



Parents and Families of First-Year Students FAQ's

At the University of Calgary, Residence Services, we believe it is important to view parents and families as partners and would like to take this opportunity to address some questions that might be on your mind. We understand the crucial role you play in your student's transition to the University.

We know that you may have several questions about how residence will look in the wake of COVID-19. To make it easier, we have compiled a list of frequently asked questions from parents about residence. If there are any questions that we might not have addressed here, please feel free to email us at campusservicecentre@ucalgary.ca.

1. If my student gets sick in residence, what kind of support system do you have in place?
 - a. Residence Services has developed a detailed plan and procedure to respond to students who may get sick in residence. We will quickly respond and direct students to the resources that they may need immediately including housing, food, medical, and wellness support.
2. If my student needs to get tested, what should they do?
 - a. Students can go to Alberta Health Website to [book a COVID-19 test](#) appointment online or request a call back from Alberta Health Services to book an appointment.
3. If they test positive for COVID-19, do they need to move to a self-isolation unit or can they self-isolate in their own room?
 - a. If a residence student currently lives in a self-contained unit/single occupancy without roommates, they can continue to self-isolate in their current unit. Should they have roommates, we will move them to a self-isolation unit.
4. Who is my student's first point of contact in residence?
 - a. Community Ambassadors (CA) will be the first point of contact for students in residence. CA's live in residence and provide continuous social, academic and personal support to students on their floor.
5. Who should my student get in touch with if they are having roommate problems?
 - a. We encourage residence students to try to resolve issues with their roommate informally. However, CA's will be able to mediate roommate conflicts and help students come to a mutually agreeable living arrangement.

6. Do students need to wear masks in residence buildings?
 - a. Students living in residence buildings will be required to wear non-medical masks when they step out of their unit/apartment in all common areas, elevators, lobbies, hallways and laundry rooms etc.

7. What are the cleaning and disinfecting protocols in residence?
 - a. Residence housekeeping is following AB health procedures by enhancing cleaning and disinfecting schedules for all shared spaces and high touch surfaces. All common areas such as social lounges, academic lounges, gym, games room have been closed for the fall term.

8. If my student is struggling academically, where should they go for help?
 - a. Academics in Residence (AIR) program will offer a variety of free math and writing support services and this service is open to all residents. There are dedicated Academic Community Ambassadors (ACA) who facilitate academic programs and resources for students in residence. For additional academic support, please check with the [Student Success Centre](#).

9. My student is feeling lonely and isolated in their room due to classes being online. I am worried about their mental wellbeing. What support system do you have in place for my student to access?
 - a. The Wellness in Residence program supports students' mental and emotional well-being through a partnership with the Student Wellness Services. There will be dedicated Wellness Ambassadors (WA) in each residence building that students can reach out to for support and referral to other campus resources.

10. My student is interested in employment opportunities. Are there any jobs available in residence?
 - a. Residence offers several [leadership and employment opportunities](#) for students living in residence.

11. I am worried about my student staying in their room all the time and not socializing with anyone. What will residence community building look like this year?
 - a. We have student leaders living on the floor to make sure they are creating opportunities for students to be virtually connected with each other. Social distancing does not mean you have to isolate alone in your room- it means following Alberta Health Services guidelines while interacting with your peers. Residence might look a little different than before, but students will still be able to support one another personally and academically.

12. What exciting things are happening in residence this year?
 - a. Residence is excited to provide numerous social and academic programs for residents to attend virtually and in-person (If safe to do so). A few examples of programs that you

can anticipate in the fall; Virtual fitness classes, Study with Me sessions, Trivia Nights, Community Netflix parties, Scavenger Hunts, and Book Clubs.

13. If my student wants to get involved in extra-curricular activities, what opportunities do they have?
- Residence offers several [leadership and employment opportunities](#) for students living in residence.
14. Can we move into residence after Sept. 8?
- Absolutely, residence students can move-in throughout the fall term. Please contact our office at campusservicecentre@ucalgary.ca to update your new arrival date. If you are unable to move into residence in the fall, you may also [defer](#) your residence booking to the winter term.
15. What happens if my student wants to break their contract mid-year?
- Residence students may terminate their residence agreement for specific reasons outlined under the section "[Termination of the Agreement by the Resident](#)".
16. How often should I contact my student in residence?
- Please be aware that your student will be very busy during the adjustment to university life and may not answer your phone calls. We recommend that you arrange a communication routine or schedule to prevent you from worrying when they become busy with studies and activities.
17. What about residence fees? When is it due and how can my student pay their fees?
- Residence fees are due on Sep.25 the same day tuition fees are due. Students can pay through [bank transfer](#), [Global Pay](#) and [CIBC International Pay](#).
18. What will meal offerings look like at The Landing in the Dining Centre?
- All You Care To Eat meal plan will resume on August 30 in The Landing. Full meal offerings will be available during the following times:

Monday to Friday

Breakfast 8am to 10am

Lunch 11am to 2pm

Dinner 4pm to 8pm

Weekends/Holidays

Breakfast: 9am to 11am

Brunch: 11am to 2pm

Dinner 4pm to 8pm

The Landing will be open in between mealtimes, with reduced offerings. Students can expect the same food stations and menu as in the past, including weekly pop-up events, monthly national food day and national holidays, twice monthly chats with the chef, and new this for this year, weekly Tuesday CHOOSE-day. Please visit their [campus dish](#) website for daily menu.

Aramark has provided [a video on safety procedures when returning to The Landing for dining](#).

19. My student has dietary restrictions. Who should they contact in the Dining Centre?
 - a. Please email hello@aramarkucalgary.com or ask to see Sandi or Chef Paul in the Landing.

20. What food retail outlets will be open for my student to use their Unicard?
 - a. Starbucks in Yamnuska Hall, PurEATERY in Foothills Campus, Brew & Blendz in Scurfield Hall, Tim Hortons in MacEwan Student Centre (Mac Hall). In addition, Food Services will be offering [online](#) grocery and meal kit programs this fall, to support students on campus.

21. My student has purchased an AYCTE meal plan? Does that mean they can go to the Dining Centre multiple times throughout the day and evening?
 - a. Yes, the 7-Day and 5-Day meal plans give students unlimited access to the Landing. Students can come and dine anytime they want.

22. What else is open/closed on campus?
 - a. At this time, it is not known what other retailers on campus are planning. Mac Hall will reopen on Aug. 31.