

# Housing Handbook

2024-2025 Academic Year

## Table of Contents

<b>Section 1: Recruitment &amp; Admissions</b>	<b>3</b>
<b>Our Team: Who is Who</b>	<b>3</b>
Student Housing Management.....	3
Student Leaders.....	3
Services Staff.....	3
Contact Us/Book a Tour.....	4
<b>Why Student Housing</b>	<b>4</b>
Residence Buildings.....	4
Common Areas/Amenities.....	5
Community Development.....	5
Supports and Services.....	6
<b>Applying for Residence</b>	<b>8</b>
Application Process.....	8
Move-In Dates.....	9
Medical Accommodations.....	9
Application Policies.....	10
<b>Financial Information</b>	<b>11</b>
Residence Fees.....	11
Payment Methods and Deadlines.....	12
Financial Policies.....	12
<b>Section 2: Current and Incoming Residents</b>	<b>15</b>
<b>Move-In and Move-Out Details</b>	<b>15</b>
Residence Packing List & Storage.....	15
Check-In Process.....	16
Check-Out Process and Move-Out Dates.....	17
Inspection Schedules.....	17
Deposit Refunds and Deductions List.....	17

<b>Residence Community Standards</b>	<b>19</b>
Definitions.....	19
Community Principles and General Standards.....	19
Specific Standards.....	21
Incident Documentation and Response.....	26
Outcomes of the Incident Response Processes.....	28
Interim Measures.....	29
Requests for Reviews.....	29
<b>Housing Support Process</b>	<b>31</b>
Mental Health and Wellness.....	31
Emergency Preparedness.....	32
<b>Community Development Model</b>	<b>33</b>
Programming and Event Schedules.....	33
Roommate Conflict Resolution Process.....	34
<b>Appendices</b>	<b>36</b>
<b>Appendix: Residence Accommodations Sample Letter (Not formatted)</b>	<b>36</b>
<b>Appendix: Residence Financial/Contract Exemption Form</b>	<b>37</b>
<b>Appendix: Appeal Form Outline (Not Formatted)</b>	<b>38</b>
<b>Appendix: Fee Refunds Schedule</b>	<b>39</b>

## **Section 1: Recruitment & Admissions**

### **Our Team: Who is Who**

#### **Student Housing Management**

The Student Housing Management team is made up of four full-time professional staff who provide oversight to the day-to-day and long-term success of Housing programs at CUE.

#### **Housing Operations Coordinator *Nadine Curtis***

Nadine oversees the day-to-day operations of the residence program.

#### **Director, Student Life & Learning *Janet Klippenstein (she/her)***

Janet is a member of the Campus Life leadership team and provides support to Housing, Career Services, Learning Services, Learning Accommodations, and New Student Orientation.

#### **Vice President, Campus Life *Dr. Carmen Arth (she/they)***

Dr. Arth oversees Campus Life, which includes supporting Student Life & Learning units and other institutional initiatives and supports.

#### **Student Leaders**

A group of dedicated student leaders live and work in residence to make your experience awesome! The value of student leaders is that they are, of course, students. Since they know what it's like to be a student, right now and at CUE, they are the best people to provide peer support and lead community building initiatives.

#### **Community Leaders (CLs)**

CLs live in each residence community. These student staff provide peer support, mentorship, and guidance to other residents. CLs also participate in an on-call rotation from 7pm-7am Monday through Thursday, and from 7pm Friday through 7am Monday to provide after-hours support to you.

#### **Programming Assistant (PA)**

Your PA takes the lead on organising all the residence events. This staff member will facilitate weekly events for individual residence buildings and the residence community as a whole. Feel free to say hello and build a friendship with your PA, and definitely be sure to let them know your ideas for events!

#### **Senior Community Leader (SCL)**

The Senior Community Leader lives in residence and is primarily a support for the other student leaders. They meet regularly with the CLs and PA to provide mentorship and they help coordinate programming and other initiatives in residence.

## Services Staff

### Custodial Services

Our Custodial team keeps CUE's residence buildings sparkling clean! They clean common areas 5 days per week and make sure the kitchens and bathrooms are stocked up with necessities. Whether or not it's your first time living away from home, it's sure nice not having to worry about stocking up on toilet paper.

### Facilities Management

With dedicated on-site maintenance, Residents never need to worry about performing maintenance or repairs themselves. If something needs fixing, residents simply complete the online facilities request form and our professional maintenance team will be there to do the job. You worry about maintaining your GPA; we'll take care of the rest.

### Security Services

A perk of living in Residence is that we care deeply about your safety. CUE has 24/7 security year-round, including over the holiday break closure and throughout the Spring and Summer terms. If you'd like a safe-walk across campus or accidentally lock yourself out of your room, Campus Security has you covered. With patrols throughout the day and overnight, as well as controlled access to campus buildings, you can rest easy and focus instead on making friends and studying for midterms.

### Contact Us/Book a Tour

If you have any questions or want to chat more about campus housing, we would love to talk to you! Please get in touch with us: [housing@concordia.ab.ca](mailto:housing@concordia.ab.ca) or 780-479-9349.

If you are interested in a residence tour, our Recruitment team would love to show you around! You can book a tour by [clicking here](#).

## Why Student Housing

### Residence Buildings

#### Founders Hall

Founders is a two-storey building with double rooms; it is typically a first-year community. Founders has a common room on each floor, where students can socialize, watch television, complete in ping-pong tournaments, or play board games! The lower level of this building is where CUE's cafeteria is located, making it easy for students to run down to grab a snack.

### **Eberhardt Hall**

Eberhardt is a community with two floors of residents typically in their second year or above. The Housing Office is conveniently located in this building, so students have easy access to Housing staff for questions and support. Dedicated shared study space is quiet and accessible to residents only. Another common area is open to social space and has couches, a television, and games to play.

### **Wangerin House**

Wangerin House is CUE's Living Learning Community, which is themed each year and provides additional activities and learning opportunities to its residents. The House has a beautiful view of the river valley and large, comfortable rooms. An adjoined common area brings together cooking, dining, and social spaces and looks out directly onto the river valley view!

### **Graduate/Mature Student House**

This five-bedroom house is right next to campus and our Athletics Centre. This small house is designed each year for graduate and mature students who may be looking for a quieter and more independent residence experience. Students in this house cook their own meals and live in a tight-knit community which supports everyone's success.

## **Common Areas/Amenities**

### **Kitchen Space**

Each residence building has communal kitchens fully outfitted with fridge(s), stove/oven(s), microwave(s), dishes, cutlery, and cookware. These kitchens are shared by the community and are available 24/7 for students to cook meals that supplement the meal plan.

### **Social Lounges**

Social lounges provide spaces for students to hang-out with their new community of best friends! Social lounges are outfitted with furniture for relaxing, TVs for gaming and entertainment, and a variety of other table-top/board games. The social lounges are often used for socialising, group studying, and they are also where we host many of our residence events and campaigns.

### **Study Space**

Dedicated study spaces are available around campus, including in our residence buildings! The goal of residence is to help you succeed both personally and academically, so dedicated quiet spaces outfitted with desks, tables, and comfortable chairs provide you with the space for late-night study sessions or casual review.

### **Food Services**

CUE's campus cafeteria is open 7 days per week and students use their student ID to access their meal plan, which is easy and convenient. Check out the rotating specials,

daily smoothies, quick take-away options, and all-day breakfast! We also have a Starbucks coffee kiosk with lots of grab-and-go snacks for between classes.

### **Laundry Machines**

All of our residence buildings have on-site laundry and our machines are not coin or card operated - just like at home! There are multiple machines available, making doing laundry in Residence easy and convenient.

