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**OLDS COLLEGE**





# Table of Contents

Welcome to Campus Housing at Olds College.....	1
Living on Campus .....	2
Lease Agreement.....	2
Fees and Payments .....	2
Community Living Standards.....	2
The Residence Office .....	3
Office Hours .....	3
RA Office Hours.....	3
Mail .....	3
Communication.....	4
Access Control.....	4
Lost/Damaged Cards or Keys .....	4
Replacement Key Rates:.....	4
Lockouts.....	5
Guest Policy .....	5
Parking.....	5
Resident Parking.....	5
Cleaning and Housekeeping.....	5
Repairs and Maintenance.....	6
Room Condition Reports.....	6
Maintenance Requests: .....	6
Hanging Items on the Walls.....	6
Snow Removal .....	6
Potential Damage Charges and Fines .....	7
Internet Access.....	8
Temperature Control.....	8
Facilities and Amenities .....	8
Common Areas.....	8
Garbage and Recycling.....	9
The Greening of Residence.....	10
How you can help .....	10
Food Services .....	10
Transfers and the Reapplication Process .....	12
Room Transfers .....	12
The Mediation Process .....	12
Safety and Security.....	14
Security Guidelines.....	14
Emergency Notification System .....	15
Medical Emergency.....	15
Fire Evacuation Procedures .....	15
Upon Discovery of Fire if Alarms have not Sounded.....	15
Upon Hearing a Fire Alarm .....	15
Fire Safety Sprinklers.....	16
Lockdown Procedures.....	16
The Residence Life Program.....	18
Resident Assistants.....	18
Supporting Your Transition .....	18
Social Gatherings .....	19
See Something, Say Something   Amnesty Clause .....	20
Mental Health and Well-Being.....	20
Healthy Alcohol Use .....	21
Preventing Sexualized Violence.....	22
The Upstander Approach .....	23
The C.A.R.E Team.....	23
The Community Living Standards .....	24
Important Phone Numbers .....	24



## Welcome to Campus Housing at Olds College

This is an exciting time for you. Living in Residence will undoubtedly be one of the most memorable and rewarding times of your life. It will provide you with the opportunity to learn, grow, and challenge yourself outside of the classroom. In this handbook, you will find a wealth of information about what to expect from your campus housing experience. Please read through this handbook carefully prior to your arrival. As the exclusive provider of campus housing for Olds College, our goal at CHOC is to provide you with a safe and supportive living environment where you can make the most of your studies while enjoying a variety of social events. This handbook applies to both Centennial Village and College Courts Town Houses.

### Our Housing Team



Emily Giugovaz is the Housing & Residence Life Manager. Emily is responsible for overseeing the housing operations team and

ensuring our Residence Life program enhances your student experience.



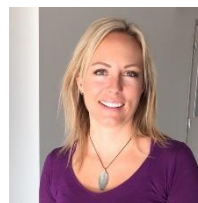
Blair Doolaee is our Housing Coordinator and is responsible for the coordination of housing accounts and oversees our conference operations.

Blair also plays a huge role in recruitment and tours.



Andrew Smith is the Residence Life Coordinator (RLC). Andrew supervises the Resident Assistant (RA) team who collectively work to ensure Residence is a fun

and safe place to live and grow. Andrew has an open-door policy, so feel free to stop by his office located just off the main foyer area.



Shauna Marble is the Operations Manager at CHOC. She is responsible for overseeing several large-scale projects including a major

software implementation and our Emergency Response Plan.



Leanne Malick is the Administrative coordinator. Leanne is always a smiling face at our front desk and is a great resource for any questions

you may have!



Steve Giugovaz is the Maintenance Technician. He is our superstar of repairing and resolving any work orders you may need to enter during the year.



Elsbeth Jud is the Head Custodian at CHOC and works diligently to keep our amazing buildings looking clean and tidy.



## Living on Campus

### License Agreement

Upon moving into residence, you will have signed a License Agreement. Below you will find some points outlined within the agreement.

### Right of Entry

We reserve the right to enter your unit for any of the following reasons: to make necessary repairs; investigate and assess potential and imminent health and safety risks and concerns; assess damages; perform scheduled room inspections; or confirm a violation or breach of policy.

### Insurance

We encourage all residents to purchase renter's insurance as our policy does not cover the personal possessions of Residents. You should also check with your parents or guardians to see if you are covered under their home owner's policy.

### **Fees and Payments**

Due dates for fees are listed on your program of study page (select the Costs and Dates tab). You may opt to pay Residence fees with the assistance of a payment plan. Payment plans are subject to a set-up fee of \$150.00 (per semester). The paperwork to sign the agreement must be completed in person at the Office of the Registrar prior to the payment due date (many students choose to do this at move in). Payment plans must be paid in full before the end of the semester.

You can access your detailed student account information via <https://myoldscollege.ca>. The Office of the Registrar (located in the Bell e-Learning Centre) processes all student payments. Refer to the Easy Payment Options page at [www.oldscollege.ca](http://www.oldscollege.ca) for additional information. If you are making a credit card payment, it must be done through **Plastiq** (an independent third-party service provider). If using Plastiq, please make sure to allow for processing time. Check your credit card and your Olds College student account to ensure that your payment has been processed.

