



# Now what?

The complete on-campus guide for residents

**“ Living in residence has created an opportunity for me to create meaningful and lasting relationships. Residence is an experience you can’t get anywhere else. ”**

— CATHY LIU, *CA in Cascade Hall*

**“ Residence has allowed me to grow as an individual and connect me to the greater campus community. I have made so many amazing memories through residence that are definitely the highlights of my university experience. ”**

— ALICE CHOI, *Senior CA in Yamnuska Hall*

**“ Living in residence allowed me to find a community during challenging times such as the pandemic. Being here is such a wonderful way to meet amazing people from all over the world. Living in residence also has taught me a lot of valuable life skills that will be transferable to my day to day life after university. ”**

— NUSRAT FARAH

# Welcome to Residence and the University of Calgary

We are excited that you decided to live in residence at the University of Calgary and would like to make your transition to your new home as smooth and stress-free as possible. You may be wondering, “**Okay, here I am...now what?**”

In this booklet you will find information on the “**now what,**” from where to eat on campus, where to buy books and supplies, making payments and class schedules to information on the fitness facilities, how to get involved on campus and residence life, accessing academic and personal support programs and resources, connecting to Internet, important dates that you don’t want to miss and a lot of the in between.

We want to encourage you to get involved in the campus and residence community, and that you take the opportunity to fully immerse yourself in all that the University of Calgary and Residence Services has to offer. This is your time — you are in the heart of it all, you are connected, you can make lasting memories and life-long friendships; your experience is what you make of it and we are here to help you make it amazing.

**All services below may be affected due to the evolving COVID-19 situation, please visit their websites for up to date information.**

## **Campus non-medical mask protocol**

To promote a healthy and safe learning, working, and living environment, non-medical face masks must now be worn in all public indoor areas at UCalgary where physical distancing is not possible.

The Public Health Agency of Canada (PHAC) and the U.S. Centre for Disease Control (CDC) both formally recommend mask use indoors. Chief Medical Officer of Health Dr. Deena Hinshaw also recommends mask usage to reduce the spread of COVID-19.

Masks are not necessary to be worn on campus under the following circumstances:

- Working alone in private offices
- Working outdoors and there is a minimum of 2 metres between people
- Meeting indoors and there is a minimum of 2 metres between people
- Working alone in a shared space
- Working in a cubicle with plexiglass, wall, or other approved barrier between people and when not providing services to anyone
- In a classroom where there is a minimum of 2 metres between instructor or among students

**[ucalgary.ca/risk/emergency-management/covid-19-response/mask-faq](https://ucalgary.ca/risk/emergency-management/covid-19-response/mask-faq)**

## **Places To Eat On Campus**

Whether you want breakfast, lunch, dinner or a coffee to go or a snack on the run, there are food retailers across campus offering a variety of choices for whatever it is you're craving.

### **Uni Dollars**

You may also add Uni Dollars to your Unicard account which can be spent at any of the vendors listed below (an asterisk next to the vendor indicates a Quality Money project, brought to you by your Students' Union):

- **A & W\*** (MacEwan Student Centre)
- **Bake Chef\*** (MacEwan Student Centre)
- **Bento Sushi** (Education Tower)
- **Brew & Blendz** (Kinesiology A & Scurfield Hall)
- **Carl's Jr.\*** (MacEwan Student Centre)
- **Cinnzeo** (Social Science)
- **Coffee Company\*** (MacEwan Student Centre)
- **Dairy Queen & Orange Julius\*** (MacEwan Student Centre)
- **Domino's** (Yamnuska)
- **Freshco Poke\*** (MacEwan Student Centre)
- **Jugo Juice\*** (MacEwan Student Centre)
- **Kobe Beef\*** (MacEwan Student Centre)
- **KONZ Pizza** (ICT)
- **Korean BBQ\*** (MacEwan Student Centre)
- **Mighty Bowl** (ICT)
- **Noodle & Grill Express\*** (MacEwan Student Centre)
- **OPA! of Greece\*** (MacEwan Student Centre)
- **Oriental Wok\*** (MacEwan Student Centre)
- **purEATery** (Health Science Centre)
- **Sandwich Shack** (Murray Fraser Hall)
- **Starbucks** (MacEwan Student Centre, Yamnuska)
- **Subway\*** (MacEwan Student Centre, Yamnuska)
- **Tim Horton's** (MacEwan Student Centre)
- **The Landing** (Dining Centre)
- **UToppings Pizza Bistro\*** (MacEwan Student Centre)
- **Umi Sushi Express\*** (MacEwan Student Centre)

