



St. Thomas
UNIVERSITY
RESIDENCE LIFE GUIDE

WELCOME

Welcome to Residence Life at St. Thomas University!

We are so excited that you have joined our community, and we want you to know that you matter here. It is our hope that your stay in residence becomes one of the most rewarding experiences of your university journey. Our goal is to provide you with a safe and comfortable living and learning environment in which you may grow as an individual and develop long lasting relationships within residence and the greater STU community. Our team is committed to providing you with learning opportunities outside of the classroom that will offer personal and academic growth, all while ensuring your safety and wellness.

The Residence Guide provides a brief introduction of what you can expect from living in residence and more extensive expectations of you as a residence community member. You will find valuable information about living with roommates, emergency procedures, community standards, and contact information that will help guide you through your transition to residence life. The Residence Guide was built as a tool to come back to repeatedly – some sections may feel applicable currently, and others in the future. Please know that the Residence Life team is available to support you and help you solve problems that may arise. We look forward to getting to know you, we hope that you enjoy your experience at St. Thomas University and that you will take advantage of all the opportunities that living in residence provides!

Best wishes,

Cory and the Residence Life Team

THE RESIDENCE LIFE PROGRAM

OUR DESIGN

The Residence Life program at St. Thomas University is specifically designed to assist students in the transition from home life to independent living. The Residence Life program allows students who have never previously lived on their own to do so in our residences with an extra layer of support and services should they require them. Our program is ideal for students entering their first year of university and as such first-year students will be given priority for bedspaces.

OUR VALUES

Residence Life values are a foundation for our program design and are woven into our standards, procedures, and communication with students. Our values are inherently bound to our [community standards and guidelines](#) and as such, these values illustrate the minimum expectation for standards of behavior for the staff and students in our residence community.

Inclusion: The Residence Life community will strive to make our residence buildings inclusive spaces that recognize, respect, and celebrate all identities, beliefs, and abilities. We are committed to using inclusive language, and to having on-going conversations with residents on how we can continually build a more inclusive residence environment.

Connection: The Residence Life community honours the connections that can be built within residence and at STU. We will work to create many community building opportunities that promote interaction, connectiveness and collaboration with other residents.

Growth: The Residence Life community centers student and staff growth in all aspects of the residence community to ensure our spaces and practices are growing to meet the needs of students. We will provide opportunities for residents to grow and continue learning.

Accountability: The Residence Life community believes that growth and development start with personal accountability. As adults living in a community with other adults there is a minimum standard of respect and personal responsibility that is expected of you, which will only serve to you as a benefit in your personal growth.

Leadership: The Residence Life community believes in empowering students to be leaders within their building, through role modeling, and offering leadership opportunities for all students to take advantage of.

THE RESIDENCE LIFE TEAM

THE RESIDENCE LIFE OFFICE (RLO)

The RLO is located on the third floor of George Martin Hall, Room 303. The Residence Life professional staff team oversee the operation and management of the residence community, and directly support both student staff and all residence students.

If you have any questions or concerns about your residence experience, please do not hesitate to contact the Residence Life Office. You are welcome to drop in with questions or make an appointment to speak with a member of the team.

The Residence Life Office is open Monday to Friday from 8:30 am – 4:30 pm and can be reached at:

residencelife@stu.ca • 506-452-0578

RESIDENCE LIFE PROFESSIONAL STAFF

The Residence Life staff is available to assist you with questions or concerns about Residence Life. The Residence Life staff team works hard to create a student focused residence community. We strive to provide high quality service to all residents and are committed to providing opportunities for personal growth and development. Here is a list of some of the people who will be important to you during your time in residence.

ASSOCIATE DIRECTOR, STUDENT SERVICES & RESIDENCE LIFE

The Associate Director oversees the residence operations to ensure that the residence experience is positive for all students. The Associate Director is responsible for providing leadership and strategic direction to the organization and ensuring that the Student Services & Residence Life programs contribute to the success of students while at St. Thomas University.

Cory Flynn • cflynn@stu.ca • 506-453-7213

RESIDENCE SUPERVISORS

Residence Supervisors are full-time staff members who have extensive training and experience in Residence Life and working with university students. They directly supervise the Residence Advisors and Residence Coordinators.

Additionally, they work with students in their assigned residence community to uphold the [Community Standards and Guidelines](#), develop a community atmosphere, and are available to assist with issues as they arise.

Sylenah Beckford • sbeckford@stu.ca • (506) 460-0314

Jeremy Fowler • jfowler@stu.ca • (506) 452-9595

RESIDENCE LIFE STUDENT STAFF

RESIDENCE COORDINATORS (RC)

There is one Residence Coordinator in each residence. The Residence Coordinator is a senior student-staff member who lives in residence and leads the Residence Advisor team. Their primary goal is to ensure an environment conducive to positive community living and academic success.

RESIDENCE ADVISORS (RA)

Each house has a team of Residence Advisors. Each floor/wing has a residence advisor, who will be the “go-to” person for your floor. These individuals are trained student-staff working to promote a positive community environment. Your RA should be the first person you contact if you:

- ❖ Have a question or concern about living in residence?
- ❖ Need help approaching a roommate about an issue?
- ❖ Need guidance on how to deal with a problem?
- ❖ Want to get involved in lots of fun activities in residence?

RAs are available to provide conflict mediation/resolution, crisis intervention or a safe space to talk. They organize and host programs and events throughout the year that help connect you with other people in your community. RAs work to uphold the [Community Standards and Guidelines](#) within their house, addressing incidents in the moment and following up on behavioral and community concerns that are brought to the attention of Residence Life Office.

LIVING IN RESIDENCE

ADVANTAGES OF GETTING INVOLVED

There are lots of ways to get involved in the residence community. By taking part in events, you can expect to:

- ❖ Meet new people.
- ❖ Take part in what is happening in your community and on campus.
- ❖ Challenge yourself.
- ❖ Develop valuable transferable skills.
- ❖ Discover and expand your passions and interests.
- ❖ Connect with students who share your interests.
- ❖ Live an exciting, fun, and active student life.
- ❖ Build wonderful experience for scholarships and bursaries.
- ❖ Be a mentor and role model to students in your community.
- ❖ See your input make a difference in your school and community.
- ❖ Meet students from other schools and student organizations.