### **Community Living Standards**

Each year, the residence becomes a place where many individuals come together to live in a shared community. Everyone in residence has their own personal values, interests, lifestyles, and has experienced different things. Because of this, Campus Housing places a high importance on inclusivity, common courtesy, safety, and respect. To maintain these ideals, the Community Living Standards (CLS) were created to provide a formal structure for resolving disputes when respect for the rights of others breaks down and informal resolutions are not possible. All residents are required to abide by the Community Living Standards and we encourage you to review these standards at. [Click Here.](#)



Please note that if you are living in residence already, you have already indicated that you have read, understand, and will abide by the expectations outlined in the CLS by signing your license agreement.

## **The Residence Office**

### Office Hours

The main Residence Office is open Monday – Friday, 8:30am – 5:30pm

### RA Office Hours

The RA Office (CV – 1104) is open 5 days per week (Sun – Thurs) from 6:00-8:00pm.

The ClubHouse is open and staffed by RAs 2 days per week (Mon/ Wed) from 6:00-8:00pm.

### Mail

Every resident has a private mail box and key. The mailboxes are located in the lobby of Centennial Village. Your mail box number is the same as your room number. We recommend that students do not forward mail through Canada Post. If you do this, you cannot undo it after your lease ends.

Your Mailing Address is:

Your Name  
Olds College Residence  
4501 53 Street,  
Olds Alberta,  
T4H0E8



### Packages

If you receive any packages that will not fit in your mailbox, you will receive a notice in your mailbox. Please drop by the Residence Office during regular office hours to get your package.

### Mail Forwarding

After you vacate Residence we are not able to forward your mail. Any mail that comes to the Residence Office after you vacate will be sent “Return to Sender” so please notify any applicable parties of your address change.

## Communication

The Residence Office will contact you regularly with important information on things happening in and around Residence. This includes maintenances notices, security updates, important dates and upcoming events. The email address on your Olds College account is the address we will use to contact you. It is crucial that your contact information be up to date. If there is a change to your information, you must update it through your 'My Olds College' account. This includes email, phone, and permanent mailing address.

## Access Control

To maintain a safe and secure living environment, residence staff require the ability to identify all individuals within the residence at all times. Please help our team by carrying your student identification with you at all times. Students living in Centennial Village will also need to carry their room key with them at all times and students living in College Courts must carry their house keys with them at all times. It is important to care for your cards and keys to avoid unnecessary replacements.

There are specific guidelines regarding your keys and cards:

1. You must show your student ID card any time a person of authority asks to see it. This includes all Residence staff, Campus Patrol, and Campus staff.
2. Between the hours of 10:00pm and 6:00am you must use your key to access the front entrance of Centennial Village,
3. At all times, you must use your key to access secondary entrances to Centennial Village.
4. You must not alter your keys or cards in any way.
5. You are responsible for your keys and cards. Under no circumstance should you lend or give them to guests or other students.

## Lost/Damaged Cards or Keys

Report lost keys or cards immediately to the Residence Office. If it is after hours, please report to your RA or Campus Patrol. A replacement will be issued through the Residence Office. Please see replacement rates below. Should students have multiple lost or damaged cards, additional sanctions may apply and the resident may be subject to an increased fee for replacement.



<u>Replacement Key Rates</u>	
Mailbox Key	\$25
Laundry Card	\$10
CV Key Card	\$25
CC Fob	\$25
CC Front Door	\$150
CC Bedroom	\$150



### Lockouts

It is very important for you to keep your keys and cards with you at all times to avoid lockouts. If you lock yourself out of your room, please contact the Residence Office immediately. After hours, you must contact the RA on call phone. Please note that campus patrol is unable to assist with lockouts. After confirming your identity, the office team or the RA will give you access to your unit.

Lockout Rate \$100

It is also important to note that every time maintenance or other staff enter a unit they will ensure all doors are locked when exiting. As a result, students are advised to carry their keys with them at all times.

### **Guest Policy**

You are permitted to have a guest for a maximum of 4 nights per month. Your guest must be registered in advance and remain with you at all times. Your guest can NOT be left unattended in your room when you leave. You are responsible for your guests' behaviour, even if you are not with them when a violation takes place. Abuse of visitor privileges will result in loss of privileges. All guest registrations must be done through the StarRez Portal. For more information, please contact the Residence Office.

### **Parking**

#### Resident Parking

Parking Permits for Olds College and CHOC Residence parking can be requested online at [oldscollege.ca](http://oldscollege.ca) under parking information.

On Campus Permits: \$25.00/Month (Overnight)

Permits are payable from your academic start to end date and due at the same time your tuition fees are. Charges will appear on your myoldscollege student account.

### **Cleaning and Housekeeping**

You are responsible for cleaning your unit on a regular basis. Residents who are unable to meet this requirement must speak with the Residence Life Coordinator. Please note that housekeeping checks will take place once per semester to ensure satisfactory levels of cleanliness. A minimum of 24 hours notice will be provided. If the unit is found to be in poor condition, the Resident will have 24 hours to remedy the situation. Should the room fail reinspection, Residence Staff will clean the room and the Resident will be charged a minimum \$100 cleaning fee. To make this process a little easier on residents, we have cleaning supplies available to borrow from the Residence Office or the RA Office.