## The Landing – Dining Centre

Your meal plan provides access to The Landing, the All You Care to Eat facility located on the upper level of the Dining Centre.

The Landing will be open for dine-in service for the fall 2021 term with unlimited All You Care To Eat Meal plans.

Special events and community activities will still be offered and have been adapted to respect safety guidelines.

The Landing team is happy to work with students to ensure allergy and special dietary needs are met.

Visit The Landing website for menus, events calendar, and hours of operation at [ucalgary.campusdish.com](http://ucalgary.campusdish.com).

## Unicard

If you haven't already submitted your photo, it's not too late. Take your picture and submit it online — you'll receive an email once it is ready to go. Pick up your Unicard from the Campus Service Centre located in International House.

Your Unicard will get you access to The Landing, Fitness Centre, library resources, labs, and much more.

[ucalgary.ca/unicard](http://ucalgary.ca/unicard)

## Where can I buy books and supplies?

Everything you need is at the University of Calgary Bookstore, located in the lower level of the MacEwan Student Centre. Purchase everything you need in-store or online – books, load up on back-to-school supplies or purchase Dinos swag. [ucalgary.ca/bookstore](http://ucalgary.ca/bookstore)

## Getting information on classes and payments

For information on making tuition payments or questions about classes and schedules, please visit the Enrolment Services office located in MacKimmie Tower. Residence fees can be paid via online banking the same way tuition is paid.

### Monday, Tuesday, Wednesday and Friday

9 a.m. to 4 p.m.

Thursday – 10 a.m. to 4 p.m.

**403.210.7625 | [ucalgary.ca/student-services](http://ucalgary.ca/student-services)**

## Club week and how to get involved

Get involved on campus in many different ways! The Students' Union has over 300 clubs on campus that bring together people who share similar passions. Where can you find these clubs? Clubs Week in **#MyMacHall**. Whatever you're into, **#TheresAClubForThat!**

Check out the SU website for more information,

**[su.ucalgary.ca/programs-services/students-union-clubs](http://su.ucalgary.ca/programs-services/students-union-clubs)**

All University of Calgary undergraduate students are part of the SU and you can get involved whether it is through a club, a job or a volunteer opportunity. To find out more, visit their office at:

### Second level MacEwan Student Centre

Monday to Friday – 8:30 a.m. to 4:30 p.m.

**403.220.6551 | [su.ucalgary.ca](http://su.ucalgary.ca)**

All services below may be affected due to the evolving COVID-19 situation, please visit their websites for up to date information.

### **Fitness facilities (located in Kinesiology A & B)**

Students at the University of Calgary are members and you have access to all the fitness and recreation facilities throughout the University of Calgary. This is included in your student fees and your membership runs concurrent with each semester you are registered in.

#### **Take advantage of:**

- Fitness facility with weights and cardio equipment
- Racquetball and Squash court
- Aquatic Centre
- Jack Simpson Gym running track
- Olympic Oval for running and skating
- Bouldering wall and access to the Outdoor Centre's Climbing wall

For more information, visit [active-living.ucalgary.ca/memberships-drop/ucalgary-students-are-members](https://active-living.ucalgary.ca/memberships-drop/ucalgary-students-are-members).

