

Residence Life Handbook 2025-2026





'En Cha Huná

UNBC's motto, was gifted to us by the Dakelh (Carrier) Elders, and reminds us that all people have a voice and a viewpoint. Directly translated as "he/she also lives," and interpreted as "respecting all forms of life," 'En cha huná encapsulates the spirit of academic freedom, respect for others, and willingness to recognize different perspectives.

Open the door to the UNBC experience by welcoming you home.

UNBC Residence at our Prince George campus is located on the traditional and unceded territory of the Lheidli T'enneh who are Dakelh (Carrier) people. Our two buildings are respectfully named after Dakelh terms – Neyoh translates to "our home" and Keyoh translates to "our community."

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Welcome from the Manager

Welcome to Residence and your new home for the year!

I can't help but feel excited for you as you move in, perhaps feeling some nerves as you meet your new suitemates, and begin making your space, yours. As you get settled in, whether it be putting up photos of your favourite memories or deciding where the perfect spot for your plants would be, I encourage you to meet your neighbours/floormates and get involved in different aspects of Residence Life.

Our Housing & Restorative Relations team has been working hard on making Residence a safe and inclusive living environment that is conducive to everyone's academic journey; we love seeing our students thrive! Speaking of thriving, I want to personally invite you to dive in and make this Residence community your own. This is such a unique time in your journey where you're encouraged to stretch, explore, learn, and try something new!

Our Residence Assistants have a plethora of events throughout the year for you to participate in, and they

are eager to hear from you on what you'd like to see in your community as well.

As you start to make friends that will become your study buddies, your confidantes, and your future Timberwolf community, my hope is that your Residence experience is an impactful and positive one.

On behalf of the entire Housing and Restorative Relations team, we are honoured that you have chosen to make Residence your home away from home. We wish you the best during your time here, and welcome to the University of Northern British Columbia!



Fiona Mo, MA
Manager, Residence and
Restorative Relations

Life in Residence

You made a great choice to live in residence. By living on campus at UNBC in our living-learning environment you will have the opportunity to make life-long connections and memories throughout your academic journey. Our Residence Life program promotes community building through residence-wide social events and study sessions and encourages hallway conversations with floormates.

Be sure to follow @unbc_residencelife on social media and connect with your Residence Assistants to be kept in the loop on what programs are happening in Residence! The Residence Life Team is here to support you holistically as you make UNBC your home.



Housing and Residence Life Professional and Student Staff

UNBC Housing and Residence Life is a unit within Business Services and Student Affairs consisting of up to ten professional staff and twenty student staff. Here you will find a list of some of the folks who will be important to you during your stay in Residence.

Housing Office

The UNBC Housing Office is dedicated to facilitating community living on campus. We're here to help from before you arrive until the day you move out. Our focus is the administrative side of life in Residence.

Services we provide:

- Communication via UNBC email, social media, posters, and webpage
- Setting up your Residence access card
- Daytime lockout support
- Answer inquiries about roommate groups, contract details, access issues, log-in/password info, roommate gender preference, living learning community questions, meal plan, laundry, garbage and recycling
- UNBC Housing application support
- Move-in and move-out processes
- Information on housing fees, charges, refunds, and payments
- Residence parking and vehicle registration
- Connecting you with Residence Assistants and campus resources
- Use the Maintenance Request page within your StarRez Housing Portal for non-emergency maintenance requests
- Free vacuum, ethernet cable, and snow shovel rentals
- Bedding package rentals for a small fee

Contact us!

Email: housing@unbc.ca

Phone: 250-960-6430

The Housing Office is located in front of the Neyoh building (follow the path!).

Housing Office Hours

Monday, Wednesday & Thursday

10:00 am - 4:00 pm

Tuesday and Friday

9:00 am - 4:00pm

We are closed for all Statutory holidays.

Residence Life Professional Staff

UNBC Housing has a team of professional staff who administer the Housing and Residence Life program.

What we do:

- Supporting students and connecting them with on and off-campus resources
- Supervising student staff
- Following up on behavioural concerns with a restorative approach
- Oversight and support of Residence programming

Residence Assistant - Student Staff Members

Residence students are connected to on and off-campus resources through their Residence Assistants (RAs). As highly trained, senior student leaders who live in Residence, the RAs' role is to build community, provide support to students, and deliver educational and social programming.

Need Assistance?

Need assistance? You can contact the RAs On-Call on weekdays 4:30 pm - 8:00 am and anytime on weekends.

They can be reached at:

Neyoh: 250-961-8311

Keyoh: 250-961-9266



Housing and Residence Life Philosophy and Restorative Approaches

Please familiarize yourself with all policies outlined within this handbook, as all residents are required to know the contents as per the Residence Contract.

UNBC Housing and Residence Life Conduct Philosophy

We put relationships, our students, and building a healthy community first. We believe that in order to have the best “home away from home,” respect and educational opportunities are vital in helping our students grow during their time here. Whether it is learning to navigate suitemate conflicts or community wide misconduct, we take a restorative approach.

Restorative Justice/Approaches

A restorative method and practice is a non-punitive way in which Housing and Residence Life approach behaviour management in Residence. Housing and Residence Life acknowledge that students are learning and growing while living in Residence and make mistakes from time to time.

Housing and Residence Life commits to facilitating learning communities that support and respect the inherent dignity and worth of all. They strive to engage residents in conversation to resolve any violation of the Residence Community Standards or conflicts.

When you engage with one of our Residence Life staff members in relation to a Residence Community Standards violation or conflict, we will invite you to participate in creating an outcome that will benefit everyone in the Residence community, including yourself! In every conversation, we will converse about what happened during the incident or conflict, how you and your community members might have been negatively affected. These conversations rely on openness, honesty, and accountability as we prioritize building relationship with our community members.

We will identify the next steps you can take to resolve the incident or conflict. This will allow you to positively contribute to your Residence community, and rebuild any relationships that might be impacted between you and others.

It is important for us to note that while our process is meant to be non-punitive in nature, we reserve the right to assign outcomes that you might not fully agree with. These outcomes are listed below, and are not meant to be exhaustive in nature as every conflict or misconduct situation is different.

We encourage you to visit our Housing and Residence Life website to learn more about our restorative approaches in Residence, or chat with one of our Residence Life Coordinators.

Responsibilities of Every Resident

All residents are expected to act responsibly, to be considerate of other students, to abide by Residence Community Standards, adhere to the Residence Contract, including dates, deadlines and to fulfill the financial obligations associated with living in Residence.

All residents are expected to acquire their own 3rd party liability or property insurance. UNBC recommends that the student obtain a residential tenant insurance policy that provides coverage for both: loss or damage to personal property, and 3rd party liability coverage for personal injury and property damage.

Residents have a significant impact on Residence community and culture. As part of living in the UNBC Residence community, residents are responsible for contributing to a safe and healthy living environment. The following Community Standards are an important part of your contract with the University of Northern British Columbia. All residents are expected to acquire their own 3rd party liability or property insurance. UNBC recommends that the student obtain a residential tenant insurance policy that provides coverage for both: Loss or damage to personal property, and 3rd party liability coverage for personal injury and property damage.

Rights of Every Resident

Every individual within our Residence community has the right to consideration and respect for their feelings and personal needs while mutually respecting the same rights of every other member of the community.

As a resident, you have the right to the following within the Residence community:

- Fair and unbiased investigations/conversations regarding documented incidents in a timely manner.
- Feel safe in raising concerns to the Housing & Residence Life Staff team.
- Clean and safe living environment; including the right to designate your suite an alcohol and substance free environment.
- Read, study, and live free from undue interference, unreasonable noise, and other distractions.
- Freedom from physical or psychological intimidation, harassment, and/or harm.
- Expect that others will respect your personal belongings, and you theirs.





Residence Community Standards

The following descriptions outline the Community Standards within the Residence Contract. By maintaining the Community Standards, we foster a positive living environment. When a community standard is not maintained, it impacts residence. Community impacts refer to the effects that a particular behaviour has on the well-being of residence. Breaching any standard can have negative consequences but some result in heightened impacts which put the safety of others at risk. These “high community impact” standards are labelled in the chart below.