HOUSE COUNCIL

Each building has House Councils comprised of student leaders responsible for holding events, representing the house and community building. This council holds various events to encourage positive residence spirit and create a social and welcoming community. They are always looking for volunteers and support so keep an eye out for advertisements on how to get involved.

ROOMMATE AGREEMENTS

Whether you have known your roommate for years, or they are someone you just met, living with someone can be a challenging and rewarding experience. A roommate agreement can be helpful to start conversations with your roommate(s) around your personal habits, needs, and wants related to your shared space. **All double occupied rooms are required to complete a roommate agreement during their first week in residence.** All parties should respect the terms of the agreement; should changes need to be made, both roommates should sit down again and renegotiate the agreement. The needs of each roommate should be considered and addressed. In most situations, compromises will need to occur when sharing a space. If roommates need help starting the conversation or creating the agreement, an RA can be present during the discussion.

HOW TO WORK THROUGH ROOMMATE CONFLICT

Roommate conflicts happen and can often be resolved with open communication from both roommates. It is especially important to communicate needs clearly and openly from the first day of living together to proactively address conflict, and to reiterate expectations honestly during a conflict.

We encourage you to take the following steps to resolve a roommate conflict:

- ❖ If a conflict does arise, roommates should openly and respectfully discuss the concern and attempt to reach an agreement. Speak from personal experience and how behaviours have had an impact on you. Refrain from personally attacking or blaming the individual for the conflict. Revisit your roommate agreement and make changes, as necessary.
- ❖ If roommates have tried having a conversation and feel like they are unable to come to an agreement, they should consult a Residence Advisor to conduct a mediation.
- ❖ If the conflict remains unsolved, the Residence Advisor will consult with a professional Residence Life team member to discuss options to resolve the situation.

ROOM CHANGE REQUESTS

Room changes are used as a last resort to solve a roommate conflict. Room changes are not made during the first three weeks of a term. All Residence Advisors are trained in mediating conflict and mediation must take place before a room change will be considered. Once you have a conversation with them, you will need to send an email to your RA, and they will submit a request on your behalf. All room changes must be approved by the Residence Life Office.

QUIET HOURS

In order to accommodate an appropriate amount of study and sleep time, the residence community has specific quiet hours. During quiet hours, please keep your door closed and TVs and stereos turned down. Every member of the residence community is expected to work together and help each other to maintain quiet hours. Hours outside of designated quiet hours are still intended to be considerate to your fellow residents. This means that noise levels must still be monitored and not have significant impacts on the rest of the residence community.

Sunday – Thursday • Moderate Hour 10pm-11pm • Quiet Hours 11pm-8am

Friday – Saturday • Moderate Hour 12am-1am • Quiet Hours 1am-8am

If you have any questions or concerns about the appropriate noise levels, please see the residents on your floor or the RA on duty.

21 Quiet Hours

During exam periods, the residence community modifies quiet hours to reflect the need for extreme quiet so that study, sleep and relaxation may be priorities. Overnight guests are not permitted at this time.

Monday – Sunday • 7 pm-4pm

COMMUNITY STANDARDS & GUIDELINES PHILOSOPHY

We outline Residence Community Standards and Guidelines so residents can easily find what behaviour and items are accepted in our residence communities. This helps to ensure that all residents have a safe, welcoming, and comfortable living and learning environment. We want students to have an opportunity to better understand their impact and contributions to a community living environment. We work to develop an educational based residence community where:

- ❖ Residents feel safe, secure, and comfortable in their community.
- ❖ Residents are encouraged to embrace the concepts of community development and lifelong learning.
- ❖ Residents develop a sense of responsibility to the people in the community in which they live and eventually want to contribute back to that community.
- ❖ Residents respect and welcome the diversity that every person brings to the community.
- ❖ Residents can have fun while learning and growing.

The STU Residence Life program is designed to function as a transitional living learning experience to assist a student's transition from home to independent living. Acceptance into residence is determined based on the suitability of the applying student as determined by the Residence Life Office. The Residence Life Office reserves the right to deny any application that does not fit within the parameters of the program design and community standards.

COMMUNITY STANDARDS & GUIDELINES

Each title of **Community Standard and Guidelines** can be classified in one of four categories. Each Category is based on the increased severity of the behaviour on the impact on self, others and/or the community.

Category 1 (C1)	Has minor negative impact or damage to a person, group, or property.
Category 2 (C2)	Has moderate negative impact or damage to a person, group, or property.
Category 3 (C3)	Has significant negative impact or damage to a person, group, or property.
Category 4 (C4)	Has severe negative impact or damage to a person, group, or property.

RESPECTFUL LIVING

1. Residents and their guests must comply with any reasonable instructions and/or provide their identifications upon request from any staff member, Campus Security or any other University or public official. Requests must be in relation to the Community Standards & Guidelines, Non-Academic Misconduct, or local law. **(C3)**
2. Residents and their guest must not knowingly provide false information to any staff member. **(C2)**
3. Residents and their guests must not engage in inappropriate or disruptive behaviour that is unacceptable or unwanted, harmful, or offensive and may have a negative impact on an individual or the community. **(C3)**
4. Residents and their guests must not engage in any behaviour that is interpreted to be threatening, harassing, abusive, discriminatory and/or use of microaggressions, whether online, in-person, or through any in-direct means. **(C4)**
5. Residents and their guests must not damage any university property. In addition to residence sanctions the resident will absorb the cost of replacement/repair of the damaged property. **(C2)**
6. Residents and their guest will not take, attempt to take, or relocate property without permission. **(C3)**
7. Overnight guests must be signed in with a RA and approved by your roommate (at least 24 hours' notice), if applicable. Guests are not permitted to stay longer than three days in a row, or nine days in a month. **(C1)**
8. Residents and their guests must at all times, be reasonably quiet. Reasonably quiet is defined by a volume of sound that does not interfere with another resident's right to peaceful enjoyment and ability to study, as determined by the Residence Life staff. **(C1)**
9. Residents and their guests must abide by the posted Quiet Hours. **(C1)**
10. Residents and their guests must not allow any animals into the residence buildings unless approved by the Residence Life Office. **(C1)**