### **Claim your Seat**

The School of Performing Arts, Claim Your Seat program, seeks to foster a greater appreciation of the arts and creative thinking in the student body, and encourages a greater sense of campus community and school spirit. All UCalgary students may attend on-campus Dance, Drama and Music events for free!

For more information, visit [arts.ucalgary.ca/creative-performing-arts/news-and-events/school-events/claim-your-seat](https://arts.ucalgary.ca/creative-performing-arts/news-and-events/school-events/claim-your-seat).

### **We Are All Dinos**

Cheer on your home team at any one of our Dinos sporting events. Check out their calendar for updates. [godinos.com](https://godinos.com)

### **The Outdoor Centre**

Rent indoor and outdoor equipment and go on your own adventure, or choose an adventure from the many options available to you. From indoor activities including wall climbing, swimming, gyms, and courts to outdoor activities ranging from mountain and ice climbing, skiing, hang gliding and paragliding to fun out on the lakes and rivers.

[ucalgary.ca/outdoorcentre](https://ucalgary.ca/outdoorcentre)

## LIVING IN RESIDENCE

### Wellness in Residence

The Wellness in Residence (WIR) program supports students mental and emotional well-being through a partnership with Student Wellness Services. The program aims to increase knowledge and awareness about mental health and improve access to mental health services and supports.

The WIR team consists of Wellness Community Ambassadors, student support advisors, counsellors, health promotion staff, and Residence WHAT volunteers (Wellness & Health Awareness Team). We encourage you to talk to them at events and programs.

Wellness Community Ambassadors are students who live in each community and have received training from Student Wellness Services and work with the residence community to promote wellness activities and offer student support.

[ucalgary.ca/residence/current-residents/services/wellness-residence](https://ucalgary.ca/residence/current-residents/services/wellness-residence)

### The Campus Community Hub

The Campus Community Hub is dedicated to providing students with wellness information and resources, events, workshops and training.

This year, programs and engagement activities will be held online and staffed by 'hub hosts,' who are student volunteers who can answer your questions about wellness resources on campus, and chat with you about student life.

The Hub aims to create connections and partnerships between the university and community partners, and community agencies.

**403.220.7011 | [communityhub@ucalgary.ca](mailto:communityhub@ucalgary.ca)**

## Residence news, information and events

Stay connected when you live in residence and get all the latest information and news on what is happening in residence and on campus.

**The Buzz:** this is a twice monthly residence newsletter sent out on the 15th and the end of each month that will have news and information on everything residence.

Facebook - @ucalgaryRes

Twitter - @ucalgaryres

Instagram - @ucalgaryres

## Residence Appeal Board

The Residence Appeal Board is a judicial body that hears residence judicial/discipline cases that have reached the highest level of sanction to which a resident has requested an appeal based on appropriate criteria.

The purpose and charge of the board is to uphold community standards and maintain them as a just and equitable system. All members of the board receive special judicial training and are held to the highest standard of confidentiality and receive recognition on their Co-Curricular Record for their participation and involvement.

[ucalgary.ca/ancillary/residence/current-residents/get-involved/residence-appeal-board](https://ucalgary.ca/ancillary/residence/current-residents/get-involved/residence-appeal-board)

## The Residence Student Leadership Council (RSLC)

The Residence Student Leadership Council (RSLC) is a student-led volunteer leadership group in residence that promotes, advocates, and represents students' interests and needs within the residence communities. RSLC members will collaborate with residence students on a variety of initiatives and decisions that impact their lives while living on campus.

[ucalgary.ca/ancillary/residence/current-residents/get-involved/residence-student-leaders](https://ucalgary.ca/ancillary/residence/current-residents/get-involved/residence-student-leaders)



## **Residence Athletic Association (RAA)**

The Residence Athletic Association is a student-run group in residence that runs a variety of weekly events focused on health and wellness. RAA hosts free events like volleyball, yoga, bouldering, squash, and fitness boot camp (for a small charge), a different event every weeknight.