UNBC Housing and Residence Life reserves the right to address issues not explicitly defined here and/or alter outcomes as required to maintain the overall integrity and safety of the community and UNBC Residence property.

Standard	Description
Alcohol	Open Alcohol: Open alcohol may be consumed within a resident’s bedroom or suite. Consuming/serving/carrying unsealed alcohol is not permitted in public spaces of the Residence such as, but not limited to, hallways, common lounges, stairwells, elevators, laundry rooms, foyers, all outdoor Residence space.
	Consumption by a Minor: Under the BC Liquor Control and Licensing Act, consumption of alcohol is limited to residents who are over 19 years of age. Residents who are under the age of 19 may not possess or consume in Residence.
	Mass Consumption: Mass consumption of alcohol includes any activity or game that promotes the mass consumption of alcohol. This includes any drinking games, ‘shotgunning’, and any paraphernalia such as kegs, beer bong, and funnels. The making or distilling, and sale of alcohol is strictly prohibited.
Attack on the Dignity and Security of an Individual (High Community Impact)	Any activity (verbal, written, graphic, or physical) that is threatening, racist, sexist, homophobic, discriminatory, or unwanted (which includes harassment, sexual harassment, or unwanted sexual attention) is not tolerated. This includes actions and behaviours in an online environment. Please refer to the UNBC Sexual Violence and Misconduct Policy: www.unbc.ca/sexual-violence/policy-procedures .

Standard	Description
Building Access & Security	<p>Building Access: Propping open a door or any other entrance to either Residence building is a security risk as it puts other residents and their property in jeopardy. When accessing the buildings through the card swipe main entrances do not let others 'piggyback' on your entry. Food and grocery delivery services are not permitted to enter Residence buildings.</p>
	<p>Entering Other Resident Suites: Residents must have written permission in order to enter another resident's room in their absence and must also request permission at the Housing and Residence Life Office. Only after a Housing and Residence Life staff member receives written or verbal permission from the resident granting permission to enter their suite will a Housing & Residence Life staff member accompany the resident to that room.</p>
	<p>False Identification: It is important that Housing & Residence Life staff are able to identify their students. Students will be asked for their student cards if identification is needed.</p>
	<p>Guests or Visitors: Residents are responsible for their guests' behaviour whether they participated in, condoned or were aware of the guests' behaviour or not. Residents may be held responsible for the actions of that individual, whether or not a previous relationship exists between the two parties. Residents are responsible for activities that take place in their bedroom or suite whether they are present at the time of the activity or not. Students must always remain with their guests. Acting as a host to an individual who has been evicted or banned from Residence, had their Residence offer suspended, or had their visiting privileges revoked, is not permitted. A resident's failure to lock their bedroom or suite door does not mitigate their responsibility for the actions of others that occur in the resident's bedroom or suite. Prior to having a guest during the day or overnight, Residents are expected to inform their roommates. Residents are allowed to have two overnight guests (of any gender identity) in their bedroom for a maximum of four nights in any given month (unless otherwise permitted in writing by UNBC's Residence Life Coordinators). Guests will be required to leave Residence premises if they exceed the permitted period or are a disturbance to the buildings, floors, or suite. Guests may not sleep in the lounge or common area within buildings or suites. No person may be the guest of more than one resident in succession. Guest Passes may be implemented by Residence Life Staff if deemed necessary. Overnight Guests are not permitted during move in, move out or extension periods between semesters.</p>
	<p>Gathering Size: Each resident may have up to three guests that they are responsible for, up to a maximum of 12 people may be in a suite at a given period.</p>
	<p>ID Card: Lost, Unauthorized Possession and/or Use: Residents are responsible for all ID cards provided to them. If one loses or misplaces an ID card they must first go to the Cashier's Office to purchase a new one, and then to the Housing office to get it reprogrammed for entry access.</p>
	<p>Important Notes:</p> <ul style="list-style-type: none"> • Tampering with or disabling a door's locking mechanism or propping open a door is prohibited. • Unauthorized possession or use of ID cards is prohibited and may result in eviction. • Please do not loan your ID card to anyone!
	<p>Improper Exits: Residents must enter and exit the building using designated entrances and exits in the building. Climbing or moving items through suite or room windows, or unauthorized use of an emergency exit is prohibited.</p>
	<p>Unauthorized Areas: Neither residents nor guests are permitted access to unauthorized areas unless accompanied by a member of Housing and Residence Life staff. This includes areas not normally used by persons other than staff. Such areas include but are not limited to: rooftop, mechanical rooms, hot water tank rooms, or any areas marked "staff only."</p>

Standard	Description
Building Access & Security - <i>Continued</i>	<p>Unauthorized Occupancy of a Room or Suite: Residents may only occupy the suite and bedroom assigned to them by UNBC Housing and Residence Life. Residents are not permitted to move into an empty bedroom or another suite without permission from the Housing and Residence Life Office.</p>
	<p>Subletting UNBC Suites: Residents may only occupy the suite and bedroom assigned to them by UNBC Housing and Residence Life. As per the Residence Contract signed by all UNBC residents, subletting one's bedroom to another person is strictly prohibited. This policy also applies to situations when money or other consideration is not exchanged. Unauthorized assignment, subletting, or lending one's ID card will result in the eviction of the non-resident occupying the unit, and possibly the official resident.</p>
Cannabis	<p>Storage of Cannabis: Cannabis must be stored in a sealed container within a residents' bedroom/suite. Open and unsealed cannabis and/or its products are not permitted in public spaces within the Residence, which include, but are not limited to, common lounges, laundry rooms, hallways, foyers etc.</p>
	<p>Consumption by a Minor: Under the BC Cannabis control and Licensing Act, consumption of cannabis is limited to residents who are over 19 years of age. Residents who are under the age of 19 may not possess or consume cannabis in Residence.</p>
	<p>Odour: You are responsible to manage the odour/residual odour on your person or in your room from the consumption or the handling of cannabis, as it may have a negative impact on others who are part of the Residence community.</p>
	<p>Smoking Cannabis: Smoking of cannabis is not permitted within Residence. This includes 'hot-boxing' or using any paraphernalia within Residence. Smoking of any sort must be done in the designated smoking areas outside of Residence.</p>
Cleanliness Standards	<p>Residents are expected to keep both their shared living areas and personal bedrooms clean. Additionally, the exterior of their bedroom and suite doors must also be free of any obstacles/blockages.</p>
	<p>Garbage: Garbage and recycling must be disposed of in the large garbage and recycling bins outside of the Residence in Residence Court. Garbage must not be left in hallways, common lounges, laundry rooms, outside of the Residence building. Recycling bags are provided in each suite for sorting different recyclables. It is the responsibility of all suite members to empty their garbage and recycling regularly.</p>
Cooperation with Staff	<p>All residents and guests shall cooperate with requests from university staff members. This group includes the Housing & Residence Life staff, janitorial staff, trades and facilities staff, third party contractors, emergency workers, UNBC Campus Security Officers, and the RCMP.</p>