RESIDENCE SPACES AND USE

11. Residents must not hang posters, flags, or any items that may obstruct the sprinkler or smoke detector systems. (C2)
12. Residents and their guests must not remove, alter, or relocate any furniture or property from their bedrooms, lounges, and other communal areas. (C1)
13. Residents agree to maintain their assigned accommodations, including furniture and furnishing in a clean, hygienic, and working condition. In addition to further sanctions, residents may be charged an extra cleaning fee if deemed necessary by the Residence Life Office or Facilities Management. (C1)
14. Residents and their guest must use the appropriate containers to dispose of all garbage and recycling. Room garbage is not to be left in communal areas, lounges, or washrooms. (C1)
15. Residents can have a maximum of two guests in residence at a time. (C1)
16. Residents must escort their guests at all times while inside residence. (C1)
17. Residents must not repeatedly and/or frequently lock their key(s)/card(s) in their room. (Repeatedly and frequently is defined as more than two times per academic year outside of RA duty hours. (September-August) (C1)

SAFETY AND SECURITY

18. Residents and their guests must not engage in activities which are considered dangerous or potentially harmful to any person. These activities include, but are not limited to, breaking glass, dangerous horseplay, climbing in/out of residence windows, setting off fireworks, etc. (C3)
19. Residents and their guests must exit the building in the event of a fire alarm. Residents must remain outside until a member of the Fire Department, Facilities, Security, or Residence Life Team says it is safe to return inside. (C4)
20. Residents and their guest must not tamper with fire safety equipment, including but not limited to smoke detectors, fire extinguishers, sprinklers, and emergency exits. (C4)
21. Residents must not lend their keys and/or campus card to another individual. (C2)
22. Residents and their guests must not prop open exterior doors. (C2)
23. Residents and their guest must not burn candles, incense, or have any other open flame in residence (C2)
24. Residents and their guest must not throw or direct objects towards residence buildings, windows, or stairwells. (C1)
25. Firearms, ammunition, knives, explosives, other weapons, and fake weapons are not permitted in residence. (Fake weapons can include but are not limited to airsoft, paintball, or water guns). (C4)
26. Residents cannot store any items in the hallways or stairwells. (ex. Bicycles) (C1)
27. Smoking is only allowed in designated smoking areas outside the residence buildings. E-cigarettes/vaporizers/pipes are also not permitted to be used indoors. (C4)

SUBSTANCE AND SUBSTANCE USE (Reminder: Legal age for alcohol and cannabis possession/use is 19 years of age)

Alcohol

28. Residents and their guests will refrain from alcohol possession and/or use during welcome week. (C3)
29. Residents and their guests must not consume alcoholic beverages or carry unsealed containers of alcoholic beverages through communal areas of the house. (ex. Hallways/Bathrooms/Stairwells) (C1)
30. Residents and their guests must not possess more than twelve beer/coolers or 1 liter of wine/spirits (per person) at one time. (C1)
31. Residents and their guests are not permitted to consume or promote the consumption of alcohol in a dangerous and/or excessive manner. Examples include but are not limited to drinking games, funnels, drinking challenges, and drinking game tables, displays/trophies) (C3)

Cannabis

32. As per regulation 27, smoking (including vaping) of cannabis inside residence buildings is prohibited. (C4)
33. Residents and their guests must not possess or consume cannabis in lounges and/or communal areas. (C1)
34. Residents and their guests must not cook/bake with cannabis in residence. (C1)
35. Residents and their guests are not permitted to create displays or otherwise promote the use of Cannabis. (C1)
36. Residents must store their cannabis and store/maintain/clean paraphernalia in a manner as to not negatively impact members of the residence community or cause damage to their room. (Ex. Odor) (C2)
37. Residents and their guests are not permitted to possess or grow cannabis plants in residence. (C2)

Illegal Substances

38. Residents and their guests are not permitted to promote, possess, traffic, or consume any substances deemed illegal or consumed/administered in an illegal manner (ex. prescription drug misuse) under the Controlled Drugs and Substances Act of Canada. (C4)

NOTE:

Passive Bystander (Failure to Remove Oneself)

It is the responsibility of an individual to remove oneself from a situation that is contrary to the Community Standards and Guidelines. By not removing oneself from the situation, it is demonstrating passive promotion of behaviour and individuals engaged in passive promotion may be subject to sanctions presented in this guide.

Progression of Incidents

Multiple documentation of incidents will result in more conduct conversations with Residence Life Staff. Students who have been found responsible for previous infractions will proceed through the conduct process more quickly. Based on the impact to the community, or repetition of the infraction, students may meet with Residence Coordinators, Residence Supervisors, or the Associate Director of Student Services and Residence Life.

COMMUNITY STANDARDS & GUIDELINES CONDUCT PROCESS

When there is an incident in residence, the Residence Life Office and its staff will follow the Community Standards and Guidelines Conduct Process to encourage responsibility, preserve community and, when possible, repair any harms or wrongdoing to an individual or impacts to the community.

Specifically, this is in respect to the following process:

- ❖ **Reporting:** an incident can be reported to the Residence Life Office by any member of the STU community. If there is an incident or concern related to any residence community member in or outside of residence, or there is a community impact, reporting this allows the Residence Life Office to manage and support the community through accountability.
- ❖ **Documentation:** all incidents will be documented by any member of the Residence Life Team Residence Advisors (RA), Residence Coordinators (RC), Residence Supervisors (RS) on eRezLife reporting software.
- ❖ **Meetings:** any student connected to a documented incident may be required to meet with the staff member(s) managing the specific incident. Typically, this will be the RC of the specific house connected to the student(s) impacted by the situation(s). Students can expect to receive communication through eRezLife within 3 business days of the incident being documented from a staff member. Students will have access to aspects of the documented incident report and will be asked questions related to their knowledge, actions and impacts related to the situation.
- ❖ **Communication:** anyone contacted about a situation is expected to respond to meeting requests immediately, but no longer than within 24 hours. The Residence Life Office will coordinate times using your academic timetable and will also work with your personal scheduling needs; however, it is required that interviews occur within the timeframe outlined by the Residence Life Staff. The Residence Life Office will use eRezLife email as the primary method of communication.
- ❖ **Confidentiality:** we expect any student involved in this process to maintain confidentiality to preserve community and minimize negative impacts. Anything communicated to Residence Life staff is communicated within the management structure and Residence Life Office is expected to report anything concerning health and/or safety to the Director of Student Services, Residence Life.
- ❖ **Decision Making:** the RC or RS managing the incident will make decisions, or incident outcomes, for incidents that are under their review. Decisions are made based on information from the documentation and investigation process on the situation that has been documented. Sanction decisions will be progressive in nature.
- ❖ **Burden and Standard of Proof:** at each stage of the decision-making process the responsibility of establishing that there has been a violation by a student (Burden of Proof) will be on the Residence Life Staff. Decisions will be based on the balance of probability of the incident occurring. In each case, the student documented in the incident has the opportunity to present their side of the situation. In short, the documentation and accompanying evidence must prove 'more likely than not' that an incident occurred, and that you have the right to present information that may contradict what was documented by Residence Life Staff.