### **Mailing Services**

Waiting on a care package or an Amazon delivery? No problem! As a CUE resident, you'll have access to your own mailbox and can pick up larger packages from our Facilities Management team, who will take care of it until you pick it up.

### **Parking Services**

Parking for residents at CUE is handled by a third-party company, Precise Parklink. Residents can learn more on [CUE's website](#) and contact Precise Parklink as soon as they are accepted to residence to learn more about their parking options.

## **Community Development**

### **Programming**

One of the cool perks of living in residence is programming: activities, events and occasional trips which aim to promote personal, academic and social wellbeing through meaningful engagement in a group setting.

We encourage all Residents to look for posters, messages from their Community Leader, and content posted to @CUEResidence on Instagram to learn more about upcoming events. The more events Residents attend, the more they will enjoy and benefit from their residence experience!

Do you have ideas for events you would like to see? Let your Community Leader or other Housing Staff know if you do. We love to plan events based on your interests!

## **Supports and Services**

### **Student Life & Learning/Campus Life**

One of the best things about living in Residence at CUE is that you're conveniently located to access the many services available to you on campus. These will support your academic performance, your mental health, your social life, and your career prospects! Here's what's just around the corner for you as a resident:

#### **1. Learning Services**

The mission of Learning Services is to utilise evidence-based tools to create a community of academic care that promotes equity, empowers learners, and supports

students in navigating institutional practices. At CUE, we are dedicated to supporting your academic success, which is why we offer free tutoring, a writing centre, and learning strategies and resources. Whether you want to improve your study skills, manage your time effectively, or brush up on concepts for a specific course, [CUE Learning Services](#) can help!

## **2. Learning Accommodations Services (LAS)**

The cornerstone of Learning Accommodation Services is to educate and support the campus community in accessing and providing learning accommodations, and to provide equitable access to education for all students. The LAS team collaborates with students and instructors to identify and remove barriers to academic success for students with disabilities and mental health diagnoses.

If you have questions or need to set up learning accommodations, please visit the [Learning Accommodations site](#) or email [studentlife@concordia.ab.ca](mailto:studentlife@concordia.ab.ca). You can also find more information about residence accommodations in this handbook!

## **3. Career Services**

CUE's Career Services supports students in identifying, planning, and achieving their career goals. Whether you need support in identifying what your career options might be, help with your resume, or advice on applying to graduate school, Career Services can help! Appointments can be made through the [Career Services site](#) and drop-in advising is also available for quick questions.

## **4. CUE Wellness**

CUE Wellness hosts events and provides resources to promote health and wellness for the entire CUE community. They make it possible for you to borrow some noise-cancelling headphones to help you study, pick up some free, fresh greens for a healthy salad, or attend a workshop to improve your resilience. Check out what's coming up next on the [CUE Wellness site](#).

## **5. kihêwak kâpimihâcik (Where Eagles Fly)**

Also known as the Indigenous Knowledge and Research Centre, or IKRC, *kihêwak kâpimihâcik* is the location of [Indigenous Student Services](#) and a home away from home for Indigenous students, hosting sharing circles, ceremonies, and a speaker series. Students are encouraged to connect with their peers, smudge, and talk with an Elder in this space. The IKRC also connects Indigenous and non-Indigenous students with social and scientific research opportunities, allowing them to engage in research collaborations with key industry and community partners.

## **6. International Office**

The International Office provides advising and events for international students from all backgrounds. International Students are required to attend the International Student Orientation. During this orientation you will meet the International Office along with staff members from other departments and connect more with other international and



exchange students from all over the world. The orientation includes information on the following:

- Immigration Matters
- Important University Deadlines and Dates
- Health Care and Alberta Health Care Card
- Settlement Support: Cellphones, Banking, Public Transportation, Social Insurance Numbers, etc.
- Tips for a Successful Study Experience in Canada
- and much more!

One-on-one advising appointments with the International Office are conducted in a safe, respectful, and positive environment, using a student-centered approach. Students may request a one-on-one appointment by email; please contact: [international@concordia.ab.ca](mailto:international@concordia.ab.ca).

The International Office holds special events for international students throughout the academic year. These gatherings provide opportunities to connect personally with other students, to form a community, to discuss experiences, to celebrate one another's culture, and to learn about important information for international students.

## Applying for Residence

### Application Process

#### Process Overview

There are three steps in the residence application process - we want the process to be as easy as possible. We are one of the only schools in Canada who does not charge a residence application fee and we also pull information directly from your student record to make filling out the application that much quicker!

#### 1. Applying

Applications are available at the same time each year and are found on [our website](#).

Semester	Application Opening Date
Fall 2024 Only (September-December)	February 1st, 2024
Fall 2024 and Winter 2025 (September-April)	February 1st, 2024
Winter 2025 Only	October 15th, 2024

As soon as you have access to your [Online Services account](#) you can fill out the residence application! You will receive access to Online Services once you have been accepted to CUE and we encourage you to apply for residence as soon as you have



that access. You will receive access to your CUE email account after you accept your offer of admission and register for classes. At that point, all of our future correspondence will be sent to your CUE email address (as will any other important information from the university), so it is very important to check it regularly.

It is important that *only students themselves* fill out the residence application so all the information is correct and they are aware of the contents.

## **2. Conditional Acceptances**

Once you have applied for residence, you will hear from us soon! When you receive a conditional acceptance offer you will need to pay a \$500 Residence Experience Deposit and sign your residence contract. Both of these steps are easily completed online, and you will receive instructions along with the conditional acceptance email notification.

It is important that you take your time when reviewing your residence contract and make sure you understand each item before you sign. You can also look at the refund policies for the Residence Experience Deposit later on in this Handbook.

International students who will be 17 years-of-age while living in residence will also need to complete a Guardian and Custodian form to finalise their application.

## **3. Final Acceptances**

Congratulations! Once you sign your contract, pay your deposit, and complete the Guardian/Custodian forms if applicable, you will have completed the residence application process!

### **Move-In Dates**

Each semester, move-in day takes place just before New Student Orientation (NSO)! In the Fall semester, residents will move-in a few days beforehand so they can participate in Residence Student Orientation (RSO).

In the Winter term, move-in will happen the day before NSO with RSO activities scheduled for the few days following move-in.

*Fall 2024 Term Move-In Day is Monday, August 26, 2024.*

*Winter 2024 Term Move-In Day is Monday January 6, 2024.*

During the weeks leading up to move-in, our staff teams are hard at work in training and preparing the residence halls for your arrival! This means we are not able to approve any early move-in requests.

## Medical Accommodations

Do you require medical accommodation to live in residence? We can support you! CUE has a [Duty to Accommodate Procedure](#) which exists to guide our efforts to collaborate with you to determine accommodation options.

Accommodation encompasses various changes which may be made to the delivery of services in Concordia's work, study, and living environment to ensure equitable participation by members of the Concordia community who would otherwise experience discrimination based on any of the protected grounds.

There are two pathways to access accommodations for residence. They are outlined here for you to learn more about each.

In either case, the first step to accessing residence accommodations is to complete the necessary questions on your application and then contact our team via email as soon as you submit your application to begin the process.

### **1. Learning Accommodations Services (LAS)**

If you are already (or will be) registered with Learning Accommodations Services **and** are seeking accommodation in residence for the **same** medical condition you are receiving academic accommodations for, we can coordinate to set up a support plan together.

After discussing the situation with you, the Housing team will contact LAS to request a confirmation of your academic accommodations. Once received, we will **usually** be able to confirm your residence accommodations without the need for you to provide further documentation!

### **2. Residence Accommodations Request**

If you are not registered with Learning Accommodations Services, you can still request accommodations to live in residence. You do not need to receive academic accommodations to receive residence accommodations.