Standard	Description
Damage to Property/ Vandalism	Damage to the personal property of another resident or any damage caused within Residence or to Residence property is prohibited. This includes, but is not limited to, tampering with the elevator safety systems, removing window screens, and tampering with fire safety equipment.
Drugs (High Community Impact)	The possession, use, trafficking (which includes manufacturing, selling, providing, administering, transporting, sending, delivering, distributing), offering or anything related to the possession, use, or trafficking of illegal drugs is prohibited. In addition, possession of paraphernalia that is associated with possession, use, or trafficking of illegal drugs is prohibited. Possession, use or trafficking of illegal drugs may result in a referral to the RCMP.
Fire Safety (High Community Impact)	Active Fire Alarms: Upon hearing a fire alarm, all residents MUST evacuate their suites and Residence building and meet in front of Neyoh along Ring Road. Residents must vacate their suite even though it may be a fire drill OR the cause of the smoke alarm has been eliminated. *Failure to evacuate a building may result in a fine or a referral to the RCMP.
	Residents need to wait for an “all-clear” before re-entering the Residence. During inclement weather (freezing temperatures), students may relocate to adjacent buildings, which includes the Canfor Winter Garden. For more information, please visit: unbc.ca/emergency-operations/fire-evacuation
	Fire Safety Equipment: Tampering with fire safety equipment puts the community at risk. It is therefore prohibited to change, tamper or remove fire safety equipment. Fire safety equipment includes, but is not limited to, fire pull stations, fire hoses, fire exit signs, smoke detectors, sprinklers, heat sensors, and alarm bells.
	Smoke Alarms: Tampering or removing smoke alarms within suites is prohibited. Tampering with a smoke alarm may include, but is not limited to, removing batteries, covering the smoke alarm, disconnecting smoke alarms etc.
	Smoking Indoors: Smoking, including cannabis, cigarettes, e-cigarettes and vaporizers, and the burning of incense within Residence is prohibited. Residence rooms and common areas (common lounges, study rooms, laundry rooms, elevators, washrooms, main floor foyers, stairwells, and hallways) are all non-smoking areas. Residents and guests must smoke in the designated smoking section outside of the buildings. Residents vaping inside will have their vaporizer confiscated for the remainder of the semester.
	Appliances: Small appliances are permitted within Residence. Mini bar fridges must be kept in bedrooms unless all suitemates agree to have it in shared living spaces. Cooking appliances that are open-coil, open-flame or gas based, including but not limited to hot plates, butane burners, and barbeques are not permitted in Residence. Halogen lamps are not permitted within Residence.
	Explosive Materials: Possession of explosive or flammable material including, but not limited to, firecrackers, ammunition, fireworks, dynamite, gasoline, propane tanks, and butane or other such materials is not permitted on Residence property.

Standard	Description
Fire Safety - <i>Continued</i> (High Community Impact)	Open Flame/Heat Source: Open flames, such as a burning candles or incense, are not permitted within Residence. Open element appliances such as hot plates or grills are not permitted in Residence and if found, will be confiscated for the remainder of the year. Space heaters are a high fire risk and are not recommended.
	Weapons/Ammunition: Possession of real or replica weapons is not permitted anywhere on UNBC property. Regardless of whether or not a weapon is legal or illegal, possession of any weapons or ammunition are not permitted. This includes but is not limited to: firearms, bullets, air guns, pellet guns, swords, sling shots, and archery equipment.
	Should you require storage for biathlete equipment, arrangements can be made for secure storage on campus by contacting the Director of Safety and Security through the Housing and Residence Life Office.
Inappropriate/ Dangerous/ Negligent Behaviour (High Community Impact)	Acting, intentionally or recklessly, in a manner which threatens the personal safety, health, or wellbeing of any person, either directly or indirectly.
Internet	Residents are prohibited from installing their own wireless routers within Residence as it interferes with the wifi in the building. Any routers found will be confiscated for the remainder of the academic year. Additionally, we discourage the use of Wi-Fi printers for security purposes. For more information, please contact the IT Service Desk.
Maintenance	All maintenance concerns must be reported through the Residence Maintenance Request form located on the Housing webpage in a timely manner.
Noise	Residents must abide by designated quiet hours in Residence. Subwoofers (bass amplifiers) are not permitted in Residence.
Pets and Service Animals	Students are not permitted to have any pets in Residence. This includes any and all insects, spiders, reptiles, and creatures with fur or feathers. If a resident or guest is found with a pet in Residence they will be asked to remove the pet immediately.
	Housing & Residence Life will permit small fish tanks only (two gallon tanks or less). The fish must be a non-dangerous species, and can only survive in an aquatic environment. Accredited service animals are permitted in Residence if the resident has gone through the appropriate approval process by the Housing and Residence Life Office. *Housing & Residence Life are not able to make accommodations for support animals at this time.
Removal of University Property	Removing residence furniture or property from a bedroom, lounge, or other common area without permission from the Housing and Residence Life Office is not permitted. This includes the removal of window screens from a bedroom or living room.
	Residents found responsible for removing University property will be held financially responsible for replacing the furniture or property.
Scents	Strong scents such as mothballs, camphor, room sprays, personal scents, fragrances, as well as other scents, especially ones from aerosol products, are not encouraged in Residence as it may have a negative impact on other community members. Please consult with your roommates before using strong fragrances.

Standard	Description
Solicitation / Operating a Business	Solicitation within Residence or on surrounding residence property is not permitted for any business service, product, or other use without the expressed permission of the Manager, Housing and Residence Life. All posters and/or other material must be approved by the Housing & Residence Life Office before distribution or display.
Theft (High Community Impact)	Theft or possession of another person's property without permission is prohibited and may result in a referral to the RCMP.
Violence/Physical Aggression (High Community Impact)	<p>The safety of our staff and students are very important and thus, any form of physical or sexualized violence is not tolerated. Physical aggression is defined as, but not limited to, fighting, hitting, punching, slapping, kicking, pushing, pulling, and throwing objects at another resident.</p> <p>Self-defense is recognized by UNBC Housing and Residence Life however physical self-defense is only permitted when an individual has no other means of escaping another's physical aggression. If you are involved in a situation involving violence or physical aggression, please seek the assistance of a Residence Life staff member or UNBC Campus Security immediately.</p>

Residence Conduct Process

When you are documented for violating Residence Community Standard(s), refer to this section for an overview of how the Residence Conduct process works.

The following table outlines:

1. The conduct statuses students may have
2. The description of the follow-up students can expect
3. The Housing & Residence Life staff that may be involved in the particular conduct incident
4. The possible outcomes related to the conduct concerns
5. Possible steps for appeal

Follow/ Conduct Status	Follow Up/Conduct Status Description	Follow Up Facilitated by	Outcome	Avenue of Appeal
Email Communication	i. Community resolution (CR): A documentation of a successful conversation between a Housing & Residence Life staff addressing possible negative impact on the residence community due to a noncompliance of a Housing Community standard. The student in this context is able to identify a positive outcome to mitigate the misconduct.	Residence Assistants (RAs), Community Assistant (CA), RLCs	Email communication regarding incident within five business days. No further outcomes to be applied.	N/A
Educational Information & Restorative Conversations	Incident Report (IR): A documentation outlining a noncompliance with a Housing Community Standard or incident whereby the student was either uncooperative, or the misconduct was of a more serious nature. i. The student has been documented for a noncompliance of Residence Community Standards, in the form of an IR, as it may have negatively impacted the Residence community *Should a student receive two or more CRs within one semester for the same or similar Housing Standards noncompliance, a meeting may be requested by the (A)RLC. iii. Education regarding Community Standards, as well as conversation about next steps to mitigate misconduct takes place. No additional conduct status assigned.	CA and/or RLCs	Email regarding documentation and a request for a restorative conversation between student and RLC/CA and/or information regarding the Community Standard concern within three business days. Possible outcomes applied.	N/A

Follow/ Conduct Status	Follow Up/Conduct Status Description	Follow Up Facilitated by	Outcome	Avenue of Appeal
On Notice	i. The student has been involved in two previous conduct meetings concerning related Housing Community Standards and/or continues to repeat the same noncompliance of a Housing Community Standard which is presenting a harmful impact on the Community. ii. The student most likely has had previous educational outcomes applied and/or have not completed them. iii. Student continues to engage in conduct that is harmful to the Residence community and/or does not fulfill outcomes agreed upon previously.	CA and/or RLCs	Meeting with RLC, On-Notice decision letter sent, possible outcomes applied. Email communication to be sent out within three days after meeting.	Student has five University business days to make an appeal to the Manager, Housing & Residence Life, after an assignment of a conduct status.
On-Probation	i. The student was On-Notice and has been involved in an additional noncompliance of a Housing & Residence Life. ii. The student has repeated an additional violation of the Community Standards and/or violates the expectations and outcomes outlined in the decision letter sent when they went on notice. iii. The student's conduct is deemed high-risk and has had negative impacts on the Residence Community.	RLC	A meeting will be requested with the student. An updated decision letter will be sent to student within three University business days.	Student has five University business days to make an appeal to the Manager, Housing & Residence Life, after an assignment of a conduct status.
Eviction/ Termination of Residence Contract	i. After several attempts to repair harms and rebuild trust, the student continues to engage in behaviours that is harmful to the Residence Community. ii. The student's conduct is deemed dangerous and/or illegal, and is a risk to the safety of the Residence Community.	Manager, Housing & Residence Life, and/or RLC	A meeting will be requested with the student. A decision letter will be sent to the student immediately after the conduct meeting.	Student has five University business days to make an appeal to the Director of Student Affairs, after an eviction decision meeting has taken place.