NOTE:

It is important to note that just because an incident has been reported, Residence Life Staff does not assume fault. Interim measures may be taken while we investigate, depending on the severity of the reported incident. The Residence Life Office will make these decisions, with the best interest of all students being considered. For more information, please see the Temporary Relocation, Limits and Eviction section.



RESPONSIBILITY

In every reasonable effort, Residence Staff will aim to manage incidents and make decisions from a developmental lens, which requires active participation from the student documented in an incident. This is your responsibility. Active participation means:

- ❖ **Response:** as a STU student, you are expected to reply to any communication from the University. We encourage students to monitor e-mail and their eRezLife account regularly. You will have 24 hours to respond to the email.
- ❖ **Understanding:** By signing the Residence Agreement, students agree to abide by that agreement as well as the Community Standards and Guidelines. It is your responsibility to contact a member of the Residence Life Team if you are unclear about anything.
- ❖ **Attendance:** you are required to attend meetings as requested by Residence Life Staff related to an incident. We will try to decide meeting times collaboratively; but in cases where we cannot reach you or where there is urgency, we will decide meeting times based only on availability according to your class schedule.
- ❖ **Engagement:** for a truly developmental and/or restorative resolution, there needs to be investment from the students related to an incident. We encourage you to ask questions for clarification within the process and to ensure you access the appropriate supports and resources in cases where you are unsure.

Therefore, in cases where a student documented in an infraction has not responded to communication or misses meetings related to an incident, a decision will be made without your input based on the information available at that time. Without student involvement, the Residence Life Staff will be required to make decisions based on what happened and will continue to prioritize community repair and resolution.

CATEGORIES OF SANCTIONS

	CONSEQUENCE BASED	DEVELOPMENTAL	RESTORATIVE
DESCRIPTION	Addressing violations from documented incidents results in sanctions chosen by decision maker.	Process is intended to help people learn and understand the mistakes made so misconduct is not repeated.	Process where negative behaviour is viewed as harm to an individual or community.

CONSEQUENCE BASED

- ❖ Types of Consequence Based Sanctions
 - Loss of Privileges – Can result in loss of guest privileges, restricting access to residence areas, or communication with individual(s).
 - Fine – A monetary sanction charged to the resident’s student account.

Category <small>*(Based on Full Academic Year)</small>	1 st Fine*	2 nd Fine*	3 rd Fine*
(C1)	\$10	\$25	\$50
(C2)	\$25	\$50	\$100
(C3)	\$50	\$75	\$150
(C4)	\$100	\$200	\$300

- Bond – A charge on a resident’s account that will be removed if the resident is no longer involved in future incidents. Bonds range in the range of \$100-\$300.
- Alcohol Probation: A period (determined by the Residence Life Office) where a resident must refrain from possessing, consuming, or being under the influence of alcohol while inside a residence building.
- Relocation: The mandatory relocation of a resident to another room, floor, or building indefinitely or for a specified time.
- Exclusion – A loss or limitation of access to all, or part, of the residence community or residence events.
- Eviction – Students can be evicted from residence for conduct-related issues as deemed necessary by the Associate Director of Student Services and Residence Life. Examples include, but are not limited to, multiple community standard infractions, disrespect towards staff, harassment or bullying of other residents, hateful or discriminatory behaviour towards others, physical/sexual assault, vandalism, theft, or possession of or involvement with illegal substances.

DEVELOPMENTAL

- ❖ Types of Developmental Sanctions
 - Verbal Warning – A verbal intervention notifying the resident that they have violated a community standard or guidelines and continued or repeated violation will result in additional sanctions.
 - Written Warning – A written report in eRezLife notifying the resident that they have violated a community standard or guideline and continued or repeated violation will result in additional sanctions.
 - Care Plan – A document outlining steps and supports that the resident and appropriate care providers can complete to help the resident from repeating negative behaviors.
 - Referral – A referral to another department or resource.
 - Educational Sanction – Reflective exercise to acknowledge and learn from an offense.
 - Judicial Educator
 - Paper/Essay Writing
 - Presentation

RESTORATIVE

- ❖ Types of Restorative Sanctions
 - Apology – A verbal or written acknowledgement of guilt/regret/remorse for an offense.
 - Talking Circles – An approach to repair harm where members of the community gather to discuss and offer perspectives on how they were harmed, and how they think others may have been harmed.
 - Restitution – Financial or material compensation for misconduct that results in the theft, vandalism, loss and/or damage to property.
 - Community Service – restorative work relating to the resolution of the impact on the community (not exceeding 10 hours)

APPEALS PROCESS

Residents whose actions are found to be in violation of the Community Standards have the right to appeal the outcomes and/or administrative decisions taken against them by Residence Life staff through its enforcement of the [Community Standards & Guidelines](#).

Submitting an appeal will not change the effective dates of any contracts/outcomes in place. The appeal must be submitted to the appeals@stu.ca within 7 days of receiving the outcome letter. Disagreement or dissatisfaction with the decision is not sufficient grounds for an appeal, appeals must be based on procedural and/or substantive grounds and clearly state the basis for the appeal. Supporting documents may be submitted.

Once the appeal email has been received, the Appeals Committee will make every reasonable effort to provide notice to the appellant through email of the receipt of the appeal within 3 business days with an update as to whether the Appeals Committee will hear their appeal. All decisions are final and are not subject to further appeal.