In this case, you will submit your medical documentation directly to the Housing team. If you need to acquire documentation, we will provide you with a sample letter that you can provide to your medical professional to help them prepare documentation for you.

## Application Policies

### Eligibility Criteria

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

- Be a full-time student at Concordia University of Edmonton (9.0 credits per semester) unless you are approved for a reduced course load through Learning Accommodations Services

- Meet all application and financial deadlines
- Abide by the terms of their Residence Contract, including the Residence Community Standards and Policies (see section 3 of the Residence Contract)
- Maintain acceptable residence and campus conduct
- Be at least 17 years of age by move-in day
- Meet other criteria as deemed necessary by Student Housing

### **Contacting Applicants**

The contact information you provide to CUE can be updated in Online Services. Your residence application will automatically include the information on your CUE profile including your contact information.

It is important that you regularly check your personal and CUE email addresses. All communication from the Housing team will be directed to your CUE email address which is activated once you register for courses. Any time before this, communication will be directed to your personal email address on file.

### **Failure to Arrive**

It's important that you let us know if you will not be able to arrive on move-in day as scheduled. If you do run into any issues while travelling to residence, we're happy to help! Just let us know.

Residents who do not arrive within 48 hours after they were scheduled to move-in (without informing us) will be considered to have withdrawn from residence and the terms in the Residence Contract will apply.

## **Financial Information**

### **Residence Fees**

A full list of residence fees can also be found in [section 5.7 of the Academic Calendar](#). Fees are billed and due semesterly, even if you stay in residence for more than one semester.

***Please note the room and meal plan fees listed in the Housing Handbook reflected 2022-2023 Academic Year rates. The Academic Calendar can be accessed for up-to-date fees once available.***

The academic year is divided into six terms (semesters). The Fall term is September-December and is 13 weeks, the Winter term is January-April and is 13 weeks, and Spring/Summer terms run throughout May-August for 3 weeks each.

### **Room Fees**

- 13 Week Semester, Single (Private) Room: \$3390.00
- 13 Week Semester, Double (Shared) Room: \$2290.00

### **Residence Experience Deposit**

- Once per residence stay: \$500.00

This deposit is required upon conditional acceptance to residence. It is only fully refundable if the student remains in residence for the duration of their Residence Contract and is not responsible for any damages to the residence. The cost of damages, lost keys, conduct fines, or outstanding student fees may be deducted from the Residence Deposit.

### **Meal Plan**

The declining balance meal plan is mandatory for all students who live in undergraduate residence halls. The semesterly cost for the meal plan is \$2100.00.

If you have a medical dietary requirement you would like to discuss, please reach out to our team. Food Services can provide for a wide variety of dietary requirements and we can develop a plan of support just for you! In the rare event that Food Services is not able to provide for your dietary requirement, the meal plan may be reduced via an accommodations process.

Declining balance means the meal plan works similarly to a debit/bank card! At the beginning of the semester, \$2100.00 is loaded onto your student card and each time you purchase something from Food Services, the cost of what you purchased is subtracted from your card's balance.

### **Administrative Fees**

- 13 Week Semester: \$170.00
  - Laundry fee in the amount of \$90.00
  - Programming fee in the amount of \$75.00

### **Payment Methods and Deadlines**

CUE's Academic Calendar includes full information on payment methods and deadlines. The important thing that residents should keep in mind is that all residence fees, except your deposit, will be charged to your Student Account. This means you can view and pay your residence fees in the same way, and the same place, where you would view other fees such as tuition!

Fee deadlines are best viewed in [section 2.0 of the Academic Calendar](#), in the academic schedule. Methods of payment are best viewed in [section 5.5 of the Academic Calendar](#), Payment of Fees.

If you have any questions about payment methods or deadlines, we recommend contacting [studentaccounts@concordia.ab.ca](mailto:studentaccounts@concordia.ab.ca) and our fee experts will be able to assist you!

## Financial Policies

### Deposit Refund Deadlines

#### **1. Cancellations Received Prior to Move-In Day**

A \$300 refund will be issued if the cancellation is received by June 21, 2024 for the Fall 2024 semester or November 1st, 2024 for the Winter 2025 semester.

A \$200 refund will be issued if the cancellation is received by July 12, 2024 for the Fall 2024 semester or November 15, 2024 for the Winter 2025 semester.

Where a student's deposit was paid after July 12, 2024 for the Fall 2024 semester or November 15, 2024 for the Winter 2025 semester, the deadline for a \$200 refund will be seven calendar days after the conditional acceptance was sent out or the day before the official move-in day, whichever is soonest.

#### **2. Cancellations Received After Move-In Day**

Once a student has moved in, any cancellation of the Residence Contract will result in a full forfeiture of the deposit and no refund will be issued.

### Other Fee Refund Deadlines

#### **1. Room Fees**

When a residence contract is cancelled after the official move-in day, 100% of the room fee will remain as a balance owing to CUE and is non-refundable unless a new Resident fills their space and residence is entirely full according to the maximum desired capacity, as determined by Student Housing. Residents can make a request for a partial refund of their room fee, as per the Fee Refunds Schedule in the Appendix, which will be subject to approval by Student Housing.

#### **2. Meal Plan**

Students who move out of residence but remain students at CUE will not have their meal plan reversed unless a written request is made to the Student Accounts office. Any refund provided will be for paid but unused meal funds.

Students who are leaving CUE and will no longer be enrolled in classes will receive a refund of any paid but unused meal plan funds.

#### **0. Administrative Fees**

Students who cancel their contract for a residence term before the term's move-in day will receive a full refund of their administrative fees.

Students who move out of residence after move-in day during the Fall or Winter terms will receive a refund of their administrative fees based on the date they move out of residence.

In the Fall term, if the move-out is before October 31<sup>st</sup>, the student will receive a refund in the amount of \$85.00 (half of the administrative fees).

In the Winter term, if the move-out is before February 28<sup>th</sup>, the student will receive a refund in the amount of \$85.00 (half of the administrative fees).

### **Exemption Request Procedure**

Student Housing may, in its sole discretion, provide a partial or full refund of any fees in other exceptional circumstances that are not outlined in this document.

Exceptional circumstances include, but are not limited to:

- Students who do not receive admission to an academic program at CUE
- Students who do not receive a study permit/other international documentation in time to attend CUE but have made reasonable efforts to do so
- Students who experience a medical issue which prevents them from attending CUE and/or living in residence
- Students who experience an unexpected life event which prevents them from attending CUE and/or living in residence

Students who would like to request an exemption must fill out the Residence Financial/Contract Exemption Request form and submit it to [housing@concordia.ab.ca](mailto:housing@concordia.ab.ca).

The Housing Manager will review your request and respond via email with a final determination on any applicable refunds.

### **Personal Property Insurance**

Residents are advised to carry personal property insurance while living in residence and lock their doors upon leaving at all times. 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.

## ***Section 2: Current and Incoming Residents***

### **Move-In and Move-Out Details**

#### **Residence Packing List & Storage**

##### **Room Contents**

Residence rooms come with a bed, mattress, mattress protector, desk, desk chair, and storage options including closets and/or dressers. As well, the room will already have curtains or blinds covering the windows.

Residents will need to provide the following for their room:

- Bedding including pillows, all sheets, and blankets (we recommend purchasing bedding for a Twin-XL sized bed to ensure fit)
- Clothing and hangers
- Desk lamp if desired
- Laptop, other school supplies, and any chargers
- Personal medications and medical files
- Personal documentation such as passport or driver's license
- Laundry hamper and detergent

##### **Kitchen Contents**

Each kitchen in our undergraduate residences is stocked with a supply of essentials for the community to share including pots, pans, cutlery, dishware, and drinkware.

