3 of the Residence Contract, the Residence Community Standards and Policies form part of the legal agreement between CUE and each Resident. In other words, failing to abide by the expectations set out in the Residence Community Standards and Policies is a breach of the Residence Contract.

If a Resident's behaviour is inconsistent with the expectations set out in the Residence Contract, CUE has discretion in deciding how to deal with the situation. This may involve one or more of the following, as deemed appropriate by CUE:

1. Addressing the conduct through the Residence Community Resolutions Process referenced in this document;
2. Addressing the conduct through the processes set out in the Code of Student Conduct; or
3. Enforcing the terms of the Residence Contract, up to and including eviction.

Although Residents are expected to uphold the standards for student conduct set out in the Code of Student Conduct, behavior or conduct may result in termination of your Residence Contract and immediate eviction regardless of whether such behavior or conduct might also be considered Non-Academic Misconduct as defined in the Code of Student Conduct. Living in Residence is a privilege and CUE may withdraw this privilege at its discretion, as further described in your Residence Contract.

Guiding Principles for the Residence Community Resolution Process

Where CUE considers it appropriate to do so, CUE strives to take a primarily educational/developmental approach to breaches of the Residence Community Standards and work with students to develop an understanding of why and how certain behaviours are harmful to their community. Under the Residence Community Resolution Process, Housing Services and Residence Life Staff will work with the involved parties to understand what happened and, if possible, reach a consensual resolution.

Our community philosophy is that all students have the capacity to make informed positive decisions and our expectations align with that belief. Where CUE considers it appropriate to address behavior through the Residence Community Resolution Process, principles of restorative justice further support the reparation of harm when our standards are breached.

A portrait of Dr. Barbara Van Ingen, a woman with curly blonde hair, smiling, wearing a blue patterned top.

As with every community, the more you put into 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 RLS in programming, or just through being a good neighbor to others.

DR. BARBARA VAN INGEN
Vice President, Student Life & Learning

Expectations for Conduct in Residence

As noted, Residents are expected to act in accordance with all policies and procedures that apply to CUE students. Additional expectations specific to the Residence context including the following:

Alcohol

It is important to practice safe drinking and make yourself aware of the regulations around alcohol consumption and possession. Being under the influence of alcohol is not an excuse for impermissible behaviour. Residents are responsible for practicing responsible consumption and accessing supports and resources. Some limitations apply to the possession and consumption of alcohol in Residence.

Business/Advertising

Operating a business in Residence is not permitted. Additionally, advertising for any businesses is not permitted in Residence. No outside businesses are permitted to enter Residence property without prior authorization, which includes external caretaking or maintenance services.

Cleanliness

In order to maintain the facilities and promote a safe environment in Residence, all students are required to keep a minimum level of cleanliness. Within personal bedrooms, it is important that cleanliness does not detract from the facilities or harm the community. In the common bathrooms and activity areas, all Residents are responsible for cleaning up after themselves and maintaining tidiness.

Decoration

Most decorations are permitted in Residence because your room should absolutely feel like home! In order to maintain our facilities and comply with fire code regulations, there are specific guidelines for decorating your space. Housing Services Staff reserve the right to remove objectionable, inappropriate, or unsafe materials. Any decorations that depict or promote terrorism or violent behaviours that could reasonably lead to discomfort or harm in the community are not permitted. Any decoration that is harmful or offensive in nature (or could reasonably be perceived as so) cannot be hung up in areas where others could see them (e.g.

visible from outside of the room). Additionally, no extra furniture and no changes to the room (wallpaper, holes in wall, etc.) that cannot be reversed within a few minutes are permitted.

Disruptive Behaviour

All Residents are responsible for protecting the academic environment in Residence. Our top priorities are safety and academic success. Disruptive behaviour often impedes the ability of the community to excel in this area. Making strong efforts to acknowledge and respect the needs of the community as a whole and actively protect those needs is a key responsibility for all Residents. Everyone has a role to play!

Facilities

All Residents are responsible for contributing towards a high standard of quality within Residence spaces. All Residents can submit a Facilities Request via [this form](#). CUE has internal units that support with Residence maintenance and caretaking. Residents are strictly prohibited from doing their own repairs or replacing any items that are damaged/destroyed in a room.

Illegal Drugs

Consumption or possession of any illegal drug, in any capacity, is strictly prohibited in Residence at any time.

Room Entry

Maintenance staff will enter any area of Residence after 10am to complete requested or routine maintenance. A Resident's submission of a maintenance request is deemed as permission to enter the space to complete the maintenance. All common areas including hallways may be entered by staff at any time and Residents are responsible for appropriate behaviour and dress in these areas.

Other Concerns

Any behaviour that harms or otherwise prevents a member of the community from living and learning in Residence is prohibited.

Move-Out

Important Deadlines

CUE closes the campus and Residences during the holiday break (**December 17th 2021 at 4pm – January 3rd 2022 at 8am**).