The Appeals Committee will consist of seven members:

- 3 – Current Students – Voting Members
- 2 – Student Services Staff – Voting Members
- 1 – Student Services Staff – Non-Voting Chair – (Presents appeal to committee and guiding discussion)
- 1 – Student Services Staff – Non-Voting Secretary – (Compiles all information relevant to the appeal)

HEALTH AND SAFETY

PHYSICAL, MENTAL, & EMOTIONAL HEALTH

In any population, physical, mental, and emotional health needs will vary from person to person. With this understanding, you are asked to respect the following guidelines:

- ❖ If you have a contagious condition that is spread through close living conditions, you will be asked to see a physician at the Health Centre and to follow all subsequent medical recommendations.
- ❖ If you are managing a mental health condition, you will be asked to take proactive steps to minimize any potential negative impact to the community. The Residence Life staff can help facilitate this process by referrals to [Counselling and/or Health Services](#).
- ❖ Community living may not be appropriate for some students. Living in a community offers many benefits but also has the added stressor of living close to others. Should your actions or condition(s) negatively impact the community, Residence Life staff will address the behavior, collaborate with you to provide support, and refer you to appropriate professional care. Should your actions or conditions(s) not be supported by yourself and the community in a healthy manner, there can be consideration for the appropriateness of residence as a housing option. Residence Life is responsible for the community and will consider all members when assessing applicable options.

- ❖ When a resident displays unfavorable or inappropriate behaviour and/or immense psychological or emotional needs, beyond the scope and expertise of what may reasonably be provided by the Residence Life Office, alternative accommodations will be made in consultation with relevant Student Services. If the behaviour and/or needs of the resident cannot be accommodated because it is deemed that continued occupancy in residence could place the individual or other residents at risk, the Residence Life Office may take action that can include, but will not be limited to:
 - Relocation to another residence.
 - Restriction of future application to residence.
 - Termination of the residence agreement - Termination will be implemented only after a review and referral process is completed for each case by the Associate Director of Student Services and Residence Life.

DISCLOSURE OF INFORMATION

The Residence Life staff are restricted from providing any information regarding residents to third parties (including parents and/or guardians). Room numbers, addresses, phone numbers, account balances, student conduct history, grades, etc., are all considered confidential information under the [Right to Information and Protection of Privacy Act \(RTIPPA\)](#) and cannot be released without the resident's written permission. RTIPPA applies to all students, regardless of their age or status as a minor.

Under RTIPPA it should be noted that in circumstances where the Residence Life Staff have extraordinary concern(s) about a student's wellness and where the student is unable to make informed decisions and/or there is a legitimate concern about a student's safety or the safety of the broader community, staff can elect to contact a student's parents/guardian/emergency contact without their consent. Support in making the appropriate decisions regarding when to contact a third party without a student's consent will typically be done in consultation with the University's Risk Assessment Protocol (RAP).

PERSONAL SAFETY

Keep your door and windows locked, especially when you are sleeping or not occupying the room. Carry your keys with you and do not lend them to others. Be mindful of whom you are allowing to enter the building. Report any suspicious activities, persons or hazards to your RA or Campus Security.

PREVENTING THEFTS

Thefts in residence can occur and you should take steps to protect your belongings. Keep your door locked when you are not in your room, retrieve your laundry promptly and do not give anyone your bank card or PIN. Keep valuables in a safe place and never lend your keys to anyone. Residents found to be engaged in unauthorized taking or appropriating of property from a roommate or from any member of the Residence Life community are subject to the conduct process. Please report any thefts to the Residence Coordinator or to your Residence Advisor immediately. St. Thomas University is not responsible for any lost or damaged goods, theft or otherwise, in residence. We strongly recommend you obtain insurance for your property. See Tenant Insurance Information below.

TENANT INSURANCE

The Residence Life Office encourages all students to acquire private Tenant Insurance to cover personal belongings while living in their residence. A quick online search will provide you with the names and contact information of many companies who provide Tenants Insurance. It is important to shop around to ensure you are getting the best coverage for you! You can also ask your parents or guardians if their Home or Tenants' insurance would cover you while living in Residence.

What questions should I ask the Insurance provider?

To better understand what the Insurance provider will cover, ask lots of questions. Having answers to all your questions can help you choose the right policy for you.

- How much coverage will you get, and what is the premium?
- Am I covered for the value of replacing the items, or for the depreciated value?
- Is there a deductible? If so, how much?
- Is there separate insurance for sewage/flooding?
- Does it include items that are in storage in the same building? Your bike out front? Something stolen from your car.
- How do they want you to log your items? Do you need to provide receipts and photos?
- How do you make a claim?

Tenant Insurance policies can include coverage for items damaged due to fire or flood, theft, and property damage. It may also cover costs associated with repairs or temporary relocation.

SAFERIDE

SafeRide is a free taxi/shuttle service that operates from Sir James Dunn Hall and the Student Union Building to most areas in the city. Running times are Monday - Friday from 5:30 pm - 11:30 pm and Sunday from 2:00 pm - 11:00 pm. For more information go to: <https://www.unbsu.ca/saferide>

CAMPUS SECURITY

All St. Thomas residences are patrolled by campus security daily. Security staff patrol all the buildings on campus both inside the buildings and surrounding areas. The RA on duty will report any suspicious or suspected incidents or behavior to the Security Officer on duty or security headquarters. Also, security contact information is posted outside each RA's room door. Security can be contacted at (506) 453-4830. Campus Security has also developed a mobile app called "STU Safe and UNB Safe" that includes features like weather alerts, friend walk (which allows you to send your location to a friend in real-time so they can watch as you make your way to your destination), Mobile BlueLight (which simultaneously send your location to Campus Security and call them) and many other tools in the Safety Toolbox. STU Safe and UNB Safe are available for iOS and Android.

EMERGENCY PROCEDURES

FIRE/EVACUATION INFORMATION

- ❖ Failure to leave the building during a fire alarm can result in the conduct process. House meetings and fire drills will be held in your residence to help you become familiar with your residence's evacuation procedures.
- ❖ Manually activate fire alarm system if you discover fire/smoke.
- ❖ Immediately exit the building, closing doors behind you if safe to do so and make your way to your muster area.
- ❖ DO NOT use elevators.
- ❖ Assist persons with special needs.
- ❖ DO NOT attempt to re-enter the building until instructed by the Fire Department, Security, or Residence Life Staff.

