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.

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.
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.

We realize that with COVID-19, we now have a new normal. I can assure you that our Residence team will continue to offer programs to support student wellness, academic excellence, leadership engagement, and social connections for students living in residence.

The health and safety of your student is our number one priority and we have been planning this summer to provide students with a positive and well-rounded experience in residence. There are several measures in place to make sure we are prepared to handle this time of uncertainty.

We are excited and ready to welcome students in the fall.

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

We are intentional about creating a positive living and learning environment for our students.
Who’s in Residence Services?

Residence Services desk operations
Residence Services is located in the Campus Service Centre in International House. Residents can access a wide variety of services, including package pick-up, temporary key sign-out and answering any questions your student may have about the University of Calgary campus, or living in Residence.

Community Ambassadors (CA)
Community Ambassadors (CA) are student staff members who live in residence and are the first point-of-contact 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
• safe social connections
• 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 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).

Living in residence means getting to live amongst your peers, engage in community, and seek support from other students.

We have a wide variety of programs in place to support student wellness, academic learning and safe social connections during the pandemic.

We look forward to having you live with us.
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.

Academics in Residence

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/ancillary/residence/current-residents/services/academics-residence or talk to a CA.

Residence cleaning and housekeeping

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, elevators buttons) are being cleaned to the standard of Alberta Health Services.

Residence 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 electro-static 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 a well-maintained Residence Community.

For more information, visit: ucalgary.ca/ancillary/residence/current-residents/services/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/ancillary/residence/current-residents/services/maintenance-request.
Food, transportation and amenities

Unicard

New students must submit their Unicard photo online to receive their Unicard on move in day. Photos must be submitted by 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
- Meal plan card
- Debit card (for some on-campus purchases)

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. Firstyear residents are required to purchase a 5-day or 7-day AYCTE meal plan. If your student does not make a meal plan selection by Aug. 22, Unicard will automatically select the 5-day meal plan on their behalf. Meal Plans are added prior to move in and are active once The Landing is open, starting August 28 at 4 p.m.

The Landing will be open for dine-in service for the Fall 2021 term with unlimited All You Care To Eat Meal plans, including a self-service dine-in model.

There will be no capacity or seating restrictions, however non-medical masks will be required as per The University of Calgary’s health and safety measures.

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

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

University District

Located on campus only a few minutes from Residence, University District (U/D) has everything from a grocery store to a pharmacy, coffee shop to restaurants and a wealth of other services. They have the perfect mix of shops and services to make it a vibrant destination for residents.

For more information on what is located at U/D visit their website at myuniversitydistrict.ca/whats-here/retail-district/.

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/ancillary/residence/current-residents/services/internet.
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. 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/legalservices/foip.

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. 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.
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 Campus Service 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.
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 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.
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 on Sept. 17. Students will can fill out a room transfer request form through their Resident Portal.

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 a fall only contract: 24 hours after their last final exam or by 11 a.m. on Dec. 24, 2021; or
• or students on an academic year or winter only contract: 24 hours after their last final exam or by 11 a.m. on April 30, 2022

Please be prepared to move your student out on time.

Extension request applications will be available two months prior to the end of classes and will only be approved for academic reasons (or for residents staying for spring/summer student housing).
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>
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<tbody>
<tr>
<td>Aurora Hall</td>
<td>3226 24 Ave NW</td>
<td>T2N 5A5</td>
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<tr>
<td>Cascade Hall</td>
<td>456 24 Ave NW</td>
<td>T2N 4V5</td>
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<tr>
<td>Crowsnest 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>
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<tr>
<td>International House</td>
<td>169 University Gate</td>
<td>T2N 1N4</td>
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<tr>
<td>Kananaskis Hall</td>
<td>3330 24 Ave NW</td>
<td>T2N 4V5</td>
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<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>Varsity Courts 600-900</td>
<td>Harris Place NW</td>
<td>T3B 2V4</td>
</tr>
<tr>
<td>Varsity Courts 1000</td>
<td>Varley Drive NW</td>
<td>T3B 2V5</td>
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<tr>
<td>Varsity Courts 1100</td>
<td>Casson Green NW</td>
<td>T3B 2V6</td>
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<tr>
<td>Varsity Courts 1200</td>
<td>Lismer Green NW</td>
<td>T3B 2V7</td>
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*Students living in Varsity Courts will have parcels delivered to their unit by postal services. Mail will be delivered to mailboxes located in the laundry room for their court. They will receive their mailing address prior to moving in.*
**Important dates**

### Fall term 2021

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
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<tr>
<td>AUG 28</td>
<td><strong>FALL MOVE IN BEGINS</strong></td>
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<tr>
<td>Sept 2-3</td>
<td>UCalgary Orientation online</td>
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<tr>
<td>Sept 7</td>
<td>Classes begin</td>
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<tr>
<td>Sept 17</td>
<td>First day to request room transfers</td>
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<tr>
<td>Sept 24</td>
<td>Tuition and residence fees due. Deadline for changing meal plan.</td>
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<tr>
<td>Nov 7-13</td>
<td>Term Break (no classes)</td>
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<tr>
<td>Dec 8</td>
<td>Last day of fall term classes</td>
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<tr>
<td>Dec 11-22</td>
<td>Fall term exams</td>
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<tr>
<td>Dec 24</td>
<td>Last day of accommodation for fall residents</td>
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<td>Dec 25-Jan 1</td>
<td>University Closed</td>
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### Winter term 2022

<table>
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<th>Date</th>
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<tbody>
<tr>
<td>JAN 1</td>
<td><strong>WINTER MOVE-IN</strong></td>
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<tr>
<td>Jan 3</td>
<td>Classes begin</td>
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<tr>
<td>Jan 28</td>
<td>Tuition and residence fees due</td>
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<tr>
<td>Jan 31</td>
<td>First cut off date for Spring/Summer residence offers</td>
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<tr>
<td>Feb 10</td>
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<td>Feb 20-26</td>
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<td>Apr 12</td>
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<td>Apr 19-29</td>
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<td>Apr 20</td>
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**Note:** The document does not specify dates for all events, marked with 'Jan 31', 'Feb 10', 'Feb 20-26', 'Apr 12', 'Apr 19-29', and 'Apr 20' are placeholders for the rest of the events in their respective terms.