Residents are also welcome to bring their own items for personal use. These kitchens will also be stocked with paper towel, dish soap, and sponges/dish wands.

In the Graduate/Mature Student House, residents will need to supply their own dish soap, sponge/dish wand, and garbage bags.

##### **Washroom Contents**

Each undergraduate residence has shared washrooms that are stocked with toilet paper, dish soap, and paper towel for drying hands. As well, shower curtains and shower mats are provided.

Residents will need to pack the following for washroom use:

- Shampoo, conditioner, and soaps
- All other personal hygiene items
- A container or caddy to transport toiletries to-and-from the restroom if desired
- Flip flops for use in the shower
- Towel(s) for shower
- Hair dryers if desired
- Graduate/Mature Student House only: toilet paper
- Graduate/Mature Student House only: hand soap



### Do Not Pack List

There are some things you are not able to bring into residence:

- Personal kitchen appliances e.g., mini-fridges, hotplates, toaster, microwave etc.
  - The only appliances approved for use inside residence rooms are automatic shut off kettles
- Candles or incense
- Wireless routers or extenders
- Beer bottles, drinking games, or excessive consumption paraphernalia including funnels or drinking hats
- Space heaters or air conditioners
- Large speakers, subwoofers, drum sets, or electric guitars
- Furniture except a small bed-side table if desired
- Firearms, weapons, fireworks, explosives, ammunition, pepper spray, chemicals, or other controlled substances (including toys/replicas of any of these items)

### Storage Space

Storage space outside of bedrooms is not available so Residents are encouraged to review photos of the residence buildings on [our website](#) and keep space restrictions in mind when packing their bags.

### Check-In Process

Residents moving in during the scheduled move-in period will be notified via email of their designated move-in date and time slot. On move-in day, staff will be available to greet residents, welcome them to their new home, and celebrate the beginning of the semester!

Residents moving into Founders Hall, Eberhardt Hall, or Wangerin House should proceed directly to their residence building to pick up their keys. Residents moving into the Graduate/Mature Student House should also pick up their keys from Wangerin House.

Parking is available in the areas around campus but not always directly beside each building so residents are encouraged to bring a dolly or similar to help with transporting their items.

Residents who are not arriving during the scheduled move-in period must advise the Housing team in advance of their anticipated move-in date and time to schedule a move-in appointment. Upon arrival, these residents should proceed to their designated residence building and contact the Residence Assistance Line (780-491-5015) 15 minutes in advance of their arrival and again upon arrival. A team member will be dispatched to your location and welcome you home!

### Check-Out Process and Move-Out Dates

The check-out process is not as exciting as moving in because it's a bittersweet time of celebrating the year's accomplishments but also saying goodbye to residence, if only temporarily.

Closer to the end of each semester, Housing Services will contact all students to review the move-out procedures, including their room inspections and keys handover.

Residents are required to move-out by 10pm the day after their last exam in the Fall and Winter semesters unless:

1. They request and are approved for an extension to stay later
2. They are returning to residence in the following semester and receive permission from CUE to remain longer and/or over the holiday break as applicable

In all cases and under any circumstances, the absolute final date for Fall-only residents to move-out is **Tuesday, December 17, 2024 at noon**. The absolute final date for Winter-only residents to move is **Wednesday, April 30, 2024, at noon**.

**No exceptions can be granted to these deadlines under any circumstances. Please keep these move-out dates in mind when arranging transportation including flights.**

### Inspection Schedules

There are three main points during the year when inspections are completed:

1. **Move-In Inspection:** Residents will be provided with a move-in inspection sheet when they receive their keys. Before moving in any belongings, Residents should complete the move-in inspection using as much detail as possible. This inspection must be returned to a member of the Housing team before the Resident moves in.
2. **Move-Out Inspection:** Once a Resident has removed all of their belongings from the residence room, a member of the Housing team will complete a move-out inspection of the room. This inspection is compared to the results on the move-in inspection.

All Residents are encouraged to maintain a high-quality of care for their room at all times. This, paired with providing as much detail as possible on the move-in inspection, helps keep the room in great condition and helps to avoid deposit deductions.

### Deposit Refunds and Deductions List

Residence Deposits are refunded 6-8 weeks after you have moved out of residence and your move-out condition report has been processed. Deposits are refunded to the original method of payment and the exact time for processing depends on your banking institution and other internal factors.

Deductions from deposits are fairly infrequent as long as you take care to treat the room with respect and report any issues on your move-in inspection. Deductions will be assessed for any damages that are recorded on the move-out inspection that were not reported in the move-in inspection. Deposits will not be deducted for unavoidable damages resulting from normal wear-and-tear.

Item & Damage Examples	Typical Cost (each)
Doors	\$250.00
Closet	\$150.00
Windows	\$350.00
Screens	\$45.00
Blinds/Curtains/Rods	\$175.00
Wall/Trim Holes	\$20.00
Ceiling Holes	\$20.00
Receptacles/Switches	\$35.00
Light Fixtures	\$65.00
Smoke Detector	\$45.00
Radiator Cover	\$135.00
Floor Cut/Tear/Stain	\$55.00
Bed Frame	\$200.00
Mattress	\$350.00
Chair	\$150.00
Desk	\$250.00
Dresser	\$250.00
Zippered Cover	\$40.00
Mattress Cover	\$55.00

Student Housing uses this chart as a general guideline for determining appropriate deductions, but these amounts may be decreased or increased as needed depending on the specific situation.

## Residence Community Standards

### Definitions

**Business Day** refers to any day that CUE is open and operational per the Academic Schedule, and does not include weekends, holidays, or closure periods.

**Calendar Day** refers to any/all dates on the calendar, including weekends and holidays.

**Case Manager** refers to the CUE staff member with primary responsibility for the resolution of a specific incident.

**Case Reviewer** refers to the staff member with primary responsibility for the resolution of a request for review about a specific incident.

**Housing Management Team** refers to a group of staff appointed by the Vice President, Campus Life who have primary responsibility for CUE's residence program and typically includes the following: Housing Operations Coordinator, Director of Student Life & Learning, and the Vice President of Campus Life.

**Outcome** refers to a range of mandated processes that a student is required to participate in to resolve an incident, as assigned by the Case Manager.

**Senior Housing Officer** refers to the CUE staff member with primary responsibility for the housing conduct process. This is typically the Housing Operations Coordinator or, in their absence, the Director of Student Life & Learning.

**Student Staff** refers to part-time employees who are also students at CUE, including but not limited to Community Leaders.

## Community Principles and General Standards

The Residence Community Standards are based on four guiding principles that shape our community.

Principle	Explanation	General Standards
Health and Wellbeing	Living in residence can provide enormous benefit to students through increased access to resources and a dedicated supportive staff team. Working together as a community to promote and protect our collective health and wellbeing is important.	<ul style="list-style-type: none"> <li>● Demonstrate care for the health and wellbeing of others in the community through actions and words.</li> <li>● Make proactive efforts to promote community behaviours which support the health and wellbeing of the community.</li> <li>● Not engage in any behaviours which could reasonably negatively impact the health and wellbeing of anyone in the community.</li> </ul>
Safety and Security	We all have an important role to play in keeping our community safe. When our staff and 24/7/365 security are able to work together with our residents, we can help everyone stay safe and feel secure in their residence home – and not just physically, but also emotionally safe.	<ul style="list-style-type: none"> <li>● Take all reasonable steps to protect the physical security of the building.</li> <li>● Take all reasonable steps to contribute to an overall environment in residence where everyone can feel safe and secure.</li> <li>● Refrain from any behaviours which could reasonably pose a risk to the safety and/or security of anyone in the community.</li> </ul>
Community and Spaces	We build community together by respecting one another in all kinds of ways. When we approach our differences with kindness and curiosity, take care of our physical	<ul style="list-style-type: none"> <li>● Make an open effort to understand and appreciate other community members including the things that</li> </ul>

	spaces, and prioritise community in all we do, residence becomes a place for connection.	<p>make them different from you.</p> <ul style="list-style-type: none"> <li>● Not engage in any behaviours which could reasonably impact the sense of community created in residence.</li> </ul>
Accountability and Growth	Making mistakes is part of being human. When things happen that could or do hurt the community, the best outcomes are possible when we take accountability, focus on repairing harms, and commit to growing from the experience.	<ul style="list-style-type: none"> <li>● Make an honest effort to maintain positive relationships with others in the community, especially when there are different ideas or beliefs.</li> <li>● Respond positively and openly to any conflict in the community with a focus on maintaining relationships and building understandings.</li> <li>● Take accountability when mistakes are made and focus on repairing harms wherever possible.</li> </ul>

### Specific Standards

#### Alcohol

CUE has an Alcohol Policy which provides general guidance about alcohol storage and use on-campus. Residents are permitted to store and consume alcohol in residence with some restrictions to promote safe drinking practices and maintain an academic environment in residence.