ACTIVE SHOOTER/DANGEROUS PERSON

- ❖ If you learn of a dangerous person threatening the safety of individuals on campus, contact Security or dial 911.
- ❖ Be prepared to provide a full description of the individual and his/her location.
- ❖ DO NOT approach the individual.
- ❖ Remove yourself from danger; if safe to do so, leave the area, if unable to leave, take shelter in-place.
- ❖ Individuals not immediately affected by the situation should shelter-in-place, staying away from windows and doors.
- ❖ Do not leave the area until you are instructed to do so by Campus Security or other authorized personnel.

MEDICAL EMERGENCIES

- ❖ Contact the RA on duty.
- ❖ If conditions are life threatening, call 911 and then notify Campus Security.
- ❖ Be prepared to provide a full description of the nature of the condition.
- ❖ Provide first aid or medical assistance if trained and as necessary.
- ❖ DO NOT move the person unless the scene becomes unsafe.
- ❖ If an individual is unconscious and not breathing, locate an AED and follow the instructions provided by the unit.
- ❖ Remain with the individual until emergency response personnel arrive.

EMERGENCY CONTACTS

- ❖ POLICE / FIRE/AMBULANCE..... 911
- ❖ POLICE (non-urgent) 506-460-2300
- ❖ CAMPUS SECURITY..... 506-453-4830
- ❖ TELECARE..... 811
- ❖ FREDERICTON SEXUAL ASSAULT CRISIS CENTRE..... 506-454-0437
- ❖ MOBILE CRISIS UNIT..... 506-454-0437

RESIDENCE SAFETY TIPS

Safety and security are everyone's responsibility — for you and for your residence community. Follow these guidelines to keep our space as safe as possible:

- ❖ Keep your room locked at all times.
- ❖ Do not lend keys to anyone. Do not leave them anywhere public, and report lost or immediately
- ❖ Use Safewalk or walk with a friend at night and use well-travelled and well-lit sidewalks and roads.
- ❖ Do not prop open any exterior doors.
- ❖ Do not let people into the residence if you do not know them.
- ❖ Report all damaged locks, lights, smoke detectors, electrical outlets, and other safety hazards immediately.
- ❖ No incense, candles, cigarettes, e-cigarettes — anything with a flame or that smokes is a prohibited item.
- ❖ Report any suspicious activity or concerns to Campus Security

REPAIRS, CLEANING, & LOCKOUTS

REPORTING REPAIRS

Please report any damages, new or pre-existing to workrequest@stu.ca

Repairs are completed by Facilities Management staff, or by contractors hired by St Thomas University. Facilities management staff and/or contractors may need to access your room to complete the necessary repairs. These repairs will be completed during the workday, 8:30am-4:00pm Monday-Friday whenever possible. Please do not make any repairs yourself, as work must be completed by a facilities management staff member or contractor. By submitting a repairs request, you are consenting for facilities to enter your room. A Facilities Management staff member will leave a note in your room indicating they have been in your room.

CLEANING GUIDELINES

For health and safety reasons, residents are expected to keep their rooms in a clean and tidy fashion. Failure to comply with this standard will be reported and the conduct process will follow. Room garbage is to be taken to outside dumpsters and is not to be put in communal areas, washrooms, and lounges. The custodial staff are responsible for the general cleaning of the residences during the week. Common residence areas will be cleaned daily, but the residents are responsible for cleaning any communal areas or appliances they use. (Ex. Stoves & Microwaves after cooking)

REGULAR CLEANING OF RESIDENCE ROOMS

Custodial Staff are required to clean your room's floor regularly. Your room will be swept and mopped once per week. Custodial staff will report room numbers when they have not cleaned for extended periods. You are reminded that you are responsible for laundering your personal belongings and removing all garbage in the designated area outside your residence. It is the job of the custodial staff to help keep the residences clean, but it is not their job to clean up excessive garbage or clutter. Students can be charged extra cleaning costs when necessary. Residence is your home; please do your part to keep it clean. Residents are reminded that the custodial staff is not permitted to let students into their rooms if they have been locked out. A cleaning schedule broken down by wing will be made available to you upon your arrival to residence.

ROOM INSPECTIONS

Custodial Staff will try to clean your room regularly; while you are not required to accept this every time, you must show that your room is well maintained. Should cleaners be unable to verify the state of your room, or you deny them access, they will send a note to the Residence Life Office (RLO). The RLO will contact you to notify you of a room inspection. This inspection will be completed by a member of the Residence Life Staff. Room inspections will also occur during the Winter break prior to the University closure. This inspection ensures that windows are closed, small appliances are unplugged, and garbage is removed. Any prohibited items discovered by staff will be confiscated and addressed through the conduct process upon student's return.

ACCESS TO ROOMS

In general, your room is considered a personal, private space. This privacy will be respected provided that the rights of your fellow residents are not violated (and no illegal activity is committed or suspected).

The Director of Student Services & Residence Life, Associate Director of Student Services and Residence Life, Residence Supervisors, Residence Coordinators, and Residence Advisors reserve the right to enter a student's room at any time. Some examples of when an RA may enter a student's room: a radio/television has been left on and can be heard from the hallway or adjacent rooms, a concern for a student's safety/ wellbeing, etc. This right will be exercised with discretion and with all due regard to students' privacy. Whenever possible, a resident's room will not be entered without the student being present. Facilities Management staff may access the room to complete repairs and cleaning staff may access the room to complete scheduled cleaning.

LOCKOUTS

Any residents locked out of their rooms are to contact the Residence Life Office during business hours or see the Residence Advisor on duty after business hours. Sanctions may apply outside of business hours. If you are unable to reach anyone to let you into your room please call campus security (506-453-4830).

RESIDENCE FOOD SERVICE

CAFETERIA SERVICES

If you have any special dietary needs, please contact our chef at (506) 460-0310 or greer-michael@aramark.ca to discuss alternatives to the regular menu items.

MEAL PLANS

St. Thomas offers All-You-Care-To-Eat Dining on campus to allow students to enjoy visits to the George Martin Dining Hall to the fullest. The Freedom meal plan means that once you have swiped yourself into the dining hall with your student ID/meal card, you are able to enjoy as much or as little food as you wish without worrying about the costs of individual items.