When addressing residence misconduct in Housing at UNBC, we envision a hierarchical approach to guide us. Rather than pitting one form of sanctioning against another, it is more advantageous to perceive them as complementary and a direct response to behaviour.

At the foundation, we find restorative justice through an **Initial Conversation**. When dealing with a student involved in residence misconduct through a restorative approach, we assess the individual's comprehension of the situation. We observe signs of remorse, such as the individual accepting responsibility, expressing guilt, and acknowledging the consequences.

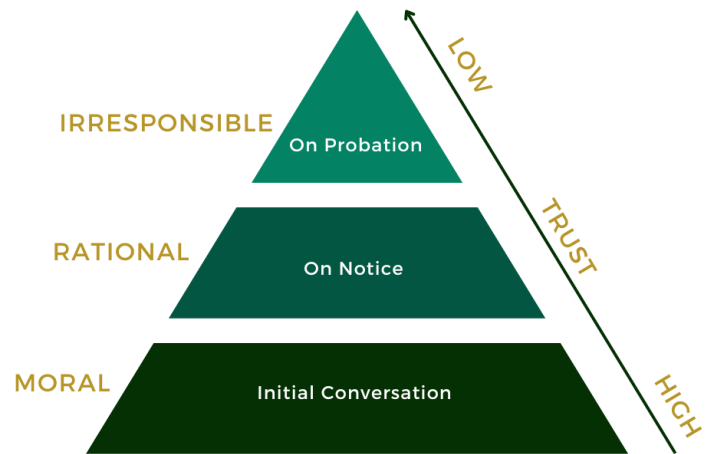
It is important to determine whether they recognize the impact of their behaviour on others and the resulting harm caused. We hold a strong belief that the individual can learn from this experience and will assume accountability for their actions. Furthermore, this approach allows the affected party to voice their concerns and actively participate in the decision-making process, fostering a sense of collective ownership over the outcome.

As we ascend the pyramid, the potential outcomes become more consequential. In cases where a student is involved in residence misconduct and displays minimal remorse or fails to grasp the harmful nature of their behaviour, measures may be taken to dissuade them from engaging in such actions again. This could involve the implementation of stricter outcomes, such as restriction and loss of privileges within residence. A change in conduct status to **On Notice** may also be determined when a student repeatedly engages in behaviours that negatively impact the community.

At the pinnacle of the hierarchy lies **On Probation**, representing the final recourse when all other avenues of addressing a student's behavioural issues have proven ineffective.

If you would like to seek advice independent of UNBC Housing and Residence Life on how to proceed with a meeting request from Housing and Residence Life, contact the Northern Undergraduate Student Society at nugss-hello@unbc.ca or the Northern British Columbia Graduate Students' Society at gssoffice@unbc.ca.

Restorative Pyramid



Use of External Investigators

Where Community Standards violations require significant investigation, UNBC Housing may enlist the assistance of UNBC's Campus Security or another University-designated, non-academic student misconduct investigator to investigate the circumstances.

This may include interviewing witnesses, reviewing documentation, and ensuring that all relevant information is objectively documented and available to UNBC Housing and Residence Life. Please note that an investigation process may require additional time beyond the range of time stipulated in the handbook.



Conduct Outcomes

We, in Housing & Residence Life, are committed to including our students in repairing harms and rebuilding trust when noncompliance of a Community Standard takes place. We invite our students to come up with their own solutions as to how to do so. Some of the outcomes that students may have include, but are not limited to:

1. Workshops and educational seminars
2. Educational sanctions
3. Alcohol probation
4. Behaviour contract
5. Community service
6. Interim suspension from Residence
7. Relocation or assigned room transfer
8. Restitution fees for damages
9. Restriction and loss of privileges
10. Referral of case external agencies eg. RCMP

Determination of Outcomes

When UNBC Housing and Residence Life and/or the student decide on an appropriate outcome, the following factors will be considered:

1. Extent of the misconduct
2. Factors that influence a student's decision, for instance:
 - a. Cultural background
 - b. Mental health & wellness
 - c. Inadvertent or the deliberate nature of impact caused in Residence
3. Extent in which a student can learn from the incident
4. Whether the violation in question is an isolated incident or part of a series of repeated acts of misconduct
5. New information made available after the initial standards meeting

Respect and Consent

When it comes to consent, UNBC Housing and Residence Life is committed to providing a safe and positive living and learning environment where all students feel safe to live, learn, and express themselves in a space free from all forms of Sexual Violence and Misconduct. UNBC Housing recognizes that all persons have an inherent right to exercise control over their own bodies and to engage only in consensual sexual activity.

In all of our relations, members of the Residence community are expected to be honest, supportive, and forthright. Members are expected to confront problems and issues openly and constructively.

**UNBC Sexual Violence
and Misconduct Policy:**
unbc.ca/consent

**Consent is an
enthusiastic
Yes!**

Ask First, Respect the Answer!

RESPECT

The primary thing to remember is that when it comes to consent, RESPECT comes first.

R Respect	The first step to gaining meaningful consent. When we do not respect that the person we are interacting with is a person – with thoughts, feelings, emotions, and histories – we often cannot appreciate how our words and actions might affect them.
E Establish	Consent at the outset and at each step along the way. This involves clear communication and the ability to understand our own, and each other's, emotional and physical boundaries. Keep in mind that consent is not an obstacle to get over, but an evolving conversation.
S Silence	Or the absence of “no” does not equal consent. Never assume you have consent.
P Prepare	To hear no (and stop), and because consent can be withdrawn at any time, for any reason.
E Early On	Consider whether you or the other person is incapacitated. Incapacitated people cannot give consent.
C Consider Power	There is no consent where there is an abuse of power. This includes coercion, force, threats, or intimidation towards any person or where there is fraud or withholding of critical information that could affect a person's decision to consent.
T Take Responsibility	Asking for consent is the responsibility of the initiator. For example, if you want to have physical and/or sexual contact with another person, it is your responsibility to ask first. This includes sending sexually explicit photos of yourself.

Consent as an Everyday Practice

To make it easier to ask for and give consent in intimate or sexual interactions, it is important to establish and practice consent in all our everyday interpersonal interactions.

Every day, consent can look like:

- Respecting boundaries of your friends, colleagues, classmates, and partners.
- Respecting someone's privacy and asking before sharing personal information.
- Asking to take or share a photo of someone other than yourself.
- Asking for clarification if you are unsure.

Consent is equally important online as it is in-person. For example:

- Respecting someone's preferred means of communication i.e. Emailing instead of instant messaging.
- Sending unsolicited pictures or videos.
- Continuing to message someone when they are not returning your messages is a form of harassment.

Keep in mind that there are power dynamics in our relationships with others that can make it hard for some people to freely consent and clearly say “yes” or “no.”

We must be sensitive to non-verbal body language such as moving away from a touch or embrace, or indirect communication e.g. changing the subject or not answering directly. Being aware of all the ways people communicate their boundaries is the responsibility of the person wanting the physical and/or more intimate interaction.

UNBC gratefully acknowledges the University of Victoria's Office of Equity and Human Rights team for sharing the above content related to consent and the prevention of sexualized violence.

Relationships and Boundaries

Healthy relationships are at the core of our Housing culture. When we are in a healthy platonic or romantic relationship, individuals feel safe, respected, and accepted for who they are.

We know that building both healthy platonic and romantic relationships are key to your growth and development while at UNBC. As such, we encourage you to know the difference so that you can make choices about who you associate with or date, and for how long.

Be sure to reach out to your Residence Assistants, the Wellness Centre, or a Housing and Residence Life professional staff member if you would like to explore this topic further.