Residents are encouraged to practise safe drinking tips, including the following:

1. Alternate drinks of alcohol with drinks of water. Did you know? Drinking water does not tend to decrease your intoxication levels, but it can keep you hydrated and feeling better in the morning!
2. Have a safe ride home planned. Your safe ride home should be ready, willing, and able to help you get home safe. This could be calling an Uber/taxi or having a trusted friend who will stay sober and drive.
3. Check out Canada's Low Risk Alcohol Drinking [Guidelines](#) for more information and tips!

Some of the restrictions which apply to alcohol in residence include:

1. Alcohol containers of any kind cannot be larger than 1-litre.
2. Activities which promote over-consumption including drinking games of any kind are not permitted.
3. Alcohol may only be stored, opened, or consumed in residence bedrooms with closed doors.
4. Once an alcohol container has been opened it may not leave the residence bedroom in which it was opened.

### **Businesses**

Due to liability and insurance requirements, operating a business in residence is not permitted. As well, external businesses (including those providing custodial or maintenance services) are not permitted in residence except as contracted by CUE. External companies provided access to CUE can present a security threat and can also cause unintended harm to the community by using chemicals or processes that are dangerous or unapproved for residence spaces.

### **Cannabis and Smoking**

CUE has a [Cannabis Policy](#) which provides important information to every member of the CUE community. Cannabis may be stored in residence but may not be consumed, produced, or sold on-campus at any time.

The possession of cannabis on campus is subject to the following restrictions:

1. Cannabis must be stored in a scent-proof container at all times while on-campus.
2. Cannabis must be stored only in a resident's bedroom.
3. Residents may not participate in growing or selling cannabis in residence.

All other legal requirements for cannabis must also be adhered to at all times.

CUE is a smoke-free campus which means that any smoking, including cannabis, cigarettes, and e-cigarettes such as vapes, must take place off-campus.

### **Cleanliness**

Maintaining a reasonable level of cleanliness in residence is important because it shows respect for the community and everyone who is part of it.

1. All residents are equally responsible for maintaining cleanliness and tidiness in all common areas of residence including lounges, bathrooms, and kitchens.
2. All residents are responsible, equally with any roommate, for maintaining cleanliness in bedrooms so that it does not have a negative impact on others in the community.
3. Any cleanliness or other tidiness issues that impact, or could reasonably impact, the facilities in residence must be addressed immediately.



## Discrimination and Harassment

CUE has a [Harassment, Discrimination, and Accommodation Policy](#) which provides important information to every member of the CUE community. Residents are prohibited from all discriminating or harassing behaviour.

## Decoration

Most decorations are permitted in residence. In order to maintain facilities, comply with fire regulations, and ensure a sense of safety in residence, there are some restrictions that Residents should be aware of when decorating.

1. Any decorations that depict or promote harmful and/or violent behaviours are prohibited.
2. Any decorations that are harmful or offensive in nature, or could reasonably be perceived as so, cannot be hung in areas where others could see them (e.g., visible from outside of the room).
3. No decorations should be affixed to windows.
4. Decorations that require structural changes or could otherwise damage the facilities, including through putting holes in the walls or damaging the paint/wallpaper, are prohibited.
5. No extra furniture can be brought into residence unless approved by the Housing Management Team through the accommodations process.

## Fire Safety

Fire safety is a critical component of any living environment, and this includes residence. Every member of the community is jointly responsible for demonstrating care for the residence environment that promotes and prioritizes safety for all.

Anytime a fire alarm sounds, Residents are required to evacuate the building immediately via their nearest safe emergency exit. Any concerns that arise at any point about your own or another's ability to evacuate (before, during, or after an alarm) should be brought to a Housing staff member's attention immediately.

Tampering with, damaging, or otherwise obstructing any life-safety equipment including fire alarms, smoke detectors, heat detectors, and fire extinguishers is prohibited and extremely dangerous.

Items which could pose a fire hazard or unnecessarily trip a smoke or heat alarm such as candles, incense, fireworks, etc. are always prohibited in residence. Starting a fire in residence either intentionally or due to negligence, regardless of size or location, and regardless of if the intention was to cause property damage or harm to others, is strictly prohibited and extremely dangerous.

### **Gender-Based Violence**

CUE has a Gender-Based Violence Policy which provides important information to every member of the CUE community. Any violations of the Gender-Based Violence policy will be addressed using the associated procedure.

Residents can learn more about consent including how to navigate it and different forms of harm and violence by visiting the [CUE Wellness Google Site](#).

### **Guests**

A Guest is defined as: “Anyone the Resident permits to be present at the residence, or for whom the Resident is responsible.” This includes students who live in a different residence building, students who do not live in residence, and non-students. A person must be at least 17 years old to visit residence.

The residence environment is enriched by guests who spend time with us. We welcome Residents to host guests by following the process outlined in this document and abiding by any limitations. It is important to keep in mind that Residents are responsible for their Guests at all times and must ensure they are aware of the Residence Community Standards and Policies and abide by them for the duration of their visit. For this reason, guests must always be signed in upon their arrival. If a Guest violates any campus policy including the Residence Community Standards, their host will be held responsible for their Guest’s behaviour.

Residents may host up to two guests at a time and may host guests for a maximum total of 20 nights over the course of the semester. Residents must also ensure to ask for and receive their roommate’s consent before hosting a guest.

### **Illegal Drugs**

Any consumption, storage, possession, production, or selling of illegal drugs or illegal drug paraphernalia is prohibited in residence.

### **Noise and Disruption**

Residence is designed to be an academic environment where students can both build meaningful relationships and pursue academic success in peace.

Courtesy hours are active 24/7/365 (always) in residence. This means every Resident is always responsible for making reasonable efforts to show consideration to others. All residents are expected to avoid noisy and/or disruptive activities such as playing loud music, engaging in recreational activities inside including sports, or otherwise preventing others from enjoying the residence building.

Quiet hours are in place from 10pm-8am on Sunday-Thursday nights, and 12pm-10am on Friday and Saturday nights. During quiet hours, noise levels should never exceed the point at which they can be heard outside of the room they came from.

## **Pets/Animals**

Unfortunately, to prevent any allergies issues and avoid damages, most pets and animals are not permitted in residence at any time including to visit.

There are two possible exceptions:

1. Each Resident may have one up to 2-gallon tank in their rooms and any non-dangerous fish that can safely fit in that tank. The fish must remain in the water at all times, the tank must not be placed near any electrical outlets, and the tank must be appropriately cared for at all times.
2. Students with registered service animals who are interested in living in residence are encouraged to review the residence accommodations procedure outlined in this handbook.