DINING LOCATIONS AND HOURS

The dining hours for each location are posted on site. Hours are subject to changes during peak and slow times throughout the year. Notices of dining hour changes will be shared with residents when possible. Campus dining website: <http://stuca.campusdish.com/>

IF YOU LOSE YOUR STUDENT ID/MEAL CARD

If your ID is lost, students must report the loss to the Residence Life Office (GMH-303) and Food Services Office in George Martin Hall (Meal Hall). The lost ID will be deactivated, and the student will be given a temporary meal card until they get a new student ID at UCard Office located in the Marshall D'Avary Hall – 10 MacKay Drive. Room 106. The replacement cost is \$15.00. The temporary card is only valid for five days. Please contact the **U-Card** office by phone (506) 453-5148 or by emailing ucard@unb.ca.

MEAL HALL RULES AND CONDUCT

- ❖ Trays, dishes, glassware, and cutlery are to remain in the meal hall. The loss of dishes and cutlery significantly increases overall costs, increases the use of environmentally unfriendly paper and styrofoam products and leads to an undesirable accumulation of dirty dishes in the residences. Any items removed from the meal hall without permission can result in the conduct process.
- ❖ You must be fully dressed including a shirt and shoes in order to be served in the meal hall. You can be denied access without being fully dressed, as it is a health and safety concern.
- ❖ If you appear to be under the influence of alcohol or drugs, you may not be served and may be asked to leave the meal hall.
- ❖ Inappropriate behaviour by you in the meal hall may be referred to the Residence Life Office for follow-up and may result in the conduct process.

COMMON AREAS

Each residence has communal areas (lounges, study lounges, kitchens, etc.). These areas are designed for use of the general residence population although they may be reserved for events by seeking permission of the Residence Coordinator. Students are responsible for keeping common spaces as clean as possible. Access may be restricted for repairs, bookings, or in cases of cleanliness and hygiene issues.

WIFI INTERNET

WIFI is provided in all areas of residence by EastLink. Access points are located throughout the building. Students must log in using their STU credentials. A few items that do not work with 802.1x modern authentication or do not have an internet browser (ex. google nest, amazon alexa) will need to be registered with IT Services in advance.

For Assistance: ITS Help Desk • helpdesk@stu.ca • 506-452-0635

KITCHEN FACILITIES

Residents are responsible for the cleanliness of all kitchen facilities in residence and are expected to clean up after their use. Doors to the kitchen must be closed while the stove is in operation. All items must be removed from counters and sinks prior to leaving the kitchen space. Communal dishes, utensils, pots, etc. are not to be removed from the kitchen and returned to original storage areas. All personal food must be labeled and removed at the time of expiry or not consumed. Misuse of the kitchen area will result in the closure of the kitchen.

LAUNDRY FACILITIES

Each residence has laundry facilities available for residents only. Please follow the laundry room courtesy and etiquette. In order to maintain a healthy residence community, do not take other people's clothes out of the washer, or wet clothes out of the dryer. Clean the lint trap of the dryer before and after each use - it is a fire hazard and could be extremely dangerous.

MAIL DELIVERY

Your mail will be delivered to your room by a Residence Advisor. If a parcel has arrived, you will receive a notice in the mail which has to be presented, along with your STU ID, to Facilities Management, Edmund Casey Hall, Room 18 to retrieve the package. Please change your address prior to moving out of residence. The University is not responsible for forwarding mail once a resident has moved out, and mail received for non-residents will be returned to sender.

YOUR MAILING ADDRESS:

YOUR NAME

ROOM NUMBER, RESIDENCE BUILDING

51 DINEEN DR.

ST. THOMAS UNIVERSITY

FREDERICTON, NB

E3B 5G3

PARKING

Parking passes are available at the Office of STU/UNB Security (767 Kings College Road). If you have a vehicle and wish to park it on campus you are required to purchase a parking pass. Please ensure to fill out the vehicle information on your eRezLife profile.

STORAGE AREAS

Use of storage space during the academic year, must be approved by the Residence Life Office. Please see a Residence Advisor if you wish to gain access to these rooms. All items stored during the academic year must be removed prior to the end of the winter semester.

Before storing, items must be in a secure container or box (not a garbage bag) and clearly labeled. All labels must include your full name, email, phone number and date placed in storage.

Use of storage space during the summer months is only available to students returning to residence and items must be removed by September. Students must get approval from the Residence Life Office to store items. A limited number of items will be permitted to be placed in storage. The University is not responsible for items damaged, left, or lost in storage.

YOUR RESIDENCE AGREEMENT

RESIDENCE AGREEMENT

The **Residence Agreement** is a legal contract between a student and Residence Life. It is the primary document governing the relationship between the two. A copy of your signed Residence Agreement can be provided by visiting the Residence Life Office. Residents are responsible for knowing the contents of the Residence Agreement, Residence Guide, and Community Standards and Guidelines. Residents are responsible for breaches of any of the regulations identified throughout these documents.

MOVING IN

On arrival you should proceed to your assigned residence for check-in. There you will be able to pick up your keys and meet the Residence Life team and move into your room. Make sure you have a piece of photo ID to pick up your keys.

Please refer to our Move-in Day Guide found: <https://www.stu.ca/residence/residence-life--future-students/moving-into-residence/>

A few key reminders:

- ❖ Bring photo ID with you and have it easily accessible.
- ❖ Know your building and room number.
- ❖ Pack your items in boxes or luggage so it is easy to move.
- ❖ Do not bring any prohibited items.

MOVING OUT

Before vacating your Residence Hall, your keys must be returned to the Residence Life Office during business hours or placed in the key box in your residence. Remember that residents sharing a double room are **equally responsible** for the condition and furnishings of these areas. An inspection will be completed after you check out of your room to assess the condition and apply in charges necessary for repairs. All keys must be returned (room, front door and any other keys received since check-in). Residents will be charged a replacement fee of \$50 per key if not turned in at check-out. Additional room cleaning will have a fee of \$50-\$150, depending on the level of cleaning required.

DAMAGE DEPOSIT

Each first-year residence student will be charged a \$250 .00 damage deposit with their residence fees. This deposit is transferred to the next year provided the student stays in residence and there are no damages to the room.

Any repairs required to the room or furniture upon check-out will be deducted from the damage deposit and the student will be notified to their STU email account of the charge(s).