Signs of a healthy platonic or romantic relationship:

- You can be yourself
- You can discuss things honestly with each other, including any problems or concerns
- All parties practice good communication with each other
- Respect is demonstrated between each party
- You feel safe
- You are able to trust and count on them
- Equality in the relationship, where power is shared
- Supported and cared for

Signs of a toxic (unhealthy) platonic or romantic relationship:

- Physical or psychological abuse
- Control and you feel that you do not have a say on what you do, whom you hang out with, or that threats are being made in order to make you do things
- You are humiliated, belittled, put down, or made to feel bad in front of others
- Your friend or partner gets angry easily, and you feel like you are walking on eggshells
- You are pressured to do things that feel uncomfortable, including sex, consuming drugs, or alcohol. You are threatened or given ultimatums if you try to say “no”

Need support but unsure of where to begin? Feel free to send an email message to the Housing Office via email at housing@unbc.ca. A Residence Life Coordinator will connect with you as soon as possible, and direct you to the right resources on and off campus.

If you are affected by Sexual Violence or Misconduct and require immediate police assistance, please contact the Royal Canadian Mounted Police (RCMP) emergency number: 9-1-1.

For more information about UNBC's Sexual Violence and Misconduct Policy, please visit www.unbc.ca/sexual-violence/sexual-violence-and-misconduct-policy



Moving In

Welcome to Residence! Since this will be your home for the next little bit, here are a few tips to help you get settled in.

How to make Residence your home:

- 1. Connect with your Residence Assistant(s):** Your Residence Assistants (RAs) are here to support you and connects you to the community at UNBC. They can help you with everything from making friends, helping your roommates create a cleaning schedule that works for everyone, to connecting you to tutoring or the Wellness Centre.
- 2. Complete your Move-in Inspection form:** This form will be available in your StarRez Housing Portal after you move in. This is your opportunity to verify the condition of your residence suite/room at the time of move-in to ensure you are not held responsible for any issues or damage the existed before your arrival.
- 3. Create your Roommate Agreement:** You will receive an agreement for you and your roommates to fill out with each other. Your RA can help facilitate conversation between roommates and develop agreed upon standards of what the coming year will look like in your shared space. The RA will hold onto your Roommate Agreement for the year if ever you want to revisit it. If you do find yourself having disagreements throughout the year, your RA will be able to help you through roommate conflicts or to provide mediation if necessary.

Tips to a great Roommate Agreement:

- **Be honest:** Reflect about what you'd like your space to look and feel like, and share that with your roommates so you can create a plan to make it happen
 - **Communication:** How do you like to be contacted/addressed? What system works for everyone?
 - **Just ask each other:** What are your daily habits (sleeping, studying, noise, guests, shared items)?
 - **Create a cleaning schedule:** Starting off with expectations for cleaning and a schedule of who and when cleaning will happen can help you for the year ahead
 - **Pet peeves:** Dive into any pet peeves you and your roommates may have
 - **Compromise and be realistic:** living with new people isn't always easy; think about what you need and what you can let go of.
- 4. Decorate your space:** Personalize your space by adding your own style and decorations! Using WHITE sticky tack or painter's tape to hang photos is recommended to avoid damage. We ask that you do not hang strip lighting as it often leads to wall damage, thus a loss in your room deposit.

Need Support?

- **Financing Housing** – For questions regarding your account balance or if you are experiencing temporary financial difficulties contact the Accounts Receivable Office:
Phone: 250-960-6390 | Email: accountsreceivable@unbc.ca
- **Awards/Financial Aid** – For help obtaining funds necessary to finance your UNBC education and educational budgeting services. Email: awards@unbc.ca
- **Cashier Office** – For replacing your UNBC Student ID card or tuition or payment options contact the Cashier Office located across from Security Services
Phone: 250-960-6390 | Email: cashier@unbc.ca

Please use your UNBC email for all forms, requests, communication, etc.

Winter Break

During the Winter Break, Residence will be operating at reduced service levels. The Dining Hall will be closed during this time and students who are approved to stay will be responsible for their own meals.

Only residents who have been approved and have paid the associated fee for Residence during the Winter Break will be allowed into the buildings during this period. All other residents will be required to vacate their room and will not be able to access our buildings until the determined Winter Move-in date. Personal belongings may be left in rooms but will not be able to be accessed during this time. Please plan ahead and contact the Housing Office to request to stay over the Winter Break.

Moving Out

Move-out Checklist

Before moving out of Residence ensure that your suite and bedroom are clean and empty. Use this helpful checklist to ensure you remember everything!

To Do Checklist

Kitchen

- ☐ Empty and clean the stove, fridge, counters, cupboards, and drawers
- ☐ Oven and stove burners are cleaned and are turned off

Bathroom

- ☐ Empty and clean the tub, toilet, sinks, counters, cupboards, and drawers
- ☐ Remove your shower curtain
- ☐ Taps turned off; sink/tub plugs left open or on counters

General

- ☐ Empty and clean desk and bed, including drawers
- ☐ Vacuum and wash all floors
- ☐ Set all radiators at (*) setting
- ☐ Close and lock all windows
- ☐ Turn off the lights
- ☐ Return suite furniture to its proper location
- ☐ Take out all garbage and recycling
- ☐ Lock your suite door
- ☐ Return your Parking Pass to the Drop Box outside of the Housing Office

Preparing to move out

You are required to move out of Residence 24 hours after your final exam. If your last final exam is on the last day of exams, you will be required to move out no later than noon the following day.

- Late move-out requests: There is a short turn around between terms and often contract extensions are not guaranteed. Please plan ahead and notify the Housing Office as soon as possible to inquire about extensions.
- Residents should ensure that their suite/room is left clean and tidy at the time of check-out. Personal belongings should not be left in rooms or common areas. All garbage and recycling should be taken to the appropriate containers in Residence Court. Please take a look at our Move-out Checklist!

Tips for a smooth move-out

Here are a few tips to help you leave residence the way you found it:

- Start early: Pick out things you will be needing over the last couple of weeks and start packing the rest of it up. It is a busy time of the semester; this can save you a lot of stress leading up to move-out day.
- Take a last look: Make sure your suite/room are tidy and you are not leaving anything behind as you head out.
- Report maintenance concerns early: Let us know before you go if something in your suite is not the way you found it when you moved in.
- Anything left behind in suites will be repurposed or thrown away.

What happens with the Room Deposit fee?

The Residence Room Deposit fee may be accessed for costs associated with, but not limited to, any damages in your room, extra cleaning costs, or removal of personal belongings after your stay and is otherwise refunded after move-out inspections occur. Submitting Maintenance Requests when necessary can help you receive the Residence Room Deposit refund.

Spring/May/Summer Semesters

During the Spring/May/Summer semesters you may choose to stay in Housing if you are enrolled in a course. Please ensure that you have submitted an application by the deadline to secure a room in Housing for these semesters.

Staying Between Semesters?

Extension Requests are required to be made through the Housing Portal by the deadline and are subject to approval from the Housing Office. A nightly fee will be applied to extend between the semester dates.

Unauthorized Late Move Out

Residents who have not moved out by their contracted date and time are subject to a late move-out fee and loss of their Residence Room Deposit due to a breach of Residence Contract.

Did You Know? Residents who are staying will be required to move suites for the Spring/May semesters and again at the start of the September semester.

IMPORTANT: Please note that you are responsible for cleaning your room/suite and any shared common areas.

Fire Safety 101

Smoke Alarm IN SUITE

Sounds like high-pitched beeping from your smoke detector inside your suite.

1. Do NOT open your suite door.
2. Open windows.
3. Attend to cooking or the cause of smoke.

Fire Alarm IN HALLWAY/BUILDING

Sounds like ringing throughout your suite, hallways, and building.

1. Evacuate using the closest emergency exit.
2. Proceed to the NUSC building (closest building to Residences across the Ring Road), to which you have 24-hour key access.
3. Once you are out of the building, do not re-enter until directed to by UNBC staff.

How to Prevent False Alarms

- Fire alarms can be set off by burned food or smoking indoors.
- Never smoke indoors!
- Use the designated smoking area in Residence Court, across the walkway from the recycle bins.
- Do not open your suite door if you burn food while cooking! This will set off the building's fire alarm, requiring evacuation! Temporarily open your living room windows to air things out, keep your oven and stovetop clean, and always monitor your food while cooking.