## Repairs and Maintenance

### Room Condition Reports:

For your protection, you are required to complete a Room Condition Report (RCR) within 48 hours of move-in. This form allows you to document the condition of your unit and any provided items, furniture, appliances, and fixtures. Ensure you record everything in detail as it will be used at move-out to determine the changes in the condition of your unit and any resulting charges or fines. Should you encounter anything not working properly or insufficiently clean, notify the housing office by submitting a maintenance request and it will be addressed in a timely manner. If you don't complete your RCR, we will assume you are responsible for the state of your unit at move-out, regardless of the condition upon move-in.

### Maintenance Requests:

All requests for maintenance must be entered on the residence portal at [www.choc.ca](http://www.choc.ca). Once logged into the portal, click on "Maintenance". Please note that access to this section of the Portal will be granted upon move in. We will respond to maintenance requests as soon as possible. By requesting maintenance service, this implies permission to access your room to complete the repair. A note will be left by maintenance confirming completion of the task or notification that further access and work may be required.

### Regular Inspections:

At various points in the year regular inspections must occur in each unit. Examples of these entries include: inspection of fire safety equipment; filter changes, and mechanical inspections. Sufficient notice will be provided via email to residents. We also complete annual inspections of each unit over the December holiday break. During these inspections, we check thermostats, ensure windows are closed and follow up to ensure Residents have left their room in reasonable condition for an extended period of vacancy (ie. garbage is removed, bathroom fan is on, etc.).

### Hanging Items on the Walls:

We understand you may wish to personalize your room. Within reason, items are permitted to be hung on the walls using a small amount of push pins, or small finishing nails. While these are the permitted options, proceed with caution as you are liable for all damage and the costs associated with the related cleaning, repairs, maintenance, and replacements. Do not affix stickers of any kind (including 3M removable tabs, as they often cause damaged on removal) to any surface in the room, including the walls, door, ceiling, furniture, or window.

### Snow Removal:

Facilities will clear snow from the main walkways. If you live in College Courts, you are responsible for clearing the snow from the patio. Shovels and salt will be provided by Campus Housing. If you require replenishing of your salt supply, please enter a maintenance request.





## Potential Damage Charges and Fines

Whether accidental or intentional, the individual(s) accountable for any damages will still be held financially responsible. Students will be held responsible for any damages caused by their guests.

The following list itemizes potential fines and the typical replacement costs associated with some of the more common items in each room in the event that the items are damaged beyond what can be considered reasonable or normal wear.

This list is not exclusive. Any damages not listed here will be charged at material costs plus applicable labour rate.

Tampering with Fire Safety Equipment	\$250 and up
Burning Candles	\$250 and up
Smoking Indoors	\$250 and up
Bodily Fluids Clean Up	\$100 and up
Lockouts	\$100
Replacement Room Key	\$25
Replacement Mail Key	\$25
Replacement Laundry Card	\$10
Replacement TH Front Door Key	\$150
Replacement TH Bedroom Key	\$150
Replacement TH Fob	\$25
Lending Out Keys or Cards	\$100
Leaving Windows Open In Freezing Temps	\$100 and up
Drywall Repair	\$75 and up

### Please Note:

- Furniture must remain in its original position
- All non-Residence items/furniture must be removed at move-out or a \$50 removal and landfill fee/- per item will apply
- Students MAY NOT repair damages themselves, this must be done by an accredited staff.



## **Internet Access**

Campus Housing has individualized wireless access identified by room in CV or by townhouse in CC. Refer to the router box in your room or townhouse for your wireless identification number and password.

Internet usage is subject to the O-Net Acceptable Use Policy, available at <http://o-net.ca/acceptable-use-policy>.

Centennial Village is also provided with an open access wireless internet service throughout the corridors, social spaces, lounges and boardrooms to enable students to stay connected all the time. This ONET public network provides internet speeds of 5 Mbps, both upload and download. Please note that using the public network as opposed to the network assigned to your room/townhouse will result in significantly slower speeds.

## **Temperature Control**

Your bathroom fan is an integral part of the building ventilation system and should be left on as much as possible. If your room temperature is overly warm (or cold) please submit a maintenance request with as much detail as possible.

## **Pest Control in Residence**

CHOC has a pest management system in place. Students are expected to do their part by disposing of garbage and recycling in a timely and appropriate manner. Food items should be properly stored and sealed and all rooms kept tidy. Please also ensure backpacks are not left open in barn areas where pests might be inadvertently brought into the building.

## **Facilities and Amenities**

We have several open spaces available for use to all residents. It should be noted that these spaces are alcohol free and that residents are required to clean up after use.

### Boot Rooms

Coming back from the barn or the field? Make sure that you immediately go to one of the boot rooms before going anywhere else in the building. Hose off your dirty boots and clothing as necessary to ensure that you are not tracking anything into the rest of the building. A utility sink, industrial boot scrubbers as well as washer and dryer are included in these rooms for your convenience and use.

### Locker Rentals

Lockers are available in each of the boot rooms. For availability and rental rates, please contact the Residence Office.



### Bike Storage

There is a bike rack located at the southeast end of Centennial Village. Make sure that you bring a bicycle lock so that you can secure your bike to the rack.

### Social Alcoves and Study Spaces

On each floor there are social alcoves and study spaces. Please use these spaces as much as you like, but please be respectful of neighbouring rooms and keep the noise level to a minimum. In most spaces there are supplies available to use such as board games, school supplies, and hobby activities. You can also inquire at our front desk for activity supplies.

### Boardrooms

There are meeting rooms on each floor that students can sign out at no cost. If you and your classmates have a group project or you want to get together for study groups, contact the Residence Office and we can sign you out one of the rooms.

### BrewLab

The BrewLab is in the PorterHouse on the 3<sup>rd</sup> floor of Centennial Village. Please note that this is a restricted area accessible only to authorized Brewmaster students. Unauthorized access will result in sanctions.

### ClubHouse

The ClubHouse is a great space for townhouse residents. It includes laundry facilities on the main floor and a social space upstairs for RA activities. If you wish to book this space please contact your RA for availability.

### Fitness Room

All students living in Centennial Village and the College Courts Townhouses have the privilege of using your very own fitness facility. Equipped with treadmills, stair climbers, a stationary bicycle, as well as an assortment of free weights, you can use this facility anytime from 6am – 10pm, 7 days per week.

### Laundry Rooms

There are laundry facilities located on the 1, 2, & 4<sup>th</sup> floors of Centennial Village as well as in the ClubHouse in College Courts (unit 24). Your laundry card allows you to load money on it and you will never need coins to do laundry again. The terminal to load money onto your laundry card is located beside the Residence Office. Replacement laundry cards are \$10. The hours of the laundry room are 6am – midnight.

### Garbage and Recycling

Keeping excesses of empty bottles of cans and creating monuments of alcohol is prohibited. Garbage must be removed frequently to avoid unwanted odors and the attraction of bugs and pests. Please pitch in and do your part! Garbage and recycling dumpsters are conveniently located just outside Centennial Village on the north and south ends of the building. There are also bins next to units 1 and 46 in College Courts.



Dumping excessive garbage in social spaces is a violation of the community living standards and creates an unnecessary excess of work for our custodial team. Please help us to keep social spaces neat and tidy.

## **The Greening of Residence**

We have several initiatives to promote a sustainable environment in the residences including:

1. Water saving low flow flush toilets
2. Energy efficient shower heads (please do not replace them with your own)
3. Recycle bins in each lounge
4. Energy efficient light bulbs – do not replace bulbs with your own. If they burn out, please enter a work order for replacement
5. We use green cleaning products
6. High efficiency boilers (CV), furnaces (CC), and hot water tanks

### How you can help to live green:

- Turn off your lights, and electronics when you are not in your room
- Take short showers
- Don't keep the heat on and window open at the same time
- Be conscious of recycling
- Only do laundry when you have a full load and use cold water settings on the washing machine

## **Food Services**

Food Services at Olds College are provided by Compass Group Canada Ltd. and operate under the College and University sector of the company called Chartwells.

A Meal Plan is required for all students living in Centennial Village. There are 2 options of Meal Plans:

- Plan 1 (Commuter Plan) – Continuous dining Sunday dinner to Friday lunch
- Plan 2 (Full Meal Plan) – Continuous dining 7 days per week

With the meal plan you can choose any food or beverage. You can return to the server for more food as often as you choose. You can also prepare your own meal or snack in the My Pantry area. Chartwells will be expanding the My Pantry area this year and offering more options, recipe ideas and privacy for those wishing to do their own cooking! You can also return to the Cafeteria as many times throughout the day as you wish.

No food may be removed from the dining room. However, at the cafeteria entrance retail foods such as bottled water, baked goods, and packaged food items can be purchased to take away.



When you register for college you will be issued an Olds College ID card. Your ID card will be coded with your meal plan. The meal card is non-transferable; therefore it cannot be passed to anyone else. Meal entitlements are only granted to students who show their appropriate ID card and have an active meal plan.

Your ID card should be treated as a credit card. Lost meal cards should be reported immediately to Student Services to be cancelled and replaced. Replacement cards can be purchased for \$20. Damaged cards will be replaced at no cost.

**Changing Meal Plans** – Students are permitted to change their Meal Plan once per semester free of charge. The change must be requested in person at Student Services by no later than two weeks after the semester start. No request for changes will be accepted after the semester deadline. Students are also able to start requesting a change for the Winter semester in November.

Please refer to the following website for more information about meal plans and food services, <https://www.oldscollege.ca/student-life/Meal-Plans/>.

**Food Forums:**

Each month the Residence Life Team meets with Chartwells Management to provide your feedback. Please be sure to provide your feedback to an RA or you can go directly to Food Services with your comments or concerns.

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# Transfers and the Reapplication Process

## Room Transfers

We understand that there are times that students may be unhappy with their current room assignment, and we always do our best to ensure that residents are happy with their living arrangements. With this said, we do our very best to accommodate room transfer requests when there are valid reason and all other means of remediation have been exhausted. It is important to note that no room transfer requests will be accepted prior to September 30<sup>th</sup> in a normal academic year or 30 days after move-in. In cases where students need to change rooms this must be done in consultation with the Residence Life Coordinator. To request a room transfer, residents must complete a room transfer request form, available from the Residence Office. Approved transfers are subject to a \$100 room transfer fee. (Note that additional cleaning and damage charges will apply to rooms left in disarray).

Most transfer requests are a result of conflict with floor/house mates. When considering a room transfer because of conflict with another resident, residents should try to resolve those differences informally. Once you have completed the informal stage, then you can move to a formal stag. However, most conflicts are resolved at the informal stage.

## The Mediation Process

### Informal Stage

- Complete a roommate agreement contract if you are living in College Courts.
- Discuss issues with your floor/house mate and try to work out your differences.
- Meet with your RA. The RA may provide tips on how to overcome the conflict and may meet with you and your floor/house mate.
- If necessary, the RA may conduct a mediation session with you and your floor/house mate.

### Formal Stage

- Complete a room transfer request form.
- Meet with the Residence Life Coordinator who will investigate your request.
- The Residence Life Coordinator may conduct a mediation session with the parties involved to assist in the situation.
- A transfer may be granted if the conflict is not able to be resolved and only if a space in Residence permits.



### Unit Assignments

Campus Housing reserves the right, as necessary, to reassign you to a different unit at any time.

### Cancellation of your Lease Agreement

While you are considering cancelling, Housing staff are available to assist you in making the best decision. Please consult with them to receive valuable information such as deadlines, additional fees, and referrals to other departments and offices.

If you decide to cancel your lease agreement you must do so in writing by completing a Notice to Vacate form, available at the Residence Office.

If you are withdrawing from the College, you must notify the Residence Office immediately. You will be expected to move out within 48 hours.

If you cancel your agreement, you will follow the move-out procedures below.

### Moving Out

You are responsible for thoroughly cleaning your unit prior to your move-out. Once you turn in your keys, we will assess the condition of your unit and compare that with your RCR. Any charges including cleaning and outstanding charges or fines will be charged against your security deposit. Any personal belongings left behind will be held for 30 days, then donated or disposed of depending on condition.

Security deposits will be released within 8 weeks of move-out and will be issued by Business Services at Olds College. If you have any questions regarding the return of your security deposit, please direct them to Business Services, Olds College.

You are responsible for cancelling any third-party services, subscriptions, or deliveries. Campus Housing is not responsible for any charges or fees incurred as a result of not cancelling, or cancelling late.

Requests for late move-outs will only be considered if you have a final exam scheduled during the afternoon of the last day of your agreement or special circumstances surrounding travel arrangements.

*\*\*You will not be "moved out" until all your keys have been received in the Residence Office. \*\**

### Reapplying

The process to reapply to Residence for next year starts at the beginning of February. Watch for signs around Residence informing you about the process and application deadlines. Typically returning students wish to apply for Town Houses. It is important to note that space is limited in College Courts and admission is accepted on a first come first serve basis.



## Safety and Security

Campus Housing provides safe and secure accommodation but we always encourage residents to be alert and aware of their environment at all times. Olds College has 24 hour Campus Patrol and they are located in the lobby of Centennial Village. RAs and/or Campus Patrol do rounds of the residences every night. The Resident Assistants provide a presence in each residence area and the Residence Life Coordinator is a professional staff member that deals with emergency situations. Security cameras are located throughout Campus Housing. Campus Patrol is on campus as a service to you to ensure your safety and comfort. They are acting on behalf of Olds College and CHOC. Lack of respect towards Campus Patrol may result in further sanctions.

### Security Guidelines

The safety of our residents is our number one priority. The guidelines and tips in this handbook will help ensure everyone's safety. Compromising security measures in the Residence is not acceptable and will be dealt with according to the Community Living Standards.

1. Residence rooms should always be locked. Residents are encouraged to ensure their doors are secure even when they are present within their unit.
2. Do not lend your keys or cards out to anyone. If you lose your keys or cards, please inform the Residence Office or an RA immediately.
3. Do not leave valuables in a visible location.
4. You should not open doors or sign in guests unless you personally know the individual and are willing to take responsibility for them while they are in Residence.
5. Report any suspicious person(s) or behaviour to the Resident Assistant on Duty or Campus Patrol
6. Utilize the Campus Walk Program when walking on campus at night.
7. Report all damaged locks, lights, and other safety hazards. Emergency situations can be reported to the Residence Office, RA on Duty, or Campus Patrol
8. Program the following emergency contact numbers into your phone.
  - a. Fire, Police, Ambulance 911
  - b. Campus Patrol 403-556-8224
  - c. Residence Office 587-796-1796
  - d. CV RA on Duty 403-507-5117
  - e. CC RA on Duty 403-507-5098





## Emergency Notification System

To keep the Olds College community informed in the case of an emergency situation, we strongly encourage all students to download the OC Emergency App to your phone. This is a Mass Notification System that will keep you informed in the event of an emergency. For more information on the OC Emergency App, please [click here](#). To view the OC Emergency Response plan, [click here](#).

## Medical Emergency

In the event of a medical emergency, call 911 and Campus Patrol at 403-559-8224. Campus Patrol will meet emergency responders at the edge of campus and will direct them to your location and provide access.

## Fire Evacuation Procedures

*\*\*Pulling a fire alarm without reasonable cause is a criminal offence and will be treated as such. \*\**

You must be aware of the Residence's evacuation procedures. Familiarize yourself with the location of all emergency exits, stairwells, and fire alarm pull stations. If you discover fire, sound the alarm. If you hear the alarm, evacuate the building. Fire Drills are conducted twice a year.

### Upon Discovery of Fire if Alarms have not Sounded

- Leave fire area immediately
- Close doors behind you
- Sound the fire alarm, pull manual station
- Call the fire department from a safe location: 911
- Leave the building by the nearest exit
- Do not use the elevators

### Upon Hearing a Fire Alarm

When the building alarm is activated, you will hear loud tones.

- Leave the building by the nearest exit
- Close doors behind you
- In an orderly manner, leave through the closest stairwell or exit and proceed to the muster point (Alumni Centre) where you are asked to remain with the members of your village or phase for townhouses. An RA will have floor signs designating your meeting location within the muster point and will take attendance where necessary.
- If a particular exit is blocked, or you see fire or smoke, use an alternate exit.
- Remain out of the affected area until an announcement is made by the Fire Department or Residence Personnel that you may re-enter the building.



- Mobility impaired students who are unable to exit the building are to stay in their unit. Should you encounter smoke, place a towel at the base of your door to prevent smoke from entering the room and wave a bedsheet out of the window to indicate to the Fire Department that you require assistance.

### Fire and Life Saving Equipment

Each room and common area has a smoke detector and carbon monoxide detector. These detectors are extremely sensitive. If the smoke detector in your unit goes off and there is a fire present, leave your room immediately. Alert others by pulling the alarm at the pull station and evacuate the building. If the smoke detector in your unit goes off and there is no fire present inform the RA on Duty or Campus Patrol.

If you have steam/smoke in your rooms (ie. from burnt popcorn) but no fire, open a window to allow the air to circulate. Do not prop your door open the clear the air, as this could set off the full building fire alarm.

### Smoke Detector Low Battery

When the smoke detector battery is low it will not trigger an alarm. However, a loud “beep” may be heard. Upon hearing this low battery signal please submit a work order to have our maintenance technician rectify the issue.

### Fire Safety Sprinklers

Do not disturb or hang things from the fire safety sprinkler heads in your room, the hallways, social areas, etc. If they are accidentally activated, the resulting damage will be extensive and extremely expensive for you. You will have significant water accumulation in your room in a very short period of time.

### **Lockdown Procedures**

Should a critical incident occur where evacuation may not be safe or appropriate, a lockdown of Residence and/or the Campus will commence.

1. The OC Emergency App will sound, alerting students and staff to the lockdown. The communication will include the nature of the incident and instructions on how to remain safe. All members of the campus community should be attentive to all alert broadcasts over this system and act accordingly.
2. Campus Patrol and the Crisis Response Team will ensure no one enters the areas under lockdown.
3. All occupants should follow these directions and procedures:
  - a. Rooms with lockable doors are the desired location, for example your unit. If you find yourself in an open area, remain where you are or, if possible and safe to do so, move towards a room that provides cover, concealment, or an escape route. If the room doesn't have a lockable door, create a similar



environment by barricading the door with items in the room or by tying a belt around the hydraulic arm of the door (where possible).

- b. Once in a secured room, stay out of view of windows and doors, and remain quiet and still. Switch your phone to silent and turn off the vibration. Remain calm and assist others with you to remain calm as well.
- c. Remain in lockdown until you receive an 'all clear' broadcast on the OC Emergency App. If there is any doubt or concern, remain in lockdown.
- d. Should a fire alarm occur during a lockdown, do not act unless you can safely confirm the fire yourself or a message is broadcast through the Mass Notification System directing you to evacuate.

*Below you will find a link to a video created by the University of Alberta. While it is specific to the University of Alberta, you can extrapolate the basic lessons to use anywhere in the event of the unthinkable, an active shooter on campus. Please note some viewers may find the video disturbing. [Active Shooter Video](#).*

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# THE RESIDENCE LIFE PROGRAM

## Resident Assistants

Resident Assistants (RAs) are a very important aspect of our Residence Life program. RAs are student leaders who live in residence and are trained in a variety of areas including: leadership, coaching, crisis management, responding to behavioural issues, and conflict mediation. They provide a supportive, mentor like role in their designated areas, while working to increase school and community spirit through various community building activities. RAs are also responsible for being on-call on a regular basis during the evening and on weekends. All RAs work hard to develop lasting relationship with their residents, provide ongoing and individualized support, and ensure that residents benefit from the Residence Life experience.

RA Phone Numbers:

Centennial Village On-Call Number: 403.507.5117

College Courts On-Call Number: 403.507.5098

## Supporting Your Transition

As part of the Residence Life program, we believe that all students can benefit from having a consistent point of contact and mentorship within their community. However, we know that it can be difficult for students to reach out for help at times when they may truly need it. We encourage all students to reach out to their RA when needed but our entire housing team is also available when needed. Students are encouraged to reach out to whomever they feel most comfortable with if necessary.

### Getting Involved!

We believe that in order for you to make the most of your experience, engagement is a must! It is important to get involved, as it will allow you to make friends, develop leadership skills, and make lasting memories. Throughout the year, the Residence Life Team offer many opportunities to get involved. Watch for postings throughout Residence and on social media. You should also ask your RA for more information on all the involvement opportunities offered.

### Community Living

Residence is a rich, active, and vibrant community where the primary goals are academic success and social experiences. Occasionally these two goals conflict. Those studying or resting prefer it to be quieter, while those wanting to be more social prefer a louder and more active environment. While academics and rest are a top priority, socialization is still highly valued. Your goal should be the same as that of your RAs, to find a fair balance between sleep, study and socialization through direct and respectful communication with your neighbours.



Excessive noise is not acceptable during quiet hours, in the same token, you are not permitted to be as loud as you want outside of quiet hours. You are a part of a community and all residents are expected to be considerate and respectful of your activity and noise levels at all times.

Should a conflict regarding noise arise, the more social individuals may be encouraged to reduce the noise or take their social activities elsewhere. On the other hand, if the more studious individual needs a place to study that is quieter than can be reasonably expected or achieved, they may be encouraged to find a more suitable location such as the boardrooms or Learning Commons.

### Roommates 101

Living with roommates in the townhouses can be one of the best residences experiences, but also, one of the most challenging. Effective sharing of living space requires that you and your roommates have on-going, **in-person** communication that is open, honest, and respectful.

We encourage all Town House residents to complete a roommate agreement shortly after move-in. It is one of the first opportunities for you and your roommates to share your living habits, personal priorities, expectations, and concerns. This agreement will guide you through a worthwhile discussion of pertinent topics and common challenges that are sure to increase the likeliness of your and your roommates having a great experience living together. These agreements are most likely to be successful if all roommates of the house listen, understand, work together, compromise, and problem solve to come up with a formal, written document. The Residence Life Team is available to facilitate these discussions upon request.

### **Social Gatherings**

Chances are, during your college experience, you'll probably end up at a few social gatherings. Your time in post-secondary may be a time of social experimentation. At Campus Housing, we don't promote these events but we do strive to make these experiences as safe as possible when we become aware of them.

CHOC defines a party as any social gathering that meets two or more of the following criteria: There are eight or more people present, (including hosts and guests); Alcohol is being consumed; There is enough noise being made to attract attention or disrupt the surrounding community.



### What are the expectations for hosting or attending a party?

- All Community Standards must be followed at all times by hosts and guests (remember that as host, you are responsible for the actions of your guests)
- Hosts and guests must maintain a safe and secure environment in Residence at all times. Excessive noise is not acceptable at any time.
- Risky or irresponsible actions such as drinking games or competitive drinking are strongly discouraged.
- The party must remain contained within your room/unit, and should not impact communal space (i.e. hallways, lounges, lobby areas, entrances, patios).

Please see additional guidelines in the Community Living Standards.

### **See Something, Say Something | Amnesty Clause**

CHOC wishes to promote an environment where students are not afraid to seek help due to the added fear of disciplinary repercussions. We will always place the safety of our students first and foremost and encourage students to come forward in person or anonymously to report concerns.

### **Mental Health and Well-Being**

Your mental health and well-being is a priority at Campus Housing. As a student and resident, you're joining a community that cares about you and wants to help you succeed and thrive. Making use of campus supports can improve your mental health and well-being.

College is a time when you will likely experience significant personal change. The 18-25 age range is a particularly difficult time for navigating your overall wellness. Being at college may make you anxious or stressed, but there are things you can do to make this transition easier.

### 10 Tips for Holistic Wellness

1. Connect to supports and resources early to help you manage stress and your health. Students who access supports and engage in and out of the classroom are more likely to enjoy their experiences and optimize their academic and personal potentials.
2. Get involved in Residence Life programming and events.
3. Attend group sessions, workshops, or individualized counselling sessions with campus [counselling](#).
4. If you have an existing mental health condition, contact [student support services](#) to make an appointment to receive advice about support options. It is also advised that you speak privately to a member of the Residence Housing team to further support your transition to Campus Housing.
5. Set up an appointment with an academic advisor to discuss your course load and academic plans.



6. Build a strong social network and get involved on campus. Join a club, student government, intramurals, or other groups on campus.
7. Exercise to reduce stress and improve mental health. Stay active and make use of the Residence Fitness Centre or sign up for classes through the [Community Learning Campus](#) in the Ralph Klein Centre.
8. Set up an appointment to discuss your overall health with a physician on campus, available on Tuesdays and Thursdays.
9. Pay attention to signs of distress. If you notice changes in yourself (sleep deprivation, excessive substance use, difficulty concentrating, social isolation, or emotional difficulties), get help early. If you notice changes in a friend or classmate, encourage them to seek help or disclose your concerns to a trusted staff member.
10. Seek assistance early, identify your needs and reach out to the support systems available to you.

### Healthy Alcohol Use

CHOC and Olds College are committed to providing a safe and respectful community that promotes safe and responsible drinking. We encourage students to be thoughtful about how they drink, as well as to learn about campus and community resources.

#### Tips for safer drinking

- Drink slowly: alternate each alcoholic drink with water or a non-alcoholic beverage.
- Avoid mixing alcohol with drugs, medications, or energy drinks
- Set your own pace and limit with alcohol: do not try to compete or keep up with others.
- Eat while you are drinking. Food reduces the speed at which your body absorbs alcohol.
- Pour your own drinks. If you leave your drink unattended, get a new one.
- Know the strength of the alcohol, check the alcohol percentage.
- Stay in the company of trusted friends.
- Always avoid binge drinking (drinking a large amount of alcohol in a short time).
- Plan to have a safe way to get home or a safe place to stay.



Regardless of how you feel, you should always stop drinking if:

- You don't want to drink,
- You feel uncomfortable or vulnerable,
- You don't have friends with you who can watch out for you,
- You are nauseous, vomiting, or about to pass out,
- You do not have a safe place to stay or way to get home.

If you suspect that you or a friend is struggling with unhealthy alcohol use, consider visiting Student Support Services, or the Residence Office.

There are many resources available to explore what responsible drinking means, we recommend: <http://keepitsocial.ca/>

### **Preventing Sexualized Violence**

Sexualized violence is any unwanted act of a sexual nature. It may be physical (e.g., oral sex or intercourse without consent) or non-physical (e.g., intimidation, verbal pressure, cat calling etc.).

Why is sexualized violence concerning?

- Statistically, one in five women is sexually assaulted while attending a North American University or College.
- 75-85 percent of these assaults occur by someone known to the victim.
- Roughly half of sexual assaults against women occur on dates.

### Consent

Consent is the basis of healthy sexual activities, where all parties are fully willing and engaged in the sexual activity taking place. Without consent, any sexual contact could potentially be sexual assault. Consent is a communicated agreement established right before a sexual activity takes place.

Six components of consent:

1. Consent is a mutual and communicated agreement.
2. Consent is enthusiastic, indicating engaged and fun sexual activity.
3. Consent is practised at every step. Consent is continuous and takes place before every act (e.g., before kissing, fondling, and intercourse).
4. Consent is not pre-determined. Consent must occur right before any sexual activity occurs or changes.
5. Consent is always the responsibility of the initiator of the act.
6. Consent is best practised sober. Consent cannot be legally given under the influence of drugs or alcohol.





In Residence and on Campus, we have a wonderful support team in place for all issues, including sexualized violence. Please see the information below regarding the C.A.R.E. Team.

### **The Upstander Approach**

See Something Do Something!

The upstander theory aims to develop a culture of looking out for one another on campus. The concept aspires to create a safe and supportive campus community where students and staff are equipped with the skills and confidence to intervene in any situation that may negatively impact the other individuals or the community as a whole.

Examples of being an Upstander:

- Creating a distraction to break up a heated argument between two strangers;
- Calling for help if someone is passed out from drinking too much;
- Telling your RA that you're concerned that your roommate is having trouble fitting in; or
- Simple helping behaviours, like shutting off lights in empty rooms or picking up litter to put it in the appropriate place.
- Intervening when your friend is "hitting on" someone inappropriately.

Being an upstander is one method by which we can combat sexual violence and other forms of harassment and/or discrimination. For more information please contact the Residence Life Team. You can also check out [this video](#) from the University of Waterloo for more examples of ways to intervene. Let's all do our part; if you see something, do something.

### **The C.A.R.E Team**

The C.A.R.E team stands for the College Student Action Response Team for Emergency Situations and is a collaborative team of service professionals working together to provide confidential and supportive assistance for students experiencing crisis that may impact their participation and success in Post-Secondary studies at Olds College. In the case of a critical incident information may be shared within the C.A.R.E team network to support an individual or groups wellbeing and safety.

To access this team please speak to any professional in Student Support Services or Residence



## The Community Living Standards

The Community Living Standards (CLS) are a policy designed to uphold the rights and responsibilities of all Residents. The CLS outlines expectations for behaviour that is acceptable or not acceptable for living in Campus Housing. The CLS are violated when a resident (or their guest) engages in prohibited conduct and/or does not meet the expectations outlined. This section of the handbook is only a supplement to the Community Living Standards and all Residents are expected to read the full document. [Click Here.](#)

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## Important Phone Numbers

Campus Housing Office	587.796.1796
CV RA on Duty	403.507.5117
CC RA on Duty	403.507.5098
Campus Patrol	403.556.8224
Student Support Services	403.556.8230
Nurse's Office	403.556.8239
Counsellor's Office	403.556.8238
Mental Health Help Line	866.303.2642
Suicide Crisis Line	800.784.2433
Addictions Help Line	866.332.2322
Health Link	866.408.5465
Wildrose Walk-In Clinic	403.556.7130