handbook

Guide for parents, guardians and families with students in residence
Welcome

At the University of Calgary, we are committed to providing a positive learning experience for all students. Those living in our student residences will benefit from additional academic support and growth opportunities through our many extra-curricular educational programs, a sense of community, on-campus resources and ongoing support throughout their student career.

I would like to welcome you to Residence at the University of Calgary. You and your student have made the right decision in choosing Residence, and I would like to thank you for trusting us with this responsibility. I have worked in Residence for the past 18 years and have seen and heard from many students as to how Residence life has been a transformational experience during their time at the University. We are intentional about creating a positive living and learning environment for our students through individual connections, educational programs, and leadership opportunities. We view parents and family members as equal partners in creating this experience for our students.

If you have any questions, you are welcome to email me directly at lsangara@ucalgary.ca or call me at 403.210.8774.

Thank you,
Lakshmi Sangaranarayanan
Associate Director, Residence Services

Partnering with students, parents, guardians and families for student success

We recognize the important role families play in the successful transition of students from home to living on campus at the university. We value the partnership of parents and families in supporting your student in their academic achievement and personal development. This handbook contains valuable information on student resources, important deadlines and what to expect from us. At Residence Services, we are your partner in helping students develop into responsible and independent adults.

We are intentional about creating a positive living and learning environment for our students.
Residence Services desk operations
Residence Services has two desk operations, located in the Dining Centre and in Crownest Hall. These operations are information hubs where residents can access a wide variety of services, including package pick-up, temporary key sign-out, vacuum rentals and residence payments. The Residence Services desk staff members are happy to answer any questions you may have about the University of Calgary campus, or living in residence.

Community Advisors (CA)
Community Advisors are student staff members who live in residence, and are a point-of-contact support person for your student. There is a CA living on each floor of our buildings. They can answer your student’s questions about many things, including:

- ways to get involved in the university community
- roommate problems
- social events
- issues that concern all students on their floor

The CA can also direct your student to on-campus resources. All student staff members are trained in emergency and crisis management procedures. They also participate in an on-call rotation to handle any after-hours concerns.

Residence Students’ Association
Every resident student at the University of Calgary will become a member of the Residence Students’ Association, a student-led group that advocates for student needs within residence, and plans fun social events to foster a collaborative community. Students can volunteer to lead events or join the board of the RSA — an opportunity to develop life and social skills outside of academia.

Academic support
Our Academics in Residence (AIR) team offers free math and writing support through the Student Success Centre to all undergraduate students living in residence. Sessions focus on university-level writing issues and foundational math issues as well as statistics, introductory calculus, linear algebra and discrete mathematics.

For more information, visit ucalgary.ca/residence/livinghere/air or talk to a CA.

Residence cleaning and housekeeping
Residents are expected to keep their rooms and floors tidy throughout the academic year and when they move out. Vacuum cleaners can be checked out at the Residence Services desks for this purpose. Our professional housekeeping staff cleans the community bathrooms on every floor three times per week, and the community lounges twice per week.

Residence Services offers in-room housekeeping and laundry services for residents who may not have the time in their schedule or need help with housecleaning.

For more information, visit: ucalgary.ca/residence/livinghere/housekeeping_services.

Maintenance request
To register concerns about facilities, residents must submit an online maintenance request through Archibus, an online system accessible through the Residence Services website.

For more information, visit: ucalgary.ca/residence/maintenance_request.

Who’s in Residence Services?
Residence Life Coordinators (RLC)
Residence Life Coordinators are full-time, live-in professionals who are directly responsible for community engagement, administration of the Residence Life programs and the day-to-day management of the residence complex. RLCs are trained in emergency and crisis management procedures and conflict mediation, and are dedicated resources for students (providing support and guidance to both residents and CAs).
Food, transportation and amenities

Unicard
New students will receive their Unicard on Move-in day if they submitted their Unicard photo online before Aug. 20. To submit, students must visit ucalgary.ca/unicard and click on Submit Your Selfie. The Unicard is a very important piece of identification. Students will use their Unicard as:
- Primary ID
- Library card
- Fitness centre pass
- Printing and copying payment card

All You Care to Eat (AYCTE) Meal Plans
The University of Calgary has unlimited AYCTE meal plans. Breakfast, lunch, dinner and continuous dining in between meal times—multiple options of fresh food will be available at all times. Your student can choose to eat whatever they like, whenever they like and as much as they need to nourish them throughout the academic year.

All university students are eligible to buy a meal plan, whether they live in residence or not. If your student lives in Kanasaskis Hall, Rundle Hall, first-year Scholars’ Community in Cascade Hall, or first-year community in Yammuksa Hall or Global Village, they will need to purchase a 5-day or 7-day AYCTE meal plan. If your student will be living in one of these areas and does not make a meal plan selection by Aug. 20, Unicard will automatically select a minimum required meal plan on their behalf. Meal plans are activated on the morning after Move-in day.

For more information on meal plans and how they work, visit ucalgary.ca/unicard/meal-plans.