Please refer to the Community Standards related to Fire Protocols.

False Alarms Impact Our Community

- Only activate a fire alarm if there is fire!
- The University is a priority in Prince George, so no matter what caused the alarm, firetrucks and resources will be taken from active fires and real emergencies to come to the University - this takes resources away from actual emergencies!
- Students may be held financially responsible for the cost of the false alarm.
- Housing and Residence Life is charged each time the Fire Department responds to a fire alarm in Residence.
- Fire alarms in the middle of the night are disruptive.

Smoke Detectors and Alarms

Smoke detectors are located throughout the main corridors and lobby areas of each building. They are connected to the Fire Alarm System. Smoke alarms are in the hallways of each suite. **UNBC Facilities staff are responsible for the maintenance/repair and testing of all smoke detectors and alarms.**

Should you come across a detached or broken smoke detector/alarm or there are unusual noises coming from the smoke detector/alarm, please report it as soon as possible to your Resident Assistants, or to the Housing Office during regular business hours.

Contact the Housing Office at housing@unbc.ca or (250) 960-6430 if you have questions or concerns about fire alarms, preventing false alarms, or what to do in an emergency.

Cleaning 101

Residents are responsible for keeping their spaces clean. This includes cleaning your individual residence room and cleaning up after yourself in shared and common spaces.

Interim Cleaning Inspections

Residence and Housing staff will perform suite and room inspections for cleanliness and maintenance issues at a minimum of once per term. You will be given advance notice of such inspections. You are not required to be present at the time of a suite/room inspection. Please note that by signing the Housing Contract, you consent to having authorized Housing and Residence Life staff enter your suite.

Cleaning Tips

1. There is power in numbers.

Ask your roommates to join you! Divide up tasks and create a cleaning schedule so that everyone is doing their part. We recommend:

Wash your dishes	Daily
Take out your garbage and recycling	Every few days
Clean your kitchen, including counters, stovetop, and fridge (throwing away spoiled food, wiping spills)	Weekly
Cleaning your bathroom (counter, sinks, shower/tub, toilet)	Weekly
Vacuum/mop your floors	Weekly/bi-weekly

Tip: Ask your Residence Assistant to help you and your roommates create a cleaning schedule that works for you.

2. Clean from the top down.

Start at the highest surface you need to clean (cupboards, counters), then work your way down to the floor.

3. Clean your space, clear your mind.

How to maintain a clean bedroom:

Take out your garbage	Every few days
Clean/dust/tidy your desk	Weekly
Wash your laundry, including your towels and bedsheets	Weekly
Vacuum your floor	Weekly/bi-weekly

Make sure you keep food items outside of your bedroom and store them in air-tight containers in your kitchen. Leaving open food items in your suite will bring furry friends into your space, and that's not where they belong!

Recommended Cleaning Supplies

- Broom/dustpan and mop
- Cleaning cloths
- Bathroom and/or toilet cleaning product and toilet brush
- General purpose cleaning product
- Window cleaning product

Note: Vacuums are available to be borrowed from the Housing Office and/or a Residence Assistant.

Recycling

Located in Residence Court are recycling receptacles. Use the recycling bags/bins located in your suite to separate your recycling appropriately before taking it out.

If you have questions about recycling/compost on campus, please contact UNBC Sustainability for more information.
<https://www.unbc.ca/sustainability>

Common Issues

Clogged Drains

Remove any visible blockages from the drain (examples: hair, food items/debris). To avoid clogged kitchen sink drains, there are items that are, and are not safe:

SAFE

- Water
- Soap

UNSAFE

- Pieces of food
- Meat/bones
- Vegetables
- Rice/pasta/potatoes
- Grease/fat

**Quick tip: to dispose of grease/fat, wipe out your pan with paper towel, or pour out grease/fat after it has cooled into a disposable container before disposal into the garbage.*

Plugged Toilets

Each suite is equipped with a plunger. It is the resident's responsibility to ensure they have plunged vigorously before seeking assistance from Housing and/or Residence Assistant On-Call. Only toilet paper can be flushed down the toilet. Do not flush large quantities of toilet paper. Paper towel, flushable/hygiene wipes, oil, grease or food down the toilet is prohibited.

Vacuum Rentals

Neyoh and Keyoh residents can sign out a vacuum from the Housing Office during regular business hours. Residents are responsible for taking care of the vacuum while in their possession. Vacuums need to be returned to the Housing Office within two hours.

Should a resident fail to return a vacuum or lose their rental vacuum, the resident will be billed a \$900.00 replacement fee. Please let the Housing Office know of any maintenance or bag replacements required for a vacuum after use. After hours, residents can contact the RA On-Call to borrow a vacuum prior to 9:00pm to adhere to our quiet hours.

Maintenance Requests

Our Facilities staff take great pride in ensuring that our buildings always meet UNBC's high standards. To make a Residence Maintenance Request:

1. Login to the Residence portal at https://unbc.starrezhousing.com/StarRezPortal/2F220BCF/20/612/Other_Requests-Maintenance_Request_
2. Use the Maintenance Request button on the top menu
3. Select Requests for Suites and Bedrooms (for items in your bedroom or communal areas like your kitchen, living room, or bathroom) or Requests for Public Spaces (for areas outside your suite such as common lounges, hallways, or elevators) to submit your maintenance request.

Facilities staff will respond to your request as soon as possible. However, requests are processed in priority sequence with more urgent requests being fixed first. Please note that by creating a Maintenance Request online, you consent to having a Facilities staff member or contractor enter your suite. Requests are typically completed Monday-Friday 8:30am to 3:00pm. If you (or your roommates) are not present at the time of the repair, maintenance staff will leave a door hanger to indicate they have been to your suite and the issue has been resolved, or to communicate next steps.

***If your request is urgent (your radiator is leaking, or your toilet won't flush) please call the Housing Office at 250-960-6430 during business hours or the RA on-call in the evenings and over weekends.**

Building Access



Residents use their UNBC Student ID cards to access either their assigned building main entrance doors. To gain building access, please proceed to the lobby of your building. Hold your ID card over the number pad to the left of the door until the light changes from blinking red to solid green. This may take up to 10 seconds.



UNBC ID cards also provide access to your suite and bedroom. To gain suite and bedroom access, hold your student ID card on the pin pad, when the pin pad flashes blue, enter the 4 digit pin followed by the checkmark. The pin pad will flash green when access is granted.



To lock your suite and/or bedroom door, follow the same steps above and wait until the pin pad flashes red. The lock on your suite door can also be locked from the inside by simply pressing the Privacy Lock button located on the backside of the door handle. Note: If you do not turn the inside door handle your door will remain locked.

Lost Keys: If you lose your ID card at any point during the semester, you must go to the Cashier's Office to have a new Student ID card printed. Next, go to the Housing and Residence Life Office as soon as possible to have your new card re-programmed.

Keycard Information and Frequently Asked Questions:

1. If you acquire a new student identification card, you'll need it re-encoded at the Housing Office.
2. If you receive a temporary white access card, you will need to visit the Housing Office to merge it with your student identification card once you possess it.

Hydronic Heating System

Hot water is heated in our very own Bioenergy Plant. The hot water is not just used for your showers, but also to heat the entire building by running the hot water through the radiators.

To use the radiator in your living room or bedroom please use the following guide:

1. When the handle is at the * position the Radiator is OFF. Please do not turn the handle below the star.
2. If you turn the handle to the ● position, that is the HIGHEST setting.



NOTE:
Normal room temperature is in the range of 17 to 21 degrees Celsius. Submit a Maintenance Request if you find your room or suite too hot or too cold.

Throughout the winter, it is important to keep your radiators turned on at all times. The lowest setting should be no less than the * symbol.

Keep your windows closed when you are not in your room during the winter season. Opening a window in cold temperatures may cause the radiator pipes to freeze and burst, potentially resulting in a flood. Residents are responsible for covering any repair costs should this occur.

Acceptable Use of Electrical Outlets

The CSA Group provides safety standards required for the use of electrical adaptors/devices/appliances/equipment, etc. in Canada. Only Canadian or North American CSA certified electrical devices are permitted to be used in UNBC buildings. Failure to use approved devices is hazardous and may result in an additional fee charged to the designate for the repair of any damage reported or found.