RAA also organizes sports intramural sign up within residence. Coming out to RAA events is a great way to get to know other students in your residence community and to prioritize your health and wellness throughout the school year. If you are passionate about promoting health and wellness, you can also get involved in hosting these events with RAA as a building representative!

[ucalgary.ca/ancillary/residence/current-residents/get-involved/residence-athletic-association](https://ucalgary.ca/ancillary/residence/current-residents/get-involved/residence-athletic-association)

## **The Residence Rainbow Council**

The Residence Rainbow Council is a student run organization formed by and built for the University of Calgary lgbtq+ residence community. Our goal is to provide lgbtq+ programs, events, advocacy, education, and outreach for all UCalgary residence. We are a community that fosters a safe, loving, and inclusive space for all.

[ucalgary.ca/residence/current-residents/get-involved/residence-councils](https://ucalgary.ca/residence/current-residents/get-involved/residence-councils)

## **Residence Arts Council**

The Residence Arts Council consist of residents students who are interested and passionate about the arts. We work to provide and connect resident students with opportunities within all facets of the arts, including visual, photography, dance, music, drama and more!

[ucalgary.ca/residence/current-residents/get-involved/residence-councils](https://ucalgary.ca/residence/current-residents/get-involved/residence-councils)

## LIVING IN RESIDENCE

### Information about the Community Advisor role, how (and when) to contact the CAs

In your building you will find a Community Advisor for your floor or wing. The CA is a student leader in the residence community, and is a friendly support to students living in the residences; they are an excellent source of information and can provide resources for most questions you may have.

CAs organize ongoing events that bring the community together and provide a great way for students to get to know each other as well as their campus community. CAs also take turns being “On Call” in the residence buildings, and they work to ensure the safety and well-being of the students living in residence.

You will likely see the CAs walking through the buildings wearing vests. The CAs On Call are a resource for you to call after hours (when the Residence Services front desk is closed) if for instance you have been locked out of your room, you have a noise complaint, or a safety concern.

### Tips for living with roommates

- Communicate, communicate, communicate! Most roommate disagreements and issues (whether it be regarding cleanliness, guests, sleep schedules, or study habits) can be remedied by talking. Don't be afraid to bring things up nicely if there are concerns.
- Fill out a roommate agreement (your Community Advisor has them) within the first week of moving in. These can be really helpful in opening up dialogue about living habits.
- Your roommate doesn't have to be your best friend, and that's okay.
- Respect your roommate's personal items.
- Be open to new things. Try to get to know your roommate by asking questions. Differences between you and your roommate can make for fun, new experiences.
- Have fun!

## Residence Wi-Fi

RezNet is your connection to the Internet while you are living in residence.

### How to log in:

Find RezNet Secure in your wireless network – sign in using your UCalgary IT account (same username and password used to log into [my.ucalgary](https://my.ucalgary.ca))

If you are having problems connecting to the network, please fill out the RezNet request form at [ucalgary.ca/ancillary/residence/current-residents/services/internet](https://ucalgary.ca/ancillary/residence/current-residents/services/internet)

## Housekeeping Services

Protocols for cleaning and disinfecting have been implemented to ensure the safety, health and well-being of our students, faculty and staff.

Housekeeping will continue to wipe surfaces in common areas with a cleaning agent and wipe again with a disinfectant. All high touch-points (ie: doors, handles, elevator buttons) are being cleaned to the standard of Alberta Health Services.

Resident Housekeeping is ready and prepared to respond to COVID-19, with a trained team, and the equipment to effectively eradicate any contamination.

From personal protective equipment to electrostatic sprayers, we can ensure that all surfaces are completely disinfected.

Strict procedures have been put in place to ensure that cleanliness is documented and measured with ATP testing, which assesses the cleanliness of surfaces.

Our procedures are guided by the Global Biorisk Advisory Council (GBAC).

We are excited and confident to welcome students back to well-maintained Residence Community.