Security
All residence buildings are locked 24/7 and residents are required to use an e-key to gain access to their building and room. Residents can reach CA and professional staff on-call 24/7 for any emergencies. Campus security works closely with the university, Calgary Police Service and other agencies to provide a pleasant and safe place to live, work and study. The Safewalk program is a student-run volunteer service designed to promote campus safety and awareness. By accessing this 24/7 service, students are able to safely walk with peers to any campus destination.

For more information, visit ucalgary.ca/security.

Wi-Fi in Residence — it’s free!
RezNet is the Internet service provider for residence buildings on campus, and allows students to browse the web, check email, or access online resources for free.

For more information, visit ucalgary.ca/reznet.

Communication

Contacting Residence Services
 Residence Services staff can provide you with general information regarding policies and procedures; however, we cannot give out information about your student, as the Freedom of Information and Protection of Privacy Act (FOIPP) applies to all university operations, including residence (effective Sept. 1, 1999). The following section outlines a few of the ways in which FOIPP will affect your communication with the university.

Residence Services staff are restricted from providing any information about residents to third parties (parents and/or guardians are considered third parties under this provincial legislation). Room numbers, addresses, phone numbers, account balances, student conduct history, grades, etc., are all considered private information under the law, and cannot be released without a resident’s written permission. FOIPP applies to all students, regardless of their age status as a minor.

For more information, visit ucalgary.ca/hr/home/policies_procedures/freedom_of_information_and_protection_of_privacy.

How we contact students
Residence Services staff can contact residents by email or mail. We will use the primary email address provided by the resident when logging into their online account for correspondence, or we may send communications in hard copy to the resident’s mailbox. Communication sent via email or mail is considered delivered and received 24 hours after delivery.

Important and time-sensitive information may be communicated. Students can choose to eat whatever they like, whenever they like and as much as they need to nourish them throughout the academic year.

For more information, visit ucalgary.ca/hr/home/policies_procedures/freedom_of_information_and_protection_of_privacy.
Contacting your student

• Ensure that you have contact information for your student before you leave on Move-in day, as you will not be able to contact your student through Residence Services staff.
• If you plan to visit your student, please arrange to contact them directly in advance, as we cannot (by law) contact your student on your behalf.
• Be aware that your student will be very busy during the adjustment to university life and may not answer all telephone calls — this is normal.
• We recommend that you arrange a communication routine or schedule with your student to prevent you from worrying when they become busy with studies and activities.
• Try using email or text messages to touch base, as your student may be too busy to respond to telephone calls.

Residence Services CANNOT relay information specific to your student, e.g. comings and goings, academic or social activity, disciplinary issues or even if your student lives in residence.

Residence Services CAN assist with general information regarding policies and resources.

Information release authorization

If your student chooses to, they may authorize the release of general and/or specific account information to a third party by completing an Information Release Authorization Form and submitting it to the Residence Services office. The form is available at the Residence Services main desk, located in the Dining Centre.

What to expect – tips for family

Some degree of homesickness is inevitable and you may notice a high frequency of phone calls in the period shortly after move-in. Your student might be getting used to living with a roommate for the first time, or may be adjusting from rural life, or life in a new city or country, and may need to navigate cultural differences.

Ways you can help support your student:
1. When your student calls home unexpectedly, please don’t panic.
2. Listen to your student’s concerns and suggest they approach Residence Services staff so we can help.
3. If you plan to visit your student, let them know when you are coming. You cannot gain access to your student’s room without their consent and presence.
4. If you need a place to stay when you visit your student our Hotel Alma is conveniently located right on campus. For more information, visit hotelalma.ca.
5. Consider sending your student a care package when they least expect it, just to reassure them you are there for them.

Roommates

Whether or not there is a pre-existing relationship between roommates, some conflict (however minor) is bound to arise. It is through the experience of living with roommates that students learn important life lessons about conflict resolution and assertiveness.

Dealing with roommate conflicts

As a family member, you may receive a phone call from your student regarding roommate issues. Try your best not to take sides; instead, affirm your confidence in their ability to resolve their own problems. If explicitly asked for help, offer some suggestions. You may encourage your student to contact a member of the Residence Services staff such as their CA or RLC. These staff members are trained mediators and can help facilitate discussions on their behalf. Both you and your student should rest assured that most issues will be resolved, resulting in a stronger roommate bond.
Important procedures for move-out and transfers

Transferring rooms
Students will develop friendships and positive relationships with other students, and may wish to transfer housing. While we encourage students to stay in their current housing for the academic year, there may be compelling reasons for them to transfer. Transfer request applications will be available the third Friday after Move-in day. There is a $50 transfer request application fee for those requesting a transfer due to roommate issues.

Your student will be required to follow the roommate conflict resolution steps prior to their room transfer request being processed. For those who wish to move due to personal choice, there will be a $100 transfer request application fee. Room transfers are not guaranteed and students will only be charged the fee if the transfer is approved. Residents must remain in their assigned rooms until they receive a transfer offer. Housing Services will respond to transfer request applications within two weeks of submission; however, this does not mean that all transfers will be accommodated.

Move-out procedures

It may seem strange to think about moving out before Move-in day, but you should plan for it in advance. Your student’s contract end date is:

- For students on four-month contracts: 24 hours after their last final exam or by 11 a.m. on Dec. 21, 2019; or
- For students on eight-month contracts: 24 hours after their last final exam or by 11 a.m. on May 1, 2020.