Laundry Services, SparkleXpress™

Sparkle Solutions is pleased to be the laundry provider for UNBC Housing and Residence Life. There are currently three ways that you can utilize the SparkleXpress™ Laundry System:

1: SparkleXpress™ Laundry Card	Uses: Physical card	<ul style="list-style-type: none">• To activate your card, place the card into the SparkleXpress cardholder on the SparkleXpress Value Centre located on the second floor of your residence building. Your card will be activated when it shows a zero balance.• Load your card using Debit, Visa, or Mastercard. You can increase the amount on your card by \$10.00 up to a maximum of \$50.00.• Complete the payment by following the instructions on the PIN PAD.• Ensure your balance is updated before removing your card.
2: Sparkle Solutions Website	Uses: Physical Card and online services	<ul style="list-style-type: none">• Log into www.mysparkle.ca and enter the 10-digit card number located on the back of your laundry card. This will log you into your personal account.• On the home page you will be able to see Machine Availability, Trends, Purchases, and Subscriptions.• You can opt in to receive notifications by text message about the status of your laundry cycle and/or email notifications with purchase receipts.• <i>Sparkle Solutions does not charge clients for this service. However, residents are subject to their standard text messaging rates.</i>
3: Laundry Cat App	Uses: Mobile app	<ul style="list-style-type: none">• Download the LaundryCat App onto your mobile device.• Activate your account on the app.• Add funds you your account balance.• Bring your phone near the machine reader to pay for a cycle (the App uses NFC).

REMEMBER: Your card is like cash; it can be used by anyone. DON'T LOSE IT! Do not punch a hole in your card as it voids the card. Replacement cards can be purchased through the SparkleXpress Value Centre.

Washing

Please refer to the signage posted on the walls and/or on the machines located in the laundry room. They provide step-by-step instructions on the proper usage of both the washers and the dryers.

Drying

Some dryers are programmed with the availability to add more drying time to a dry cycle. To know if the dryers in your building have this feature, please check the screen on the card reader attached to the dryer.

To add more dry time to your dry cycle, you must do so prior to three minutes remaining on the cycle. A “top up” dry cycle costs \$0.25 for an extra 8 or 10 minutes (depending on whether gas or electric dryers).

Please report all service issues by emailing or calling the Housing Office.



Parking

There are a limited number of stalls in the Residence parking lot that are assigned on a first come, first serve basis. Residents who request a parking stall on their Housing application are not guaranteed a spot in the reserved Residence parking lot. Parking fees are charged per semester, please visit www.unbc.ca/housing/semester-fees. Parking passes are distributed on move-in day.

All vehicles need to be licensed, insured, and road worthy. Non-compliance will result in your vehicle being towed at your expense.

Residence parking passes are ONLY valid in the Residence parking lot. Parking pass holders are required to park in their designated parking stall and must have their parking pass clearly visible hanging face out on the rear view mirror or on the driver's side dash. Parking outside of a designated Residence parking stall may result in a parking ticket. Residents who wish to cancel their parking during the semester must return their pass to the UNBC Housing and Residence Life. Refunds are issued based on the date the pass is returned to the office. All residents are required to return the pass upon move-out.

Winter Parking

Prince George receives a significant amount of snow over the course of the winter months. The Residence parking lot will be plowed periodically and in order to facilitate this, your vehicle must be removed from the Residence parking lot to another parking lot on campus.

UNBC Housing and Residence Life will email and post notices of the date and time by which all vehicles must be relocated, and where the vehicles should be moved to. All vehicles that are not moved will be ticketed or towed at the owner's expense.

Residents who park in the Residence parking lot are responsible for clearing snow out of their stall. Snow shovels are available to loan from the Housing office during business hours however, residents are encouraged to purchase their own.

The Residence parking lot is also equipped with electrical hook-ups and residents are required to provide their own extension cords to plug in their vehicles. The electrical hook-ups are self-activate at -10°C.

Vehicles parked in the residence parking lot are left at your own risk, We do not encourage you to leave your vehicle over semester breaks unattended. You must move your vehicle to another designated campus parking lot as communicated to you by UNBC Housing and Residence Life staff.

Guest and Daycare Parking

Residence Court parking stalls (between Neyoh and Keyoh) are short-term (two-hour) metered parking and are intended for guest parking ONLY. Do not park in guest parking or you risk being ticketed.

There is a designated marked 15-minute Loading Zone parking stall in Residence Court that can be used to unload groceries or drop off/pick up residents.

Non-Secured Parking Area

A friendly reminder that UNBC is not responsible for theft or damage to or by any such motor vehicle, vehicle contents, the operator, other occupants or any other persons. Do not leave valuables in your vehicle.

Connecting to UNBC's Wireless Internet

UNBC wireless internet service is available to every resident living in Residence. Our network is fast, secure, and reliable – leaving you more time for studying, researching, and having fun!

Wireless Connections Available

- **UNBC** network extends across campus and allows you to access the internet as well as UNBC resources. It is supported on Windows, Mac, iOS, and Android devices. Use your UNBC username and password to connect to this network.
- **UNBC-RESNET** is the Residence wireless network to which you will connect devices that don't support WPA2 authentication (devices that are unable to use your UNBC Username and Password).
- **Eduroam** is a collaborative network that allows students, staff, and faculty to access the Internet via encrypted wireless services at cooperating universities without the need for obtaining a guest account. Eduroam allows a user visiting another institution to login using the same credentials they would at their home campus.
- **UNBC-Guest** network extends across campus for guests visiting UNBC. Guests connect to the wireless network called "UNBC-Guest Sign-up" while on campus.

Connecting to UNBC and Eduroam

When connecting to the WIFI on UNBC campus we look for a few settings to be correct:

- EAP method set to **PEAP**.
- Phase 2 authentication set to **MSChapV2**.
- CA certificate set to "**None**" or "**Do not Validate**"; on some newer machines you will have to select "Use system certificates" and then select "None/Do not Validate".
- In some cases, the system will ask for a Domain to be entered. Please type in: **unbc.ca** into the domain field.

After those settings are correct, you will have to enter your UNBC **username@unbc.ca** in the username field, and your UNBC **password** in the password field.

Connecting to UNBC-RESNET

Prior to moving into Residence or shortly after, you will receive your **Access Key** through an email from "**Extreme Networks**". This Access Key is for you to use on your devices so that you can connect your systems (printers, gaming systems, etc.) to the WIFI system.

You will be able to register 10 devices using this password, if you need to register more than 10 devices, please email support@unbc.ca with your request.

This password is for you; do not share it. If a device that uses your password is found to be violating the Acceptable Use Policy or violating UNBC digital security practices, access to the WIFI system will be revoked.

IT Services recommends that you use a hardwired connection for important events such as courses, exams, etc. rather than using the UNBC or UNBC-RESNET wireless networks. Residents will need to provide their own ethernet cable and ethernet to USB adapter (for laptops without an ethernet port).

Questions about UNBC's wireless internet? Contact IT Service Desk:

Email: support@unbc.ca

Phone: 250-960-5321

Location: Building 8, Room 265

Indigenous Initiatives

Prince George and surrounding area, including the UNBC campus, is located on the traditional and unceded territory of the Lheidli T'enneh, who are Dakelh (Carrier) people. UNBC celebrates its relationship with all First Nations, Métis, and Inuit peoples and is working towards Indigenization across all campuses and regions through the newly developed Office of Indigenous Initiatives and collaboration with local First Nations.

Our Prince George campus is home to the First Nations Centre (FNC), which is referred to as a “home away from home” for many students. It offers a wide variety of services, activities and programs that help to improve educational outcomes for Indigenous students, create awareness and understanding of Indigenous perspectives and worldviews, and celebrate Indigenous culture.

The FNC is accessible to both Indigenous and non-Indigenous students; for the most up-to-date operating hours, please visit unbc.ca/indigenous-resource-dati/firstnations-centre

First Nations Centre (FNC)

Accessible to both Aboriginal and non-Indigenous students

Location: Room 7-109

Hours: Monday to Friday 8:30 am - 4:30 pm, or 24 hours a day upon request.