## Extra housekeeping Services

Students are responsible to keep their own rooms and personal space clean and tidy. Residence Services is now offering housekeeping and laundry services for residents who may not have the time, or need help keeping up with weekly chores.

For more information on services and fees, please visit [ucalgary.ca/ancillary/residence/current-residents/services/housekeeping-services](https://ucalgary.ca/ancillary/residence/current-residents/services/housekeeping-services)

## Safewalk program

The Safewalk program is a student-run volunteer service designed to promote campus safety and awareness. By accessing this 24/7 service, you are able to safely walk with peers to any campus destination. For more information on Safewalk and campus security, visit [ucalgary.ca/security](https://ucalgary.ca/security)

## Picking up parcels

The Campus Service Centre will notify you by email when you have a parcel to pick up.

The email will include: where to pick up the parcel and the office hours.

**Parcel pick-up tip: Please make sure to bring your Unicard or other government issued photo ID to pick up your parcel.**

## OTHER RESOURCES AVAILABLE TO YOU

### Student Success Centre (SSC)

Provides students with services and programs to ensure you make the most of your time at the university.

SSC offers services that include advising support, learning support (i.e. math, writing) and offers academic development, success seminars and online resources — the opportunities are many. Advisors are ready to assist and programs are tailored for your needs.

**Taylor Family Digital Library, 3rd floor**

**Monday to Friday** – 10 a.m. to 4 p.m.

**403.220.5881 or [success@ucalgary.ca](mailto:success@ucalgary.ca)**

### Student Wellness Services

Provides students with a wide variety of health and wellness services.

- Health Services (chiropractic; massage; walk-in medical services; travel medicine clinic; nutrition)
- Mental Health Services (scheduled appointments; drop-in services; online self-help modules; group counselling and workshops; individual and couples counselling; personal, academic and career/educational skill-building planning)
- Student support and outreach
- Events and Programs

**Room 370, MacEwan Student Centre**

**Monday to Friday** – 9 a.m. to 4:30 p.m.

**[ucalgary.ca/wellnesscentre](http://ucalgary.ca/wellnesscentre)**

**Counselling: 403.210.9355, option #2**

**Medical services: 403.210.9355, option #3**

**Massage therapy and Chiropractic care:  
403.210.9355, option #3**

## IMPORTANT DATES

### Fall term 2021

|                         |   |
|-------------------------|---|
| <b>Aug. 28</b>          | <b>FALL MOVE IN BEGINS</b>  |
| <b>Sept. 2 - 3</b>      | UCalgary Orientation online   |
| <b>Sept. 7</b>          | Classes begin   |
| <b>Sept. 17</b>         | First day to request room transfers                                 |
| <b>Sept. 24</b>         | Tuition and residence fees due.<br>Deadline for changing meal plan. |
| <b>Nov. 7 - 13</b>      | Term Break (no classes)   |
| <b>Dec. 8</b>           | Last day of fall term classes                                       |
| <b>Dec. 11 - 22</b>     | Fall term exams   |
| <b>Dec. 24</b>          | Last day of accommodation for fall residents                        |
| <b>Dec. 25 - Jan. 1</b> | University Closed   |

## Winter term 2022

|                     |   |
|---------------------|---|
| <b>Jan. 1</b>       | <b>WINTER MOVE-IN</b>   |
| <b>Jan. 3</b>       | Classes begin   |
| <b>Jan. 28</b>      | Tuition and residence fees due  |
| <b>Jan. 31</b>      | First cut off date for Spring/Summer residence offers                 |
| <b>Feb. 10</b>      | First cut off for non-first year applications for the 2022/2023 terms |
| <b>Feb. 20 - 26</b> | Term Break (no classes)   |
| <b>April 12</b>     | Last day of winter term classes                                       |
| <b>April 19-29</b>  | Winter term exams   |
| <b>April 20</b>     | Room transfers for spring/summer residents begin                      |
| <b>April 30</b>     | Last day of accommodations 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](http://ucalgary.ca/residence)**