Please be prepared to move your student out on time. Residents who check out after 11 a.m. on their scheduled move-out date will be charged a late move-out fee (minimum charge $50) as well as any applicable lock-change and key-replacement fees.

Extension request applications will be available in March, and will only be approved for academic reasons (or for residents staying for spring/summer student housing). We are not able to offer extensions to students on four-month contracts, ending Dec. 21, 2019.

Mail and packages

Mailing address
Your student’s mailbox number coincides with their assigned room number, use the following format when sending mail:

Student’s name
Residence name
Room number, Street address
Calgary, AB, Canada Postal code

To ensure proper delivery, provide the correct address to potential senders.

<table>
<thead>
<tr>
<th>Residence name</th>
<th>Street address</th>
<th>Postal code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aurora Hall</td>
<td>3226 24 Ave NW</td>
<td>T2N 5A5</td>
</tr>
<tr>
<td>Cascade Hall</td>
<td>456 24 Ave NW</td>
<td>T2N 4V5</td>
</tr>
<tr>
<td>Crownest Hall</td>
<td>250 Collegiate Blvd. NW</td>
<td>T2N 5A6</td>
</tr>
<tr>
<td>Glacier Hall</td>
<td>3362 24 Ave NW</td>
<td>T2N 4V6</td>
</tr>
<tr>
<td>Kananaskis Hall</td>
<td>3350 24 Ave NW</td>
<td>T2N 4V5</td>
</tr>
<tr>
<td>Olympus Hall</td>
<td>3374 24 Ave NW</td>
<td>T2N 4V7</td>
</tr>
<tr>
<td>Rundle Hall</td>
<td>111 University Gate NW</td>
<td>T2N 4V8</td>
</tr>
<tr>
<td>Yamnuska Hall</td>
<td>3500 24 Ave NW</td>
<td>T2N 4V5</td>
</tr>
<tr>
<td>Global Village</td>
<td>169 University Gate</td>
<td>T2N 1N4</td>
</tr>
</tbody>
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Important dates

Fall term 2019

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>SEPT 1</td>
<td>MOVE-IN DAY</td>
</tr>
<tr>
<td>Sept 2</td>
<td>Residence Orientation</td>
</tr>
<tr>
<td>Sept 3</td>
<td>UCalgary Orientation begins</td>
</tr>
<tr>
<td>Sept 5</td>
<td>Classes begin</td>
</tr>
<tr>
<td>Sept 20</td>
<td>First day to request room transfers</td>
</tr>
<tr>
<td>Nov 10 - 16</td>
<td>Tuition and residence fees due, and proof of insurance due. Deadline for changing meal plan selection.</td>
</tr>
<tr>
<td>Dec 10</td>
<td>Fall reading week</td>
</tr>
<tr>
<td>Dec 9 - 19</td>
<td>2020/2021 residence applications open online</td>
</tr>
<tr>
<td>Dec 21</td>
<td>Fall term exams</td>
</tr>
<tr>
<td>Dec 25 - Jan 1</td>
<td>Last day of accommodation for Fall residents</td>
</tr>
<tr>
<td></td>
<td>University Closed. Residents staying for the Academic Term may stay in their rooms over the winter break</td>
</tr>
</tbody>
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Winter term 2020

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
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</thead>
<tbody>
<tr>
<td>JAN. 1</td>
<td>WINTER 2020 MOVE-IN.</td>
</tr>
<tr>
<td>Jan 2</td>
<td>University opens.</td>
</tr>
<tr>
<td>Jan 10</td>
<td>Classes begin.</td>
</tr>
<tr>
<td>Jan 31</td>
<td>Tuition and residence fees due. Deadline for changing meal plan selection.</td>
</tr>
<tr>
<td>Jan 31</td>
<td>First cutoff date for Spring/Summer residence offers.</td>
</tr>
<tr>
<td>Feb 10</td>
<td>First cut off for non-first year applications for the 2020/2021 terms.</td>
</tr>
<tr>
<td>Feb 17 to 23</td>
<td>Reading week (no classes).</td>
</tr>
<tr>
<td>Feb 22</td>
<td>2020/2021 residence first set of offers emailed out.</td>
</tr>
<tr>
<td>Mar 1</td>
<td>Resident winter move-out dates sent and move-out extension request forms open.</td>
</tr>
<tr>
<td>Mar 22</td>
<td>Move-out extension request forms close.</td>
</tr>
<tr>
<td>Apr 12</td>
<td>Last day of winter term classes.</td>
</tr>
<tr>
<td>Apr 15 to 27</td>
<td>Winter term exams.</td>
</tr>
<tr>
<td>Apr 21 to May 4</td>
<td>Room transfers for spring/summer residents.</td>
</tr>
<tr>
<td>May 1</td>
<td>Last day of accommodation for residents.</td>
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RESIDENCE SERVICES
MAIN DESK

DC 01, 2500 University Drive NW
Calgary, AB T2N 1N4

403.220.3210
ucalgary.ca/residence