## **Room and Building Entry**

Resident privacy is important and it is expected that everyone in the community respect one another's space. Residents may only enter the bedroom of another Resident if they are explicitly permitted to do so and must leave when asked. Residents are prohibited from entering any areas of residence that are not designated for residents, including supply closets, boiler rooms, or staff space, without express permission from Housing.

In the course of completing their duties, CUE staff may need to enter any space in residence at times, including:

1. Facilities Management conducting repairs. Residents will be able to identify whether or not they wish to schedule a time and be present for maintenance they have requested. In the case of urgent maintenance, this may not be possible.
2. Housing or Security staff if there is the possibility of a health, safety, security, or otherwise urgent issue that requires them to enter into the space.
3. Any other situation deemed to be necessary or time-sensitive by CUE, who will make reasonable efforts to notify the Resident in advance whenever possible and appropriate.

## **Violence**

Violence, threats of violence, and threatening behaviour are all prohibited in residence at all times. This includes any and all physical contact that is unwanted, inappropriate, aggressive, coercive, or otherwise unnecessary.

## **Responding to Staff Directions**

During emergency or conduct situations, Housing Staff will make reasonable requests and provide reasonable direction to Residents to facilitate the resolution of the situation.

Failing to respond to a reasonable direction by a staff can escalate a situation and put others at risk of harm. This includes:

1. Refusing to stop engaging in a harmful behaviour including those outlined in this document.
2. Refusing to provide, or providing false, information/identification, to a Housing Staff upon request.
3. Any other reasonable request by a Housing Staff.

Housing Staff will determine what requests are reasonable given all the information available at the time. If a Resident disagrees with the reasonability of a request, they should comply and then address their concerns with a member of the Housing Management Team.

There is an ongoing expectation that you will treat all staff with respect and for staff to treat you with respect. Engaging in behaviours which are disrespectful, threatening, aggressive, or otherwise harmful towards a staff member is strictly prohibited.

### **Theft and Vandalism**

Showing respect for the property and facilities of others, including of residence, is an important way to demonstrate care for the community. All Residents are responsible for taking care of all property in residence and respecting others.

Residents are prohibited from:

- Damaging any residence facilities, furniture, or property
- Damaging any person's property
- Removing any residence furniture or property from the room in which it is stored without permission from a Housing Staff member
- Removing or using another person's property without permission from them
- Writing or drawing on, or otherwise defacing, any facilities, furniture, or property
- Swapping furniture between rooms without permission from a Housing Staff member
- Making any temporary or permanent changes facilities, furniture, or property, including removing screens

### **Incident Documentation and Response**

#### **Incident Documentation**

Anytime an incident or situation of note occurs in residence it will be documented in an Incident Report (IR). These reports are submitted by all staff, but usually by our student leaders in residence. They exist to document situations with a focus on "what happened." An IR being submitted does not mean you are in trouble or should be worried! IRs are submitted for a range of situations including:

- A student is locked-out of their room and let in by a staff member
- A facilities issue or concern has been identified by staff
- A staff member is concerned for the wellbeing of someone in residence or provides support to someone for their wellbeing
- A staff member believes a violation of residence/campus policies has occurred

It is important for you to know that an IR being submitted does not mean you have violated a policy; our student leaders are not responsible for making that determination. IRs are a factual recounting of events that have taken place or been reported.

Anytime a situation is documented, the Senior Housing Officer (or their designate) will review the documentation and determine whether additional follow-up is necessary or if the situation has already been adequately resolved. When additional follow-up is necessary, the Senior Housing Officer will determine the nature of the follow-up required. This section of the Housing Handbook covers what happens when the incident is identified as a conduct concern only. Other possibilities include an issue being referred to a campus partner to address (such as when maintenance is required) or a support process initiated.

### **Incident Responses**

Three different response processes exist for resolving incidents which are related to misconduct:

#### **1. Community Resolutions Process:**

- a. When an Incident Report is submitted that indicates a Resident may have violated an on-campus policy, the Senior Housing Officer will provide them with an overview of the allegations.
- b. When the Resident acknowledges that they have violated a policy on-campus or otherwise negatively impacted others in the community and they are also willing to repair the harm caused, a Community Resolution may be possible.
- c. The Resident and their Community Leader will have a discussion about strategies for managing behaviour in residence and identify any ways to repair the harm caused, as appropriate.
- d. Once the case has been resolved according to the plan determined, the incident will be considered resolved.

#### **2. Conduct Process**

- a. Where conduct rises beyond that which would be appropriate to resolve through the Community Resolutions Process or where a Resident indicates they did not violate the applicable rules, the matter will be referred to the [Code of Student Conduct](#) for resolution.

#### **3. Contract Review Process**

- a. The Senior Housing Officer reviews available information and discusses the situation with relevant parties to develop an investigation report which will include a determination of whether or not misconduct or other behaviour contrary to the residence contract took place.
- b. The Senior Housing Officer, Resident, and Director of Student Life & Learning will meet. At this meeting, the Senior Housing Officer will present the investigation report as well as their decision on the resident's contract, including whether or not an eviction will occur.

- c. The Resident will have an opportunity to review all the documentation and ask questions of the Senior Housing Officer to understand the decision and next steps.
- d. The Senior Housing Officer will provide the Resident with information about the supports and resources available to them as well as their options for requesting a review of the decision.
- e. The Director of Student Life & Learning will witness the process and is responsible for ensuring that the Resident had an appropriate and reasonable opportunity to review the report, ask questions of the Senior Housing Officer, and be informed of the next steps and review options.

### ***Assigning Incident Response Process***

In any situation, the assigned Case Manager will make a final determination of the appropriate incident response process based on the information available to them.

The Case Manager will consider all relevant information including the following factors when determining the appropriate incident response process:

- Actual impact on individuals and/or community (immediate and ongoing)
- Possible impact on individuals and/or community (immediate and ongoing)
- Policies/procedures involved
- Student's attitude at the time of incident and in subsequent conversations
- Student's willingness and ability to take accountability and repair harms
- Previous involvement in other incidents

The Case Manager may, in their sole discretion, change the appropriate response process based on new information discovered through investigating or as they otherwise deem necessary.

The Case Manager may, after consultation with the Senior Housing Officer, refer a case to another relevant Policy/Procedure on-campus for resolution instead of, or together with, one of the incident response processes outlined in this document. For example, situations may be referred to the Code of Student Conduct where they have considerable impact outside the scope of residence, where a majority of the individuals involved are non-Residents, or for any other reason deemed necessary.

### **Outcomes of the Incident Response Processes**

**Debrief Discussion:** Resident and Housing Staff discuss the incident to collaboratively identify the cause of the situation and strategies to avoid future incidents.

**Resolution Plan:** Resident and Housing Staff collaborate to develop a plan for identifying and repairing the harm caused by the incident.

**Conflict Mediation:** Resident involved meets with a Community Leader or member of the Housing Management team, as well as other Residents involved if necessary, to engage in a mediation process with the goal of identifying harms caused and ways to repair them moving forward.



**Verbal Warning:** Resident receives verbal instructions related to permitted and prohibited behaviours.

**Written Warning:** Resident receives written instructions related to permitted and prohibited behaviours.

**Educational Project:** Resident completes an educational project focussed on developing their knowledge and skills around the focus of the violation.

**Community Support Project** Resident completes a project focussed on contributing to the residence or CUE community.

**Behavioural Contract:** Residents sign an agreement between themselves and Student Housing outlining acceptable behaviours, strategies for self-managing behaviour, and/or additional restrictions on behaviour.

**Suspension:** Resident is required to temporarily move out of residence.

**Eviction:** Student will be required to move out of residence, per the terms of their Residence Contract.

Case Managers may determine and assign alternate outcomes not listed here with approval from the Director, Student Life & Learning (or their designate).