Please note that this is different from the confirmation fee used to secure your room each year. Students moving out of residence are required to submit a request for Damage Deposit Return form to the [Residence Life Office](#) in order for the damage deposit to be refunded to them. If a student does not request their damage deposit within a year, they will not be eligible to apply to have it returned.

ROOM ASSIGNMENTS

The Residence Life Office has changed their room assignment process to include you, the resident! Through eRezLife, residents are able to apply for residence, and once the lottery opens, log in and select their space in residence.

After the first round of residents selecting their space, residents can expect that there will be room consolidation. This process helps us ensure that our spaces are being utilized efficiently. We manually place students who are alone in a double room, by comparing their responses to the lifestyle questions on the application as best as we can. Once the information on confirmation fees has been sent to the residents, they will have 10 business days to pay their non-refundable confirmation fee. This fee is a pre-payment of their residence fees and secures the space they selected in residence. Failure to pay the confirmation fee within that period, will result in a cancelled residence reservation.

A resident in a double room which is only partially occupied should expect to have a roommate assigned or to be moved to another partially occupied double room at any time during the year. The Residence Life Office is sensitive to the needs of the students and will reassign rooms with careful consideration. Residents' cooperation in this process aids in a smooth transition.

SINGLE ROOM REQUIREMENTS

St. Thomas University residences are primarily double occupancy rooms, although each Residence does have single rooms. Each year we receive an increased demand for our single rooms, which often exceeds the supply. The Residence Life Office does its best to accommodate requests but cannot always accommodate the requests.

WITHDRAWING FROM RESIDENCE

When you sign the Residence Agreement and accept a residence placement, you are committing to remain in residence for the entirety of the academic year. If you decide to withdraw from residence during the academic year, you will still be financially responsible for residence and meal plan fees. You may not rent the room out to anyone else.

Students wishing to withdraw from residence before the end of their residence agreement must begin the process with a Residence Life Office staff member, located in George Martin Hall 303. A withdrawal request form must be completed, you can request this form from a member of the Residence Life Office. The withdrawal is not effective until the Associate Director of Student Services and Residence Life or delegate has approved the withdrawal request. The date of the withdrawal for the purpose of fee administration will be the date the student has checked out of residence and returned their keys. In the case of a withdrawal prior to end of residence agreement a student's house dues, confirmation fee, fridge fee, and laundry fee will be forfeited.

Students who withdraw from residence but continue to live in Fredericton and attend university will be responsible for 100% of their residence charges. This applies to STU, UNB, NBCC and NBCCD students living in any STU residence. Students withdrawing from the university who reside in residence will be charged a percentage of their room charge as follows:

FIRST SEMESTER	
Withdrawing by	Percentage Refunded
Sept. 30	50% of 1 st semester cost
Oct. 31	25% of 1st semester cost
<i>Students withdrawing from residence after Oct 31 will be responsible for 100% of 1st semesters' room charge.</i>	
SECOND SEMESTER	
Withdrawing by	Percentage Refunded
Jan. 31	50% of 2 nd semester cost
Feb. 28	25% of 2 nd semester cost
<i>Students withdrawing from residence after Feb 28 will be responsible for 100% of 2nd semesters' room charge.</i>	

****Meal Plan refunds are determined by Aramark Food Services.****

ELIGIBILITY FOR READMISSION AND ELIGIBILITY TO REAPPLY TO RESIDENCE

Students are eligible to reapply for residence early in the second semester. For your application to be accepted students must:

- ❖ Be in good academic standing.
- ❖ Be in good financial standing.
- ❖ Be in good behavioral standing in residence – (As determined by the Residence Life Office's Annual Review Process)

ANNUAL REVIEW PROCESS

In May of each calendar year, the Residence Life Office will review student files to establish students who have displayed behavior outside of the acceptable standards of community living, students whose support needs are beyond the scope of which the Residence Life Office can provide, and/or students who have been identified as not suitable for residence community living or the [Residence Life Program Design](#). This review of the student's file will produce three results in regard to readmission into residence.

- ❖ No change – the student’s readmission application is accepted without conditions.
- ❖ Conditional Readmission – the student’s readmission application is accepted with conditions.
- ❖ Denial of Readmission – the student’s readmission application is denied.

RELATED POLICIES

We encourage all members of the Residence community to become familiar with the related policies outlined below. Please do not hesitate to reach out to a member of the Residence Life Staff who can assist in clarifying the relationship between these policies, the Residence Agreement and Residence Guide.

All related policies can be found here. Please do not hesitate to reach out to a member of the Residence Life Staff who can assist in clarifying the relationship between these policies, the Residence Agreement and Residence Guide.

All related policies can be found here: https://www.stu.ca/student_policies/

ANIMALS ON CAMPUS

The Animals on Campus Policy was developed to help ensure the health and safety of all members of the St. Thomas University community and to outline appropriate processes to follow for individuals wishing to bring an animal on campus.

Policy can be found here - <https://www.stu.ca/media/stu/site-content/documents/policies-and-reports/Animals-on-Campus-Policy-20181102--Update-July-2019.pdf>

SEXUAL VIOLENCE

Sexual violence is unacceptable and will not be tolerated by St. Thomas University. The University’s formal procedure for responding to incidents of sexual violence is articulated in this Policy. Students who come forward with a disclosure of having experienced sexual violence will be respected in their choices as to how to proceed. Students will be entitled to decide whether they wish to access available services, which services they believe will be most beneficial and whether or not to report to police or campus authorities. Furthermore, the University will engage in public education and prevention activities, including specialized training of relevant campus leaders.

The Policy on Sexual Violence can be found here - <https://www.stu.ca/media/stu/site-content/current-students/policies/STU-Policy-on-Sexual-Violence-2.pdf>

STUDENT NON-ACADEMIC MISCONDUCT POLICY

All Students are required to familiarize themselves with their responsibilities under the Policy of Non-Academic Misconduct and ensure compliance. The purpose of this policy is to: Communicate the University’s expectations with respect to student behaviour. Protect the health, safety, and security of the University community.

The Policy on Non-Academic Misconduct Policy can be found here - <https://www.stu.ca/media/stu/site-content/current-students/policies/STU-Policy-on-Non-Academic-Misconduct-February-2019.pdf>