Upcoming Initiatives

FNC Spaces: The FNC has a variety of spaces for student use including The Elders Room, computer lab, kitchenette, quiet study space, smudging and meditation room, and the Gathering Place.

Cultural Programming: The FNC regularly hosts cultural and social programming, that includes learning from the local First Nations about traditional and cultural ways.

Campus Cousins: The Campus Cousins are an Indigenous Student Leadership program dedicated to improving the quality of life for UNBC First Nations, Métis, and Inuit students while building community connections on campus through events and partnerships.

1000 Ravens for Reconciliation: An ancient Japanese legend promises that anyone who folds 1000 origami cranes will be granted one wish. The FNC has invited campus employees and students to create 1000 origami ravens to symbolize a university-wide wish for reconciliation. Look for your opportunity to participate!

Student Support Services: The FNC's team provides support services to all students. Some of these services include programs and workshops, and internal and external support service referrals. You are welcome to visit the space for tutoring support or join in on “Coffee and Conversation” where you can share your ideas and or gain knowledge from other UNBC staff, faculty and students.

Visit UNBC's online Aboriginal Resource Dati

Dati means “doorway” in the Dakelh language.

Find Aboriginal-related resources that link to student supports, academic programs, and governance that encompass the scope of Indigenous initiatives at UNBC.

unbc.ca/indigenous-resource-dati





International Office

The International Office plays a crucial role in creating a welcoming and inclusive environment for international students. Through the comprehensive range of services and support, International Office contributes to the university's commitment to global engagement, cultural diversity, and academic excellence.

As a hub for international students, the International Office provides a range of services and support to ensure a positive and enriching experience. Services include guidance on immigration, healthcare in Canada, arrival information, prospective student's admissions, exchange programs etc.

Our office offers orientation programs to familiarize students with the university's facilities, resources, and support services. Additionally, the office organizes cultural events and activities that encourage cross-cultural exchange, enable international students to connect with their peers and the local community. The International Office assists students with visa and immigration processes, ensuring compliance with relevant regulations and helping them navigate the complexities of studying in a foreign country.

Important Services

- Admissions assistance (prospective students)
- Pre-arrival and orientation support
- Cultural and social integration
- Immigration support
- Enrollment in BC Medical Services Plan and Guard Me
- International partnerships and exchange programs (Domestic/International)
- International visitor support
- Cultural and climate adaptation assistance (winter safety)

To learn more about the International Office and the services we provide, please visit unbc.ca/international.

International Office

Location: Agora, Room 7-148

Hours: Monday to Friday 9:00 am - 4:00 pm

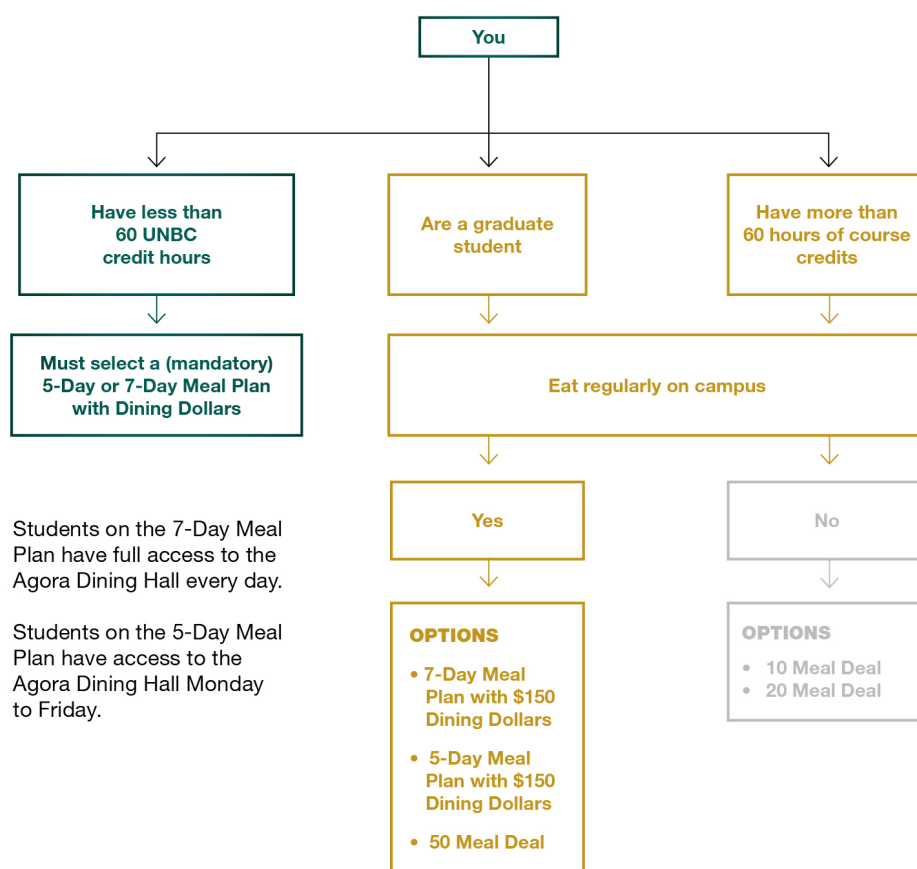
Email: ie@unbc.ca

Food Services

A healthy mind starts with healthy nutrition. The UNBC Food Services team creates appetizing entrées, snacks, desserts, hearty homemade soups, sandwiches, burgers, power bowls, salads, and more. Meals are made from scratch, using fresh, locally sourced ingredients.

The spacious Agora Dining Hall comes with a view of the beautiful David Douglas Botanical Garden, comfortable couches, and group or private table seating. It is a welcoming social environment, and a great way to meet new people. If you don't have time to dine-in, visit the Fresh & Fast counter located at the Agora Dining Hall entrance.

The Agora Dining Hall all-you-care-to-eat 5-Day and 7-Day mandatory Meal Plans are served to students living on campus from the first official move-in day until the last day of each semester. Each Meal Plan includes Dining Dollars that can be used at other food locations on campus, and five guest passes per semester. Meal Plan Terms & Conditions, and Hours of Operation are listed at the main entrance and on the Food Services website. www.unbc.ca/food-services



Good Earth Coffeehouse, located in the Canfor Winter Garden, features coffee, breakfast, lunch, and yummy treats served at a warm and inviting place where people like to gather. Good Earth Coffeehouse practices direct and ethical trade purchasing methods with coffee roasters, and food will be prepared with fresh fruits and vegetables, whole grains and nuts, real eggs, and fresh dairy in the UNBC kitchen every day.

Your other tasty campus food options include Degrees Coffee Co, and the Thirsty Moose Pub.

FEEDBACK IS IMPORTANT! UNBC Food Services is committed to providing quality meals that you enjoy. Please give us your feedback (good or bad!) by leaving comments in the suggestion box located at the Agora Dining Hall, reach out to staff located on-site, or contact the Food Services Director, by email: fooddirector@unbc.ca.

Follow us @UNBCEats for the latest menu updates and promotions! www.unbc.ca/food-services

Northern Sport Centre

One of the perks of being a full-time UNBC student is a membership to the Northern Sport Centre via the Fitness and Recreation fee included in your annual tuition.

Home to three gymnasiums, two indoor fields, squash courts and the region's only indoor track, we are the premier recreation facility in northern B.C.

Burn off study stress with a cardio or strength training work out, drop into fitness classes like Yoga and Fit Camp, or enjoy fun drop-in sports like pickleball and basketball. Members also receive discounted Personal Training and Registered Program rates.

We are the home of UNBC Intramural Leagues and the UNBC Timberwolves basketball team.

UNBC student memberships for the 2025 - 2026 academic year in the semesters below are valid as follows:

- 2025 Fall semester: September 1 - December 31, 2025
- 2026 Winter semester: January 1 - April 30, 2026

Just a reminder that parking is NOT included with your membership. Please purchase a campus permit or pay at the indoor pay station.

Please give yourself extra time on your first visit to the Northern Sport Centre. There are waivers to complete, facility rules and regulations to review and \$10.00 Access FOB (non-refundable) to purchase/activate.

Phone: 250-960-6366