The Case Manager will consider all relevant information including the following factors when determining the appropriate outcome(s):

- Actual impact on individuals and/or community (immediate and ongoing) Possible impact on individuals and/or community (immediate and ongoing)
- Policies/procedures involved
- Student's attitude at the time of incident and in subsequent conversations
- Student's willingness and ability to take accountability and repair harms
- Previous involvement in other incidents

### Interim Measures

The authority to impose interim measures related to residence issues is delegated to the Housing Management Team by the Vice President, Campus Life.

Interim measures are designed with the goal of maintaining a safe and supportive environment in residence while another process takes place, such as the Incident Response Process outlined in this document. Interim measures are not considered a sanction/outcome or a disciplinary action.

More information about Interim Measures can be found in the [Code of Student Conduct](#), section 8.7.5 Urgent Cases of Disruptive, Threatening or Violent Conduct.

Other interim measures may be required beyond an interim suspension and/or ban and are at the discretion of the Associate Vice President, Student Life and Learning (or their designate).



The Vice President, Campus Life, and/or the Director, Security and Custodial Services, will be advised of any interim measures imposed by the housing team within twenty-four (24) hours or at the start of the next business day, whichever is soonest, and may amend or remove the assigned measures as they deem necessary.

### Requests for Reviews

Residents may request a review of the original Case Manager's determination by contacting the appropriate Appeal Reviewer within the timeline identified in the outcome letter. This will typically be seven (7) calendar days. The appropriate Case Reviewer will be provided a copy of the original decision letter.

The Case Reviewer will be determined based on the following matrix:

Original Decision Maker	Typical Case Reviewer
Student Staff	Housing Operations Coordinator
Housing Operations Coordinator	Director, Student Life & Learning
Director, Student Life & Learning	Vice President, Campus Life
<b>Contract Review Process Only</b> Senior Housing Officer	<b>Contract Review Process Only</b> Vice President, Campus Life

The Director, Student Life & Learning (or their designate) may assign an alternate Case Reviewer as deemed necessary.

In the request for a review, students will need to demonstrate one of the following grounds:

1. The process the original Case Manager followed differed from what is outlined in this document in such a way that could have reasonably impacted their decision.
2. The original Case Manager was biased or otherwise unable to make a fair determination in such a way that could have reasonably impacted their decision.
3. New information is available now, that was not available at the time of original decision, that could have reasonably impacted their decision.
4. The outcome assigned is unreasonably burdensome due to personal and/or extenuating circumstances.

The Resident/Student will also have an opportunity to suggest what they believe should be changed and how it should be changed.

The Case Reviewer will consider the request for a review including the form received from the student. At this point, they will either:

1. **Refuse** to conduct a review of the decision because the grounds outlined are insufficient or no grounds have been presented to warrant a review.
2. **Accept** the request for a review and begin the process.

All documentation and evidence from the original decision can be considered by the Case Reviewer who may conduct further investigation if necessary but only as related to the accepted grounds of the request for review.

The Appeal Reviewer will review:

- **Determination:** The original decision maker's findings of whether or not misconduct occurred which may be changed for one or more of the alleged violations.
- **Outcomes:** The outcomes assigned by the original decision maker which may be replaced, removed, altered, or added to.

Before finalizing and communicating a decision on the review, the Case Reviewer will consult with the Vice President of Campus Life. In the case of a review on the Contract Review Process, the Vice President of Campus Life will also consult with the Director of Student Life and Learning to receive confirmation of the correct process being followed in the original decision and/or the Director of Security and Custodial Services.

The Case Reviewer will provide a copy of their decision on the request for review to both the student and the original Case Manager. Students will, whenever the Case Reviewer deems it possible and appropriate, be invited to a meeting to discuss the outcome of the request for review in greater detail.

If a review request is submitted, the original decision will be upheld until and unless the Case Reviewer makes any changes.

Any decisions made by the Case Reviewer are final.

### **Housing Support Process**

Students at CUE have access to a variety of resources and support on-campus:

- Centre for Inspired Minds, Lives, and Communities
- Learning Services
- Learning Accommodations Services
- Career Services
- CUE Wellness
- Indigenous Knowledge & Research Centre
- International Office

More information about each of these supports can be found in the first section of the Housing Handbook!

The Housing Support Process often involves collaboration with other campus services (that the Resident consents to accessing) with the goal of developing a holistic plan for supporting student success.

### **Mental Health and Wellness**

Student life at university is often exciting and enriching! Of course, it can also be challenging at times and that is why CUE has resources and support which can help you succeed both academically and personally.

We would strongly recommend all students take some time at the start of each semester (or before it begins) to consider what resources and support they might benefit from accessing. If you have any ongoing mental health and wellness concerns that you think might impact your ability to accomplish your goals throughout the term academically and/or personally, our Housing team can help. Please feel free to reach out to your Community Leader or the management team to assist you!

Students can also access individual and group counselling and support through CUE's [Psychology Clinic](#).

### **Behavioural Support and Intervention Team**

CUE's Behavioural Support and Intervention Team (BSIT) was formed to help students and other members of the CUE community who may be experiencing distress and require support. Modelled after existing teams throughout North America secondary and post-secondary institutions, BSIT is a team of professionals that is trained to respond appropriately to difficult situations.

At times, Student Housing may refer students or situations to the BSIT for further support.

### **Gender-Based Violence Response Team**

CUE's Gender-Based Violence Response team exists to assist community members with accessing support, reporting, and accommodations after experiencing gender-based violence. Incidents of gender-based violence are addressed in collaboration with this team.

## **Emergency Preparedness**

### **Building Security**

All Residents are provided with keys for their residence building and bedroom upon move-in. It is important to take care of these keys and do your best not to misplace them. If keys are lost, Residents should let a Housing Staff member know right away so that they can be provided with replacements and any risk to building security can be considered.

Residents should never allow others who they do not personally know to be other residents of their building to follow them into the building. Other residents will have their own set of keys for the building and, if they don't, Campus Security can provide them with access after confirming their identity. Residents are encouraged to make sure anyone who follows behind them into residence shows that they also have a key for the building. If a Resident does not feel safe and needs additional support with this kind of situation, they should contact Campus Security for assistance. If a Resident lets someone into the building because they were pressured or coerced, they will not face penalties as long as they report the incident to Campus Security right away.

Other steps all Residents must take to help protect the security of the buildings include not making duplicates of any keys, not loaning keys to others, not propping doors open that are meant to be locked, not using emergency exits in non-emergency situations, and always reporting any concerns or suspicious individuals to Campus Security.

The best way to keep residence safe and secure is to work together as a community!

### **Fire Safety**

Every member of the CUE and residence community works together to keep the building as safe as possible including from fire risks. Residents will be provided with information about fire evacuations and participate in fire drills early in the Fall semester. Any Resident who would require additional support during a fire situation should contact the Housing Management Team so a plan of support can be put in place.

The only appliances permitted in residence rooms are automatic shut-off kettles. Other appliances which include, but are not limited to, hot plates, toasters, or slow-cookers, are not permitted in residence room because they pose a fire safety risk.

As well, other flammable items including, but not limited to, candles, incense, and e-cigarettes are also prohibited from being used in residence. CUE is a smoke-free campus. Tampering with or otherwise obstructing any life-safety equipment such as fire alarms, smoke detectors, and fire extinguishers puts others in the community at significant risk.

