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.

Dear parent, guardian, caregiver, family, and/or allied friend and support,

Welcome to your new UCalgary Residence Family! Up until this point you have played a central role as protector, teacher, and guide. This next stage in your learner’s life will be no exception. As your student moves into residence, it is important to remember you will continue to be an influential part of their lives.

Living away from home can mean new friends, new employment opportunities, and academic challenges. Concurrently, students are learning basic life skills such as cooking, cleaning, and living with a roommate in a new community. This transition can lead to tremendous personal and professional growth shaping your student’s life forever. We know that this can be a stressful time for both you and your student. To support, we have pulled together useful resources and information to help your student transition into on-campus housing and university life. This guide is just the beginning. At UCalgary Residence Services, we take pride in our living and learning environments full of peer and professional supports that set students up for academic and personal success.

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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.

Some say that having a child is consenting to have your heart walking around outside your body for the rest of your life. We feel privileged and look forward to becoming meaningful partners alongside you in this journey. See you on move in day!

Warmly,

Brittanie Walker-Reid
Director, Residence Service
Who’s in Residence Services?

Residence Services operations
Residence Services is located at the Campus Service Centre in International House. This is the information hub where residents can access a wide variety of services, including package pick-up, temporary key sign-out, and any information your student may require. The Campus Service Centre staff members are happy to answer any questions you may have about the University of Calgary campus, or living in residence.

Community Ambassadors (CA)
Community Ambassadors 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.

Academic support
Our Academics in Residence 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/ancillary/residence/current-residents/services/academics-residence

Residence cleaning and housekeeping
Residents are expected to keep their rooms and floors tidy throughout the academic year and when they move out. Your resident can check with their CA on how to access a vacuum cleaner. Our professional housekeeping staff cleans the community bathrooms on every floor twice per day, and the community lounges once per day.
For more information on how to keep rooms clean throughout the year, visit UCalgary Cleaning Tips.

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/ancillary/residence/current-residents/services/maintenance-request.

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 Photo. The Unicard is a very important piece of identification. Students will use their Unicard as:

- Primary ID
- Meal plan card
- Calgary Transit will require you to show your card when using UPass mobile app
- 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 Kananaskis Hall, Rundle Hall, International House, in a first-year community in Ymnauka Hall or suite-style units in Cascade Hall 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 the 5-day meal plan on their behalf. Meal plans are active as of 5 p.m. on Move-in day.

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

Food labeling is available and includes dairy-free, gluten-free, vegan, vegetarian, halal, etc. If you have specific concerns, please contact the culinary team to discuss your dietary requirements and available options while eating at The Landing.

hello@aramark.ucalgary.com

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.

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 (FOIP) applies to all university operations, including residence (effective Sept. 1, 1999). The following section outlines a few of the ways in which FOIP 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/work-compensation/working-ucalgary/freedom-information-and-privacy-act.

How we contact students
Residence Services staff can contact residents by email or mail. We will use the UCalgary email address for correspondence, or we may send communications in hard copy to the resident’s mailbox or room.

Communication sent via email or mail is considered delivered and received 24 hours after delivery.

Important and time-sensitive information may be communicated. Student residents must check their mailboxes and primary email addresses (including spam folders) every 24 hours. Consequences resulting from the resident’s failure to check their email and mailbox daily will be solely the resident’s responsibility.

Wi-Fi in Residence — it’s free!
AirUC 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/ancillary/residence/current-residents/services/internet.
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. 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 all parties discuss any problems contact and address them. 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 Friday Sept. 15 through the Resident Portal. 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. 22, 2023, or
- For students on eight-month contracts: 24 hours after their last final exam or by 11 a.m. on Apr. 29, 2024
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. 22, 2023.

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
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>Crownsnest 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>3330 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>International House</td>
<td>169 University Gate</td>
<td>T2N 1N4</td>
</tr>
</tbody>
</table>

Varsity Courts mailbox number coincides with the residents assigned room number visit ucalgary.ca/ancillary/residence/current-residents/varsity-courts/mailing.
### Fall term 2023

- **AUG. 27**: MOVE-IN DAY  
  Residence Welcome Week  
- **Aug. 28 - Sept. 4**: Residence Welcome Week  
  UCalgary Orientation  
- **Sept. 5**: Classes begin  
  First day to request room transfers through Residence portal  
- **Sept. 15**: Tuition, residence fees and meal plan fees due, and deadline for changing meal plan selection.  
- **Sept. 22**: Applications open for 2024/2025  
- **Nov. 1**: Fall reading week  
- **Nov. 12 - 18**: Fall term exams  
- **Dec. 9 - 20**: Last day of accommodation for Fall residents  
- **Dec. 22 - Jan. 1**: University Closed. Residents staying for the Academic Term may stay in their rooms over the winter break  
- **Sept. 5**: Classes begin  
- **Sept. 15**: First day to request room transfers through Residence portal  
- **Sept. 22**: Tuition, residence fees and meal plan fees due, and deadline for changing meal plan selection.  
- **Nov. 1**: Applications open for 2024/2025  
- **Nov. 12 - 18**: Fall reading week  
- **Dec. 9 - 20**: Fall term exams  
- **Dec. 22 - Jan. 1**: University Closed. Residents staying for the Academic Term may stay in their rooms over the winter break  
  
### Winter term 2024

- **JAN. 1**: WINTER 2024 MOVE-IN.  
  University opens.  
- **Jan. 2**: Classes begin.  
  Tuition, residence fees and meal plan fees due. Deadline for changing meal plan selection.  
- **Jan. 31**: First cutoff date for 2024 Spring/Summer residence offers.  
- **Feb. 10**: First cutoff for non-first year applications for the 2024/2025 terms.  
- **Feb. 18 - 24**: Reading week (no classes). Winter term exams.  
- **Apr. 12 - 23**: Last day of accommodation for residents.