At the conclusion of the Fall & Winter semesters, Residents are expected to move out 24 hours after their last final exam, subject to the following exceptions:

1. Domestic students may request an extension to 24 hours after the final exam period ends, which may be granted at CUE's discretion.
2. International students do not need to submit an extension request but must abide by the absolute final move-out date below.
3. At CUE's discretion and upon written request, returning Residents may be permitted to stay over the holiday break.

The absolute final date for Fall-Only Residents to move-out is **Tuesday December 14th 2021** at noon. No exceptions will be granted. The absolute final date for Winter semester Residents to move-out is **Sunday April 24th 2022** at noon. No exceptions will be granted.

Damage & Cleaning Assessments

Housing Services completes damage & cleaning assessments at four points throughout the year. Each semester inspections are completed during move-in, around the mid-point, and again upon moving out.

Residents are responsible for submitting a Facilities Request if any issues arise. 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 and/or billed to your Student Account.

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 CUE email address upon completion. A request for a review of deductions can be submitted to Housing Management who will review the case and decide based on the information available. These decisions will be final. It is worth noting that most students do not have deductions from their Residence Experience 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 a Resident loses their keys, or if locks need to be changed, they will be charged accordingly.

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 are permitted to visit as a Guest.

The Residence Contract sets out the timelines for a Resident to vacate their room and leave Residence if CUE terminates the Residence Contract. In most cases, a Resident will have at least 48 hours to move out, although CUE has the discretion to provide a longer period of time. In rare cases, where a Resident is required to immediately move-out, a time can usually be scheduled to allow the Resident 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 Residence contract.

In the event of evictions or voluntary early withdrawals, Residents will be financially liable as set out in the Residence Contract. In exceptional circumstances, CUE may consider a partial refund of Residence Fees in the event of early withdrawal. However, this is solely in CUE's discretion. For inquiries, please contact: residence@concordia.ab.ca.



Residence at CUE is definitely the place to be! I have met some great people and made plenty of awesome memories that I will never forget.

KRIS-ANNEA

Bachelor of Arts, Psychology & Education

Financial Information

Payment of Residence Fees

Residence billing and payment processing are handled through our Student Accounts office on campus. Residence Fees for the semester, including Declining Meal Balance Plan and Residence Programming Fee, are due in full the first day of classes. There are many ways to pay your fees, [a full list of which can be located in Section 5 of the Academic Calendar](#). You can find the full Academic Calendar [here](#).

Residence Experience Deposit

The Residence Experience Deposit is a \$500.00 deposit you must pay to be fully accepted into Residence. This deposit helps us to maintain a high-quality Residence Life experience. Please note that subject to the exceptions listed in Section 5.7.1 of the Academic Calendar, the Residence Experience Deposit is only refundable if you remain in Residence for the full duration of your Residence Contract and are not responsible for any damages in the Residence. The cost of dealing with damages or lost keys or outstanding Residence Fees may be deducted from the Residence Experience Deposit. You can find more details about the Residence Experience Deposit in Section 5.7.1 of the Academic Calendar.

Residence 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! As set out in Section 5.7.2 of the Academic Calendar, we charge a \$75 programming fee each semester that directly funds the events in Residence.

Refund of Residence Deposit if Residence Contract is Cancelled Before Move-In

If you cancel your Residence Contract before moving in, you may be eligible for a full or partial refund of the Residence Experience Deposit. Please consult Section 5.7.1 of the Academic Calendar for more details.

Meal Plan

All Undergraduate students are required to purchase a meal plan. The minimum meal plan amount (Option A, at a cost of \$1830.00/semester) will be credited to your student card at the beginning of each semester, and is non-refundable. Students may add additional funds to their meal plan by visiting the Bookstore and paying for the amount to be added to their declining balance meal plan. Please see Section 5.7 of the Academic Calendar for more information about the options available under the Declining Balance Meal Plan.

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 (Option A) will be forfeited at the end of the academic year, or when the Resident leaves CUE, if unused.

If you withdraw from Residence during a semester and remain at CUE as a student, you will be able to continue to use your meal plan. If you withdraw from Residence and cease to be a CUE student, the unused portion of the minimum meal plan amount (Option A) will be forfeited. Any additional meal plan amounts above the minimum meal plan amount are refundable.

Our cafeteria hours are continuing to expand every year and are specifically designed to support you when you need them most. Any time 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 meal plan amount is insufficient to support eating every meal, every day, in the cafeteria. If you wish to eat a majority (or all) of your meals in the cafeteria, you are encouraged to upgrade your meal plan by visiting the Bookstore.

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 Housing Management team prior to signing your contract in this case; otherwise you will be charged for the meal plan and liable to the refund policies outlined above. Housing Management will work with our Food Services provider to make your dietary experience the best it can be!