In the event of a fire alarm, all Residents should evacuate the building via the nearest safe exit point. Residents are encouraged to bring their keys with them when they leave the building but not to lock their doors so that fire inspections are not delayed. There are a few muster points on campus; these are the locations people report to on campus when there is a fire alarm. Residents in Wangerin House and Eberhardt Hall should report to the muster point on Ada Boulevard. Residents in Founders Hall can report to the Ada Boulevard muster point or the Seminary parking lot across 71<sup>st</sup> street. Residents in the Graduate/Mature Student House should report to the muster point at the south side of the soccer field on-campus. If it is not safe to go to one muster point, Residents should proceed to another and/or look for CUE staff who can direct them.

## **Illness**

If you become sick while living in residence, you are advised to return home until you are feeling better if that is possible for you. Housing Staff can support you with accessing health supports in the community and emergency transportation if required.

Housing Staff cannot administer medication to you. With that in mind, you are encouraged to keep a supply of any prescription or over-the-counter medication you require at all times.

In accordance with the Residence Contract, the Housing Manager, or other agent of CUE, may act on your behalf to authorize emergency, medical, or hospital services in the event of a medical emergency.

## **Community Development Model** **Programming and Event Schedules**

Residence hosts many different events (we call these programs) to help build community and support skill-building. We encourage all Residents to look for posters, messages from their Community Leader, and content posted to @CUEResidence on Instagram to learn more about upcoming events. The more events Residents attend, the more they will enjoy and benefit from their residence experience!

If you are nervous about attending an event, please don't hesitate to let your Community Leader or another Housing Staff know. We would be happy to attend an event with you or connect you with others who are attending.

Do you have ideas for events you would like to see? These could be fun things meant to build community or workshops you would like to attend! Let your Community Leader or another Housing Staff know if you do. We love to plan events based on your interests!

## **Roommate Conflict Resolution Process**

Most of our residence rooms are double rooms, which means they are shared by two students who live together and share the space. Most of the time, roommate relationships go smoothly throughout the term and any conflicts are normal, minor, and easily resolved!

Our Conflict Resolutions Process exists to both support residents with building healthy relationships based on mutual respect and accountability while also equipping residents with the tools they need to navigate conflict.

Oftentimes conflict can seem scary, but we manage conflict all the time without realising it! Any time we have a different idea, perspective, opinion, or plan from someone else, we navigate conflict. For example, have you ever started to talk in a group conversation

and someone else tried to talk at the same time? One of you likely said, “You go ahead!” and the situation was resolved. Without knowing it, you solved a conflict at that moment.

Conflict does not have to, and indeed should not, involve yelling or other upsetting behaviours. When we view disagreements as an opportunity to hear, be heard, and develop a solution together, conflict becomes a lot less scary.

The Roommate Conflict Resolution Process is built on this idea and includes the following steps:

### ***Preventing Conflict***

- 1. Residence Application Roommate Questionnaire:** On your residence application, you answer a variety of questions about your ideal living situation and roommate qualities. We then use this information to help match compatible roommates when possible.

### ***Addressing Conflict***

- 3. Talk To Your Roommate:** When conflict does come up (and it will), it can be resolved 99% of the time with a quick conversation between roommates. You will discuss your communication preferences during the roommate agreement which will help make these situations even easier!
- 3. Roommate Agreement:** If you and your roommate have difficulty with navigating the conflict after discussing it together, you can work together with your Community Leader to create a roommate agreement. This will allow you the opportunity to revisit your original agreements and update them to work out a new system that will work for both of you.
- 3. Roommate Contract:** In the rare circumstance that there are still some difficulties with navigating the conflict, you and your roommate can complete a roommate contract. This involves meeting with a member of the Housing Management Team to develop a more comprehensive roommate agreement which both parties will sign off on. If a roommate breaches the contract, it would be addressed through one of the Incident Response Processes outlined in this guide as residence misconduct.

**Room transfers will not be approved until the conflict resolution process has been completed.**

Most roommate relationships start out great and stay on the right track all year! With a positive attitude and a willingness to politely discuss any issues, your roommate relationship can become a friendship to last a lifetime.

## ***Appendices***

### **Appendix: Residence Accommodations Sample Letter (Not formatted)**

*Please use appropriate letterhead.*

Student Housing  
Concordia University of Edmonton  
7128 Ada Blvd NW  
Edmonton, AB, T5B 4E4

Dear Student Housing,

#### **RE: Student First and Last Name Residence Accommodations Request**

*Section/paragraph 1:* Indicate who you are, your credentials, and relationship to the student.

*Section/paragraph 2:* Describe the student's needs as it relates to living in residence with a focus on what they need to be successful but **not** specific accommodations. For example, instead of saying the student needs "a single room," please describe the characteristics they need to be successful in their room such as "private space to self-regulate" or "independent study space."

*Section/paragraph 3:* If you have any specific recommendations like "a single room" include them here instead of in the above section. We always do our best to accommodate the specific request outlined in this section but the information detailed in section 2 allows us to develop other solutions as needed.

*Section/paragraph 4:* Any other information you believe is pertinent.

Sincerely,

*Signature*  
Medical Professional Name  
Clinic/Practice Name  
Clinic/Practice Location  
Phone Number  
Email Address or Other Contact



## **Appendix: Residence Financial/Contract Exemption Form**

**Student Name:**

**Student ID:**

**Date of Request:**

**Exemption Reviewer:**

**What are you requesting an exemption for? Check all that apply.**

- Residence eligibility requirements
- Deposit refund decision
- Room fee refund decision
- Administrative fee refund decision

**On what grounds are you requesting an exemption? Check all that apply.**

- Exceptional personal circumstance/life event (non-medical)
- Medical issue
- Non-admission to Concordia University of Edmonton

**Please provide an explanation supporting the grounds you have selected, being sure to include:**

Free text entry.

**What do you believe should be changed?**

Free text entry.

**Is there any additional information you would like to provide?**

Free text entry.

## **Appendix: Appeal Form Outline (Not Formatted)**

**Student Name:**

**Student ID:**

**Date of Appeal:**

**Original Decision Maker:**

**Appeal Reviewer:**

**What are you appealing? Check all that apply.**

- Determination of responsibility
- Outcomes assigned

**On what grounds are you appealing? Check all that apply.**

- Procedure was not followed.
- Original decision maker was biased.
- New information has become available.

**Please provide an explanation supporting the grounds you have selected, being sure to include:**

- What part of the procedure was not followed and what happened instead?
- Why do you believe the original decision maker was biased or otherwise unable to make a fair determination?
- A description of the new information has become available.

*As applicable based on the grounds you selected above.*

Free text entry.

**What do you believe should be changed about the determination or outcomes assigned?**

Free text entry.

**Is there any additional information you would like to provide?**

Free text entry.

## Appendix: Fee Refunds Schedule

	Cancelled Before Move-In Day	Cancelled After Move-In Day
Residence Room Fee	Fee refunded in full.	50% of fee refunded in full by default. The other 50% of fee refunded if the resident's spot is filled <b>and</b> residence is full.
Administrative Fee	Fees refunded in full.	50% of fees refunded if cancellation is received before Oct 31 for the Fall term and before Feb 28 in the Winter term.
Meal Plan	Fee refunded in full.	No refund unless specifically requested in writing to Student Accounts, in which case the refund will be for any paid for but unused meal funds.

Deposit Paid For	Cancelled by June 23 <sup>rd</sup> for the Fall term	Cancelled by November 1 <sup>st</sup> for the Winter term	Cancelled by July 14 <sup>th</sup> for the Fall term	Cancelled by November 17 <sup>th</sup> for the Winter term
Fall & Winter	\$300 refund	\$300 is refunded as long as all Fall semester residence fees are paid.	\$200 refund	\$200 is refunded as long as all Fall semester residence fees are paid.
Fall Only	\$300 refund	n/a	\$200 refund	n/a
Winter Only	n/a	\$300 refund	n/a	\$200 refund