



# Student Housing Handbook

2025-2026

# So, You Just Moved In!

## Important Things to Do:

- The very first thing you need to do when you move in is complete your Unit Check-in Report (last page of this booklet). This report has you mark down any bumps or scrapes that your new home might already have. By filling out this report and returning it to the Housing Office within the first week of checking in, you take an important step to being refunded your Damage Deposit.
- Please review the Fire Evacuation Procedure on page 6.
- Register any overnight guest(s) with the Housing Office. This is for fire/emergency safety.
- Family Housing Students and Individual Students must attend a Key Meeting when you move in, usually within the first week. This is a simple orientation to College living and the staff involved. There will be two Key Meeting BBQ's for Individual Students and Family Housing Students...watch for a notice/poster with the dates.
- All Portage College Student Housing is smoke free. There are marked outdoor smoking areas.
- More information on our College and electronic file of Student Housing Handbook can be found at [www.portagecollege.ca](http://www.portagecollege.ca) under Student Services and Student Accommodation.

## **Welcome! Bonjour! Tansi!**

Welcome to Student Housing! We want to make your stay here with us as enjoyable and memorable as possible. Living on campus is a unique life experience, and we encourage you to get involved, meet your neighbours, and explore your new home. There are various social/recreational events that take place on a weekly basis at all campuses.

Our college community is your home for this part of your life's journey. It is also home for many other students like yourself. We all need to work together as a community using respect and courtesy to ensure a safe and happy home for everyone.

College staff are here to provide resources and support in many different ways. We encourage you to ask questions, volunteer, and get involved!

If you have a service concern, please talk to someone you feel comfortable with in either the Housing Office, Security, or Student Services. If you feel the issue has not been resolved, you can make an appointment with one of our supervisors or myself. This can be booked through the front desk in Student Services. I personally commit to following up on each student concern, and will ensure we are being the very best we can be. Enjoy your journey and good luck with your studies!

Bev Moghrabi

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## **Key Meeting Information**

### **(Housing Orientation)**

#### **Individual Students:**

All individual students must attend a Key Meeting. This is your orientation to living in Student Housing. It is a great opportunity to get to know our staff, meet your new neighbors, and get orientated to your new home. You will be notified of the BBQ Key Meeting date, usually set within the first week.

The Key Meetings are a very important part of the orientation process.

#### **Family Students:**

As well, all Students in Family Housing must attend a Key Meeting with the Housing staff for a home orientation. Our staff will host a BBQ along with the Key Meeting (usually set within the first week), and share some information that will help you and your family settle into your new home. This is an opportunity for you ask questions, learn more about the town, and get to know more about the staff you will be working with.

## **Meet Your Housing & Security Staff**

**Main line: 780-623-5573**

At the main Housing Office you will find our friendly and accommodating daytime staff. They oversee housing on all campuses, can process rent payments, assign units and dorms, as well as answer any of your housing questions. Their phone numbers are 780-623-5573, and 780-623-5670, or toll free @ 1-866-623-5551.

**Office Hours:** Monday-Friday, 8:15am - 4:30pm

Saturday-Sunday, Closed.

## **Portage College Campus Security**

**Direct line: 780-623-5587**

Jim is the Head of Campus Security. He oversees security on all campuses, and works closely with the Housing Department and the Counselling Department. The role of Campus Security (CS) is to provide a safe and secure learning and living environment here at Portage College. Our friendly staff interact with students casually on a regular basis. They are a part of the front line staff, and are available to help students, as well as connect them to other departments. Campus Security works closely with the Housing and Counselling departments. Campus Security works to keep the College safe by monitoring the grounds and facilities, ensuring that only authorized people are on campus during evenings and weekends, reminding people of the Housing and Community Standards when appropriate, and intervening to keep the peace if necessary.

The College has a close working relationship with the RCMP detachment. When situations require it, Campus Security will request RCMP intervention. It is in the best interests of everyone involved to co-operate with Campus Security, and other College staff. If a student fails to comply with the Housing and Community Standards, the College reserves the right to terminate the housing contract. If this occurs the student will need to find housing elsewhere.

### **IMPORTANT: IN CASE OF AN EMERGENCY**

**Please call Campus Security first.** If immediate police, fire department or ambulance are required for life-threatening situation, **dial 911 first** and still report the emergency to Campus Security.

## What to Do If the Fire Alarm Sounds

**Residence Students:** If the fire alarm sounds:

- Quickly get your jacket and shoes, then leave your room.
- Please leave the lights on, and shut your door.
- Exit the building using the closest evacuation route.
- Do Not Use the Elevator!!
- Gather at one of the marked “Muster Points”. Usually one of the parking lots.
- If it is cold, you will be escorted over to the hospital.
- Once College staff tells you it is safe, you can go back into the building.

**Family Housing/Individual Student in Town House:** If your fire alarm sounds:

(Each townhouse has a fire extinguisher and a smoke detector.)

- Evacuate all the children from the house.
- If possible, use your fire extinguisher to put out the fire.
- Call Campus Security, let them know if you were or were not able to put out the fire.
- If you are unable to talk with Campus Security for any reason, call 911.
- If you were unable to put out the fire, make sure everyone is outside, and immediately alert your neighbours.

### IMPORTANT:

1. It is a **violation of Provincial Safety Standards** to **tamper with, or otherwise disconnect, any fire alarms or smoke detectors**. This **will result in a fine and possible eviction**.
2. Students who fail to leave their room in the event of a fire alarm are in violation of the College Fire Code. Such students may be fined up to \$100 or receive disciplinary action that could include termination of their housing contract. If this occurs, the student will need to find housing elsewhere.
3. Fire safety regulations **prohibit sleeping in basements**. This space is for laundry and storage only; any dangerous fire hazard must be removed from the basement.
4. Causing any risk of fire by smoking, using an open flame or burning objects is strictly prohibited.

## General Information

**Student Housing announcement or emergency**, you will be informed through My Portage, Portage Alert, hand delivery notice, or in person. If you hear of an emergency from any other source, please contact Campus Security at 780-623-5587. We strongly advise you to download the apps mentioned above onto your cellphone.

**The cost of ambulance and emergency health service** will be charged to the person who has received the service regardless who requested the service. Campus Security or any person may contact EMS depending on their assessment of the situation and will be free from the cost for the service.

### Parking

All College parking is free of charge at Lac La Biche, St. Paul and Boyle.

The only reserved parking spaces are in front of the Family Town Houses. For students staying in the Residence Hall (Dorms) there is a separate parking lot on the East side of the building by the main entrance.

Note: Broken vehicles (vehicles that are not licensed, or road worthy) cannot be parked on College property. Such vehicles may be towed away at owner's expense. The owner will be given two week's notice before the vehicle is towed. **All vehicles must be registered on the occupancy contract.** If you have not documented it on your contract, please notify the Housing Office.

### Laundry

Individual students: There is a Laundromat on the 2<sup>nd</sup> floor of the main building. It's just off the stairwell by Student Services. The machines run on quarters, and you will need to bring your own laundry products.

Family Housing: All Town Houses have a washer and dryer in the basement.

Boyle: There are two washers and two dryers at the modular camp; they take loonies and toonies.

St. Paul: A common laundry room is located on the first floor.



## **The Voyageur Grill**

The Voyageur Grill at the Lac La Biche campus is the College's cafeteria. It consists of a convenience style store, and the surrounding seating/entertainment area. The Voyageur Grill kitchen creates and sells hot lunches from 11:30am-1:00pm every day during the school week (exceptions will be posted).

The entertainment area includes flat screen televisions, video gaming equipment, a DVD player, as well as pool tables, and access to the outdoor courtyard.

After 10:00pm the Voyageur Grill is locked and available to Residence students only. They can access the Voyageur Grill using their Residence Hall key fobs.

## **Meal Plan/Meal Card (Lac La Biche Campus Only)**

In an effort to decrease student hunger, the College created the Student Meal Plan. This mandatory plan requires students to put a \$125.00 every month (the only exceptions are December \$62.50 and October/February \$93.75) onto a Student Meal Card. This meal card is specially designed to only work at the College's Voyageur Grill.

The goal of this plan is that all individual students will be able to purchase a hot lunch every day of the school week. It is highly recommended that students create a budget for their meal card by month. It is mandatory for all individual students to participate in the College's Student Meal Plan.

Note: The only exception to having to purchase a meal card is if a student has a dietary restriction or religious needs. In this case, the student needs to submit the Meal Plan Accommodation Request with supporting documents (i.e. doctor's note).

\*Exceptions will not be given without supporting documents.\*

If you lose your meal card, there is a \$10.00 replacement fee that will come off your card's credit. Once money has been put on your meal card, that money cannot be refunded. This applies to the mandatory limit, as well as any extra money a student may put on the card.

NOTE: Vending machines available at all campuses.

## **Student Food Bank**

The Student Food Bank is available to all Portage students. If you end up needing a little help, go to Student Services and ask your advisor about your Student Food Bank.

## **Keys**

It is important to lock the doors to your home, and carry your keys at all times. The College will supply you with a lanyard for your keys. If you accidentally lock yourself out of your home, contact the Housing Office or (Security if it is after hours), a loner key can be issued in such cases.

If you lose your key or your fob, please report the loss to the Housing Office immediately. They can issue you a temporary key. For a replacement key the fee is \$30.00 for each lost item (key or fob).

If you hand in your keys to someone other than Housing Staff/Security, you risk being charged for a longer duration, cleaning charges and lost key charges. Your check out is based on the day you hand in your keys so make sure that you hand them in the day you are leaving. If you are leaving us later than 4:30 pm or on a weekend, you must fill out one of the provided check-out envelopes at each of our drop off boxes with your keys inside.

Note: Loaner keys are for emergency use only. If you continually request the use of a loaner key, you could face disciplinary action. If you do not return your key (and fob) when you checkout, you automatically forfeit your Damage Deposit.

## **Mail**

The mail is sorted and put in your mail box by 3:00pm, every day of the school week. Mail is delivered to the College every day, so there is a time lag with incoming and outgoing mail.

Residence Hall students can pick up their mail from the mail box with the same number as their dorm room. This box is shared with your roommate, but each person will have their own key. Please go to the Housing Office to pick up parcels.

Town House students can pick up their mail from the Housing Office. The mail box will have the same number as their unit.

## Mailing Addresses:

### Lac La Biche

Your Name

c/o Portage College

Box 417, 9531 – 94 Ave

Unit or Room# \_\_\_\_\_

Lac La Biche, AB

T0A 2C0

### St. Paul

Your Name

c/o Portage College, St. Paul

Box 1471, 5201 – 50 Ave

Apt# \_\_\_\_\_

St. Paul, AB

T0A 3A0

### Boyle

Your Name

c/o Portage College, Boyle

Box 417, 9531 – 94 Ave

Hostel# \_\_\_\_\_

Lac La Biche, AB

T0A 2C0

## Television

Residence Hall: All the common area lounges have cable television. However, the individual dorms do not have cable access at this time.

Town Houses: All Town Houses have basic cable that is provided as a part of rent. Any upgrades have to be arranged by the student with EASTLINK directly. This includes creating an account, and any additional fees. You will only be required to pay the upgrade amount, as the College pays the basic cable package amount.

EASTLINK: 1-888-345-1111      ADDRESS: 9531 – 94 AVE      ACCOUNT#: 8125 1433  
4000 2584

No satellite dishes are allowed to be installed on any College buildings/property. This is due to property damage, electrical issues, and hazard concerns. Any installed satellite dishes will be removed by Housing Maintenance, and the student will be fined.

Boyle: Every hostel room in Boyle has a television with basic satellite channels as part of the rent.

St. Paul: All apartment living rooms are equipped with basic satellite channels included in the rent, however students need to bring their own television.

## Internet

All college campuses have WiFi access. To connect to wireless Internet please use the following steps:

- Browse available wireless networks
- Select “Portage\_Housing”
- Open internet browser and follow instructions. A QR code will be provided at check-in.

## Telephone

Residence Hall: All dorm rooms have a phone jack with a locally restricted telephone line. Students can call locally, and accept long distance calls (no collect calls). You must bring your own phone. The phone number can be found on the phone jack, or you can ask in the Housing Office. If you need to make an emergency long distance call, there is a phone in the Housing Office that can be used.

Town House: There is no existing telephone access in the Town House. Each house will need to arrange with Telus to have a phone hooked up. Here are the steps:

1. You will need two pieces of ID
2. Call 310-3100 to talk with Telus Communications. Press 0 for a representative.
3. Use your College address (See Mail section)

Note: Individual students staying in Town Houses may want to set up a “personal authorization code” to be used for long distance calls.

## Maintenance

General: If something goes wrong, breaks, or needs to be fixed, please report it to the Housing Office. They will contact the College’s Maintenance Department, who will fix it when they are able. Please remember that the Maintenance Department can be very busy, so they will see to you in order of urgency.

Large/Serious Damages: It is extremely important for you to alert Campus Security in cases of large damage. For example; water leaks, broken windows near heating registers, broken/faulty furnace issues. If these or any other large damage concerns arise, please contact either the Housing Office, or Campus Security.

Fridge Maintenance in Residence Hall: All dorm rooms have standard fridges. We recommend that students occasionally defrost the fridge, and work to keep it clean. Note: Make sure that your fridge is clean before you checkout, otherwise you could be charged for extra cleaning.

## **Vacuums**

Students in Residence Hall can use the commercial vacuums that are located on each of the floors in the common area. Write your name on the provided whiteboard. Students can use the vacuum to clean their room outside of the posted quiet hours.

Note: Students must return the vacuum after each use. There is a \$20.00 fee for not returning the vacuum.

## **Garbage**

All students are responsible for taking their garbage from their dorm or Town House, and putting in a dumpster.

Note: Please do not leave garbage bags next to the dumpster. The garbage will attract skunks, cats, dogs, birds, and is a cleaning hazard for staff, students, and children.

## **Pets**

No pets are allowed in either the Town Houses or the Residence Hall. If you find a cat or dog that looks homeless or needs help, please notify the Housing Office. **Having a pet inside your residence** will cause fines and cleaning fee. Fine will increase for each occurrence \$50, \$100, \$200, and the cleaning fee will be assessed by the Housing staff.

## **Furniture**

All units and dorms are furnished with large items such as couches, beds, mattresses, dressers, and tables. Any of the furniture should not be moved from its original place unless getting written permission from the Housing Office.

Note: Violation of this section may be **subject to a minimum fine of \$50** depending on moving damage and labour fees.

## **Damages**

Students are responsible for the condition of their unit/dorm. If damages occur, please report it to the Housing Office as soon as possible. This way they can repair the damage if necessary.

Note: Do not use nails, hooks, tape, or paint on the wall in your unit/dorm. These items will damage the walls, which could result in you forfeiting your Damage Deposit.

## Inspections

Occasionally, it will be necessary for the Housing Office or Maintenance to inspect something in your unit/dorm. For all inspections, students will be notified well in advance, and are welcome and encouraged to be present.

Individual Students: There will be a unit/dorm condition inspection, done each semester by the Housing Office. This is to ensure that no health concerns, such as mould, has come up, as well as to check for basic upkeep of the unit/dorm. If the unit/dorm requires cleaning the student will be asked to perform the cleaning, and the unit/dorm will be checked again. If the student fails to meet the required cleaning tasks, a cleaning person will be hired at the student's expense.

Family Housing: The inspections of the Family Housing units are normally done each year in April or early May. This is to allow the Housing Office time to determine what work needs to be done over the summer months. Routine and preventative inspections may be arranged as required.

Monthly Fire System Inspections: All commercial rental properties must be inspected monthly for fire systems. This will usually be done on the first and second day of the month. The technician will knock, and then enter the unit/dorm to inspect the fire system. The inspection has to take place even if the student is not home.

## Caring For Your Unit/Dorm

It is important that you care for your unit/dorm that you live in. For student that are living on their own for the first time, here are some helpful daily/weekly maintenance suggestions:

1. Keep it Clean
  - Tidy up
  - Vacuum regularly
  - Disinfect your toilet, sink, and bathtub every week
  - Disinfect your kitchen counter after every use
  - Wipe up spills, and stains as they happen
2. Remove your garbage when it gets full. Be sure to take it outside to a dumpster. Do not leave garbage outside the dumpster, as this can attract animals.
3. Use sticky tack to hang anything on the walls. Use of tacks, nails, and screws could result in you forfeiting your Damage Deposit.
4. In the winter, students in Town Houses need to shovel the walk path from their front door to the main sidewalk.

Note: Any damages or cleaning charges can result in financial charges to the student occupant. If the Housing Office suspects a unit/dorm is not being properly kept, they can schedule an inspection. Any necessary repairs or cleaning will be set up by the Housing Office at the expense of the occupant.

If an occupant is unable/refuses to maintain the condition of the unit/dorm, the Housing Office can terminate the Housing Contract, and the occupant will need to find housing elsewhere.

## **Moving In**

All students can move in between 8:15am and 4:30pm with assistance of Housing Office located in Student Family Town Houses, the north side of the main building. Pickup your move-in package and room keys at the Housing Office is required. Late move-ins after 4:30 pm should be arranged in advance through Housing Office. If you don't move in by the end of the first day of the college term, we will assume you are not arriving and your room will be cancelled. Complete a unit/dorm Condition Report. It is located in the back of this handbook. Please remove the form, fill it out, and return it to the Housing Office within 48 hours of moving in. This form is an important step in the process of being refunded your Damage Deposit when you checkout. If you have identified issues that we are not aware of, we will come and inspect it for our records. When you are filling out the report, that main thing we are looking for is damage. We recognize that wear and tear will happen, and we take that into consideration when we do our checkout inspection.

## **Moving Out**

Here are some important things to do when you are ready to move out:

If you are leaving before the end of your contract, you should give us seven days of notice before you move out. If you are unsure when your contract ends, you can review it. Typically the end of the contract will align with the end of your program, and pro-rating of rent will apply. (see Summer Accommodations below)

Clean your unit/dorm: It is important that when you leave us, your unit/dorm is clean. This includes your living area, kitchen, bathrooms, bedrooms, and hallways. The unit/dorm should look like it did before you moved in.

Note: pay extra attention to the ovens and fridges when cleaning. Failure to properly clean either of these will automatically result in a cleaning charge.

Return your keys: It is extremely important that you return all keys and fobs to the Housing Office. Rent charges stop the day you return your keys. If you fail to return all keys and fobs, you will forfeit your Damage Deposit.

Moving out inspection: The Housing Office will do a formal Move Out Condition Inspection with families. If you wish to make an appointment for an inspection before leaving, please contact the Housing Office. These inspections could help you keep your Damage Deposit.

Damages: Any damages that occur during your stay, are the responsibility of the occupant. When two or more students are sharing a unit/dorm the damage costs will be divided by the number of occupants at the time of leaving. However, if one or more of the occupants admit responsibility to the damage, the other non-responsible occupants will not have to pay.

Returning Students: If you are returning in the fall, you will need to fill out a new application form.

Summer Accommodations: If you are interested in staying in Student Housing over the summer, please talk with the Housing Office. All special accommodations, such as staying over the summer or storing items over the summer have to be approved by the Housing Office.

Damage Deposit Refund: When you leave, the Housing Office will do an inspection of your unit/dorm. We will assess the cleanliness, if there are any damages, and the cost of any repairs. We will then determine if any of your damage deposit needs to go towards cleaning/repairs, and will then inform Student Accounts of how much money should be refunded.

**Note: It will take at least two or three weeks from your departure for your cheque to be mailed from Student Accounts. There is no way for us to fast track or speed up the process.**

Other Important Checkout Information: It is very important that students checkout properly. Students are expected to:

- Complete a Checkout Envelope. This form is available at the Housing Office, or contact Campus Security to obtain one).
- Place all keys and fobs into the envelope.
- Return the completed envelope to the Housing Office during regular office hours, or place the completed envelope and keys in the drop box at the Housing Office entrance, which is available 24 hrs a day.



**Note: In the event students do not checkout properly, and do not return keys, ALL DAMAGE DEPOSIT FUNDS ARE FORFEITED.**

### **Quiet Times**

Quiet times, as specified in the Student Housing Handbook and Occupancy Contract, must be respected. Dedicated quiet areas must respect posted quiet times for the area.

**Quiet times will be:**

**Sunday - Thursday 11:00pm to 7:00am**

**Friday - Saturday 1:00am to 9:00am**

### **Privacy**

College Staff will not intrude into units/dorm except for the following circumstances:

- Maintenance work needs to be done.
- A room check or inspection or inventory needs to be done.
- There is reasonable cause resulting from behavior issues.
- In the case of fire or emergency.

The College will make every effort to inform students when entry into their room or unit is necessary.

Note: The College reserves the right of entry at all times. Particularly in situations where students are not complying with Housing Rules. If there are safety concerns for College staff, the RCMP will be called and will be authorized by the College to enter premises.

### **Room Changes**

Room changes are not permitted for the first three weeks after check-in. We find that this adjustment period can be awkward for students, and problems or uncomfortable situations can arise. Often these problems are resolved by the students to the satisfaction of both parties.

## Getting Along

Please read, and refer to your Occupancy Contract. All Student Housing rules/guidelines are clearly stated in the contract. As well, you must honor the Student Policies and Procedures which are found in the Student Handbook you received during your program orientation. These policies are also available on the College website under “Current Students”.

As a reminder, here are some of the main ones:

- Treat your fellow students with respect.
- Act respectfully and professionally when dealing with College staff.
- The College does not allow harassment of students or staff.
- All overnight guests must be signed in at the Housing Office.
- Respect the posted Quiet Times.
- No open alcohol containers are allowed in public areas (bottles, cups, pitchers, etc).
- Purposefully/willfully damaging College property will result in consequences.
- You are responsible for your children and their actions. Their behavior will reflect on you as a student/tenant.
- **All children (17 and under) must observe the curfew. This means being in their homes by 10:00pm each night.**
- If you have school aged children, they must attend school on a regular basis.
- No smoking in residences or townhouses.

**Note: All criminal and illegal acts will be reported to and prosecuted by the RCMP. This includes, but is not limited to, drug use/selling, violent behavior, and the endangerment of minors.**

## Alcohol Policy

The rules for having alcohol in a unit/dorm are as follows:

- No open alcohol allowed in any public spaces. This includes hallways, common areas, public outdoor areas, etc.
- In all units/dorms the door(s) need to be closed, if alcohol is being consumed inside.
- Alcohol may not be sold on College property unless a special permit is obtained.

**Note: Boyle Campus is alcohol free.**

Parties: A party is characterized as a gathering which typically:

- Has loud music and loud participants
- Has significant quantities of alcohol
- Has numerous participants: Townhouse - more than 10 people. Residence Hall dorm room - more than 6 people.

Rules for Parties:

- No kegs or other collective sources of alcohol are permitted in residence.
- Normally only allowed on Friday and Saturday evenings.
- Must be pre-arranged with Student Housing at least 2 days before the planned date.
- Has a designated Host, which must be one of the registered occupants.
- Must have permission of other registered occupants of the same room or unit.
- Must complete a Function Responsibility Form at the Housing Office.
- Normally no more than 2 parties may be registered on any given evening, as College fire code regulations must be adhered to.
- Drinking games, use of “funnels”, 1<sup>st</sup> floor crawls, or any other activity that involves excessive consumption and/or intoxication is not permitted.
- Occupancy Limits: Townhouse has a 20 person maximum, Residence Hall rooms have a 10 person maximum.
- College smoking guidelines must be adhered to.

Important Information:

- Interventions: Housing Staff may intervene in situations or with the tenant at their discretion with any gathering that breaches these standards.
- Quiet Areas: Student Housing will dedicate housing spaces and offer the choice to students who wish to live in designated quiet areas.
- Guests: Registered Housing Occupants of the space where alcohol is consumed are responsible for their guests and their actions.
- Minors: Possession or consumption of alcohol by individuals under 18 years of age in Alberta is a violation of Provincial Law. Students and their guests are responsible for knowing, understanding and complying with this regulation.
- Compliance: In all circumstances, Students are expected to comply with directions from Campus Security and Housing Staff. **Where students do not cooperate and comply**

**with these staff and RCMP intervention is required, students will be evicted.** Where the intervention is required due to violence or property damage of any nature, the eviction will occur within 24 hours of the incident.

## **Residence Hall: Roommates**

Having a roommate will be a learning experience all its own. The important thing to remember is that there will be an adjustment period, but after some time it will feel normal, and can be fun.

Here are some tips and suggestions from our years of experience:

- Sit down together in your first few days and talk about your likes and dislikes. For example, music, food/cooking, noise levels, when you go to sleep, when you get up, when you will want to study, do you smoke or not, do you drink or not. Drinking can be a big issue, as some students want nothing to do with it, while others might not see it as a problem.
- Set up a cleaning schedule with specific duties for each person. For instance, when should the bathroom be cleaned, and who will do it, and if you will take turns.
- Talk about visitors. Is it ok to have visitors and at what times. What if you want an overnight guest - how could that work? What if stuff goes missing? Do you mind if visitors you don't know are sitting or lying on your bed? Set boundaries.
- Find out about loaning or borrowing personal items, such as shampoo, razor, clothing, etc.
- Talk about room security
- If individual students in a shared dorm hook up a phone, be sure to set clear boundaries for phone use.
- Talk about how food is going to be managed. Are you going to take turns cooking, or is everything going to be individual? What about eating the food, will there be common items like coffee, tea, sugar, salt, etc? Otherwise, will you keep your own food in separate cupboards? (This is important to clarify early on, as no one is very happy when their food has been eaten without permission.)
- Be open and honest with your feelings. Keep communicating, and be sensitive.
- Things to say: "Hey, how was your day?" "Are you staying this weekend?" "Do you mind if I have an overnight guest if you're leaving?" "You seem pretty stressed about this upcoming test - why don't I go for a walk and give you some space."
- Deal with a concern when it happens. Try not to stew on an issue. It can become more difficult to deal with a problem later, and it causes you stress.

- Speak up if your roommate is not complying with College rules. If they are playing their stereo loudly after hours, ask them politely to turn it down and respect the quiet hours.
- If you are aware of your roommate doing something criminal/illegal in your unit or room, you need to report it to the Housing Office or Campus Supervisor immediately.

**Failing to report illegal activity can result in consequences against you.**

### **Family Housing: Neighbors**

Moving into a new neighborhood can be stressful, especially if you don't know anyone. An important thing to remember is that many of the families in your new neighborhood feel just as nervous as you.

Here are our best tips for getting along with your new neighbors:

- Get to know your neighbors. Go visiting, introduce yourself, and invite them for tea or coffee.
- Know where your children are, and who they are with.
- Let your children know that they need to be in the house by the 10:00pm curfew.
- Be sure that your children are attending school. Moving can be upsetting, so talking with your child's teachers or liaison workers can help you know how they're doing.
- If you or your children are having problems with a neighbor, we have found it can be helpful to sit down over tea and talk out the problem.
- Often, it can be useful to deal with the situation when it happens.
- Keep in mind that everyone has a personal point of view of the situation. Listening to the other person's point of view can help avoid misunderstandings and stop conflicts.
- A majority of problems can be solved by listening, and understanding that not everyone in your new community is going to have the same personal or family values as you do.
- It is okay to ask for help. If you are having a problem with one of your neighbors, and you've run out of ideas on how to fix it, go to the Housing Office and ask for advice. Sometimes an outside view can help resolve a situation.
- If you see anything that appears criminal or illegal, let the Housing Office or Campus Security know immediately.

## Visitors and Overnight Guests

Portage College Student Housing is primarily for students. In an effort to ensure the safety of everyone staying here, the College asks you to register any overnight guest (except Boyle Campus) with the Housing Office. This is important in emergencies, because we need to know how many people are in the building or unit.

Please remember that guests can be disruptive to roommates and neighbors. This is especially true for students in the dorm rooms. Several places to entertain your visitors during the day are the common areas, lounges, the Learning Commons, or the Students' Association student lounge.

General: **Do not give room or unit keys to any guests or visitors.**

If possible, have your guests visit on weekends, or at other non-disruptive times. It can be difficult for other students to concentrate on their work if your guests are visiting at night or during exam time.

The dorm/unit occupant is responsible for their guest/visitor. This includes behavior, and any possible damages.

Note: Please be considerate of your volume level when visiting with your guests. Loud visitors can be irritating for your roommates and neighbors, who may have assignments or exams due.

Individual Students: If you are in a dorm room, then **you must have permission from your roommate** and complete a Guest Request form before having an overnight guest. The form can be picked up in the Housing Office.

Refrain from having ongoing visitors. A suggested guideline is no more than two nights per month.

Guests must be over the age of 18 years; no underage guests allowed in dorms.

Note: Please know that hosting a guest without following these procedures could result in being fined, or in some cases the student may be evicted.

Family Units: Students in Family Housing units need to register their guest with the Housing Office.

If a guest is staying longer than two days, the hosting student needs to fill out a Guest Request form at the Housing Office.

Note: Students may not sublet their unit to another person for any reason.

## Harassment

Harassment is defined as any willful, intentional, or persistent act, which physically or mentally harms, or threatens another individual. Harassment will be considered to have taken place when a person's behavior is unwanted and unwelcome.

Harassment can be one or all of the following:

- Threats, intimidation or verbal abuse.
- Unwelcome remarks or jokes about subjects such as race, religion, disability, age, or sexual orientation.
- Displaying sexist, racist or other offensive pictures, posters or clothing.
- Sexually suggestive remarks or gestures.
- Unwanted physical contact, such as touching, patting, pinching, hugging, or punching.
- Physical assaults and other acts of violence.

Every student here has the right to live in a harassment-free learning environment. When a student is being harassed, it is important to first determine the nature of the harassment. If the student feels able, they could start by talking to the person that is harassing them, and inform them that their behavior is unwanted. However, if the student being harassed feels, for any reason, that they cannot have a conversation with the harasser, then it is important to ask for help. The Housing Office, Campus Security, Student Services, and Counseling are all places where a student can go and ask for help.

## Prevention of Gender-Based and Sexual Violence

All members of our Portage College community have a right to work, study and live on campus in an environment that is free from any form of sexual violence.

If you have experienced or witness sexual violence, please call **Campus Security** at 780-623-5587 or toll free 1-866-623-5551 Ext 5587 which is available 24 hours a day, 365 days of the year to assist you by providing the resources and support you need.

You are also encouraged to contact **Student Counselling** for support, you will be treated with dignity and respect and believed. Counselling staff can inform you about on- and –off campus

services and resources so you can choose the services you feel will be most beneficial and if required, set up a safety plan.

## **No Smoking in Student Housing**

All Student Housing is smoke free.

Students are NOT to smoke anywhere in the Residence Hall building.

Occupants in Town Houses are NOT to smoke in their units.

Student can only smoke outside, in the designated smoking areas.

Note: Students who ignore this Housing regulations may be subject to fines. The smoke residue causes damage, and this could result in damage charges to the student, or the forfeiting of your Damage Deposit.

Standard of Proof: The model used with the Housing Community Standard is **a balance of probabilities** with reasonable proof on an incident and accident. A student's prior behavior is also considered when outcomes are issued. Evidence may include residue, paraphernalia, odor and any attempt to cover odor.

## **Cannabis**

Sale, growth and preparation is prohibited in student housing (dorms and townhouses). All cannabis brought into student housing must be legally obtained and **stored in a scent proof container** and not be offensive to others.

## **Illegal Substances and Drugs**

Students are prohibited from possessing, using, or trafficking drugs in residence which are in contravention of the Controlled Drug and Substance Act. And also, the misuse and abuse of prescription drug is prohibited.



## Weapons

Weapons and replica weapons (i.e. air guns, swords, hunting knives, sling shot, archery equipment, etc.) are not permitted in residence. Ceremonial dagger or cultural art works may be permitted through Student and College Services and Campus Security. Use of any object in a threatening or aggressive manner can be considered as wielding a weapon and may result in eviction and referral to the police.

## Solicitation

Students are not permitted to use any space or service in residence for commercial purpose

## Student Discipline

It is the right of every student to have a quiet place to rest, study, and feel safe while staying in Student Housing. When these freedoms are interfered with, then the Housing Discipline Policy comes into effect.

Here is a chart explaining how the Infraction + Behavior = Disciplinary Action

<u>Severity of Infraction</u>	<u>Student Behavior</u>	<u>Disciplinary Action</u>
Minor/Nuisance	Cooperative	Verbal Warning/Fine
Minor/Nuisance	Un-cooperative	Written Warning/Fine
Ongoing- Minor/Nuisance	N/A	Written Warning/Fine
Major/Non-safety	Cooperative	Written Warning/Fine
Major/Non-safety	Un-cooperative	Probation/Fine
Ongoing Major/Non-safety	Cooperative	Probation/Fine
Ongoing Major/non-safety	Un-cooperative	Notice to Vacate
Serious/Safety Concern	N/A	Probation/Fine
Very Serious/Hazardous	N/A	Notice to Vacate

**Due Process:** Refers to the policy that all students must be made thoroughly aware of the consequence of certain behaviors/actions.

The College provides due process to students by:

- Having clear rules in place.
- Providing this Student Housing Handbook
- Providing the Student Handbook (given to all students during their program orientation).
- Clearly explaining the rules/code of conduct upon check-in at the Housing Office.
- Ensuring that all information used during a disciplinary decision is accurate.
- Ensuring that the student has the right to appeal the disciplinary action if they choose to.

Note: There is no appeal for financial issues.

### **Disciplinary Hearing**

Students must attend the disciplinary hearing once it is arranged. **Failure to attend will result in being served a Notice to Vacate Student Housing.**

The purpose of this hearing is:

- To give the student the opportunity to have their point of view heard.
- To give the student the opportunity to hear the College's point of view.
- To review any additional factors that may be relevant.
- To clearly explain how the stated infraction, in addition to the student's response, could lead to disciplinary action, and the type of disciplinary action chosen.

### **Probationary Status**

Probationary Status means that the student has been clearly warned that any continuation of the prohibited behavior will result in a Notice to Vacate. At this point the College would always recommend, and may require, the student to meet with Student Counseling. The Student Counseling department can help students develop strategies to deal with whatever problems may have led to being placed on Probationary Status. And also, restorative measures, an agreement made with a student to outline specific goal or expectations as a means to repair harm and rebuild trust, may be included.

Probation period will be noted on Notice of Probation by Campus Security or Housing Office considering all circumstances and consequences of the incident. Otherwise, the probation will be effective until one's academic program end date.

For the third-party person, not related to the college involved in an accident or incident on campus will be served Trespass Ban Notice.

### **Notice to Vacate**

If you are given a Notice to Vacate, it means you have to move out of Student Housing. You will be given a checkout date by the Housing Office. The timeline for the checkout date is dependent on the severity of the infraction.

- Immediate Checkout = Obvious threat to self or others
- 24 Hour Checkout = Not obviously a threat, but very serious infraction with safety concerns

For all other Notice to Vacate:

- Individual Students: Normally receive 48 hours to vacate.
- Families: Normally receive two weeks to vacate.

All disciplinary action for students staying in Student Housing will be enforced by Campus Security.

Note: All disciplinary infractions are noted on the student's file.

### **Fines**

Disciplinary fines can range from \$10.00 to \$200.00. Fines will be assigned to a student's account, and the student is responsible for clearing the account before the College will issue their parchment.

Fines can be issued by Campus Security and Housing Staff. Fines will be given for activities such as:

- Open alcohol in public areas.
- Smoking in Student Housing.

- Bringing overnight guests without appropriate permission.
- Deactivating fire alarm equipment, or not responding to Fire Alarms and evacuating properly.
- Having a pet in Student Housing

## **Appeals**

Students have the right to appeal disciplinary actions. The appeal form can be found at Student and College Services, and must be filled out, and delivered to the Registrar's Office within three (3) working days after the student has been told of the infraction. Students are allowed to have an advocate with them during the appeal process. In case of appeal against eviction notices for family units, students have 14 days to appeal after receiving the notice.

Note: There is no appeal available for financial issues.

***The purpose and hope of all student discipline activity is to retain the student in their program, keep a roof over their head and have them comply with Student Housing Community Standards.***

 <b>PORTAGE COLLEGE</b>				<b>Check-In/Check-Out Inspection Report</b> <b>Town House/Residence Hall</b>				
Student Name: _____				Date: _____		Unit/Dorm #: _____		
Legend: Good - Fair - Poor	In			Remarks - Please Specify	Out			Remarks - Please Specify
	G	F	P		G	F	P	
<b>Kitchen/Living Area:</b>								
Entrance Door								
Closet								
Lights								
Cupboards/Counter Tops								
Fridge/Stove								
Sink								
Walls/Ceiling/Floor								
Curtains								
Windows/Screens								
Furniture								
Fire Extinguisher								
<b>Bathroom(s):</b>								
Door								
Walls/Ceiling/Floor								
Fixtures/Towel Rack								
Vanity (Sink/Mirror)								
Tub/Shower (Curtain)								
Toilet								
<b>Bedroom(s):</b>								
Floor/Walls/Ceiling								
Bed(s)								
Furniture (tables/chairs/dressers)								
Lamps								
Waste Cans								
Curtains/Door/Closet								
<b>Basement (Town House):</b>								
Stairway/Door								
Walls/Ceiling/Floor								
Washer/Dryer								
Vehicle Description: _____								
License #: _____								
Student Signature: _____					Date: _____			