



Family 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 extra-curricular educational programs, a sense of community, on-campus resources, and ongoing support throughout their student career. We also prioritize mental health and well-being by offering access to a range of services and initiatives designed to support students emotionally and psychologically, ensuring they feel safe, connected, and cared for during their time on campus.



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 take pride in our living and learning environments full of peer and professional supports that set students up for academic and personal success. ”

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 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.

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)

Student leaders who live on each floor and are the first point of contact for your student. They help with getting involved on campus, addressing roommate issues, organizing social events, and connecting your student to valuable resources. CAs are trained in first aid and crisis response and take turns being on call after hours.

Residence Life Coordinators (RLCs)

Our RLCs are full-time staff living in residence who support students and CAs. They are trained in emergency and crisis management procedures, as well as conflict mediation. They manage programs, help resolve conflicts, and maintain a safe and welcoming community.

Residence Student Support Advisor (RSSA)

Our RSSA works with students in residence on mental health-related concerns, including providing supportive conversations, increasing coping mechanisms, outreach, case management, referrals, and resource allocation. The RSSA partners with Student Wellness Services to streamline support for students who live in residence.



Residence cleaning and housekeeping

Students are expected to keep their rooms and floors tidy throughout the academic year and when they move out. Your student can check with their CA on how to access a vacuum cleaner. Our professional housekeeping staff clean the community bathrooms on every floor twice a day and the community lounges once a day.

For more information on how to keep rooms clean throughout the year, visit ucalgary.ca/ancillary/residence/current-residents/moving-out/cleaning-tips

On-Demand Cleaning Services

We understand that your student's life can be busy and overwhelming. Our On-Demand Housekeeping Services are available at an additional cost to help maintain a clean and healthy living space when they need it. As a reminder, these services are designed to support, not replace, their regular cleaning responsibilities.

Email residence.housekeeping@ucalgary to find out more and to book a cleaning.

Maintenance request

To register concerns about facilities, your student 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

Food and transportation

Unicard

New students will receive their Unicard on Move-in day if they submitted their Unicard photo online before Aug. 15. 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
- Library card
- Fitness centre pass
- Printing and copying payment card
- Meal plan card
- UPass mobile app: Calgary Transit will require you to show your card when using the app

All You Care To Eat (AYCTE) Meal Plans

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, or International House, or a first-year community in Yamnuska 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 buildings 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 activated as of 5 p.m. on Move-in day. **Note: Students are required to swipe their Unicard to access the meal plan in The Landing.**

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

If your student has specific concerns, please have them contact the culinary team to discuss their requirements and available options when eating at The Landing. foodserv@ucalgary.ca

Transportation

The UPass gives your student unlimited access to Calgary Transit services. All eligible, full-time, students can access their UPass directly on their mobile devices through the My Fare app, available on Google Play (Android) or the App Store (iOS).

Parking is not included in Residence fees, so if your student plans to bring a vehicle, a separate parking permit must be purchased. ucalgary.ca/ancillary/parking/parking-permits/residence-parking

Security

All residence buildings are locked 24/7, requiring students to use an e-key for access. Emergency support from our staff is available 24/7. Campus security collaborates with the Calgary Police Service and other agencies to ensure a safe living environment. The Safewalk program offers a 24/7 volunteer service to accompany students safely to any campus location.

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 Access to Information Act (ATIA) and the Protection of Privacy Act (POPA) applies to all university operations, including residence (effective June 11, 2025). Sections in the Acts outlines a few ways ATIA and POPA will affect your communication with the university.

Residence Services staff are restricted from providing any information about your student 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. These Acts applies to all students, regardless of their age status as a minor.

For more information, visit ucalgary.ca/legal-services/access-information-privacy

How we contact students

Residence Services staff can contact your student by email. We will use the UCalgary email address for correspondence. Communication sent via email is considered delivered and received 24 hours after delivery.

Important and time-sensitive information may be communicated. Your student must check their primary email address (including spam folders) every 24 hours. Any consequences resulting from a resident's failure to check their email daily will be solely their responsibility.



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 Residence Services. The form is available at the Campus Service Centre office, located in International House, or on our website.

ucalgary.ca/ancillary/residence/current-residents/services/important-forms

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, to reassure them you are there for them.
5. Check out the Housekeeping website for tips: ucalgary.ca/ancillary/residence/current-residents/services/housekeeping-services-0.

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 problems. If explicitly asked for help, offer some suggestions. You may encourage your student to contact a member of the Residence Services team, such as their CA or RLC. These team members are trained mediators and can help all parties discuss their problems openly and maturely. Both you and your student should rest assured that most issues will be resolved, resulting in a stronger roommate bond.

Mail and packages

Mailing address

Your student’s mailing address 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:

Residence name	Street address	Postal code
Aurora Hall	3226 24 Ave NW	T2N 5A5
Cascade Hall	456 24 Ave NW	T2N 4V5
Crowsnest Hall	250 Collegiate Blvd. NW	T2N 5A6
Glacier Hall	3362 24 Ave NW	T2N 4V6
Kananaskis Hall	3330 24 Ave NW	T2N 4V5
Olympus Hall	3374 24 Ave NW	T2N 4V7
Rundle Hall	111 University Gate NW	T2N 4V8
Yamnuska Hall	3500 24 Ave NW	T2N 4V5
International House	169 University Gate	T2N 1N4
Aloft Hotel	2359 Banff Trail NW	T2M 4L2

Varsity Courts mailing address coincides with the students assigned room number visit ucalgary.ca/ancillary/residence/current-residents/varsity-courts/mailing



Everything you need at the Bookstore

Bedding packages

Order Your Student’s Bedding and Towels Today!

Make move-in day stress-free; order now and your student’s bedding and towels will be ready and waiting in their room when they arrive. Place your order before July 21. shop.ucalgary.ca/Catalogue/ucalgary/presales/residence-bedding

Show off your UCalgary pride

The Bookstore is the spot to gear up on Move-in day from 11 a.m. to 7 p.m. Get 15% off select UCalgary and Dinos merchandise, perfect for celebrating their school spirit. Don’t leave yourself out, there’s UCalgary Mom and Dad gear for you too. shop.ucalgary.ca/Catalogue/other/mom--dad

Get Ready for Class

Make sure your student has everything they need for a successful start to the semester. Stop by the Bookstore on Move-In day to pick up essential school supplies, textbooks, and course materials for their fall courses. The Bookstore staff can help you and your student find the correct editions and supplies required for each class, so they’re ready to hit the ground running. shop.ucalgary.ca

Important dates

Fall term 2025

AUG. 24	MOVE-IN DAY
Aug. 25 - Sept. 7	Residence Welcome Week
Aug. 28 & Aug. 29	UCalgary Orientation
Sept. 2	Classes begin
Sept. 19	Tuition, Residence fees and meal plan fees due, and deadline for changing meal plan selection
Nov. 1	Applications open for 2026/2027
Nov. 9 - 15	Fall term break
Dec. 9 - 19	Fall term exams
Dec. 21	Last day of accommodation for Fall residents
Dec. 24 - Jan. 1	University Closed. Residents staying for the academic term may stay in their rooms over the winter break

Winter term 2026

JAN. 1	WINTER MOVE-IN
Jan. 2	University opens
Jan. 12	Classes begin
Jan. 30	Tuition, Residence fees and meal plan fees due. Deadline for changing meal plan selection
Jan. 31	First cutoff date for 2026 Spring/Summer residence offers
Feb. 10	First cut off for non-first year applications for the 2026/2027 terms.
Feb. 15 - 21	Winter term break (no classes)
Apr. 17 - 28	Winter term exams
Apr. 30	Last day of accommodation for residents





UNIVERSITY OF CALGARY
Residence Services

**CAMPUS SERVICE CENTRE
INTERNATIONAL HOUSE**

169 University Gate NW
Calgary, AB T2N 4V8

403.220.8300
ucalgary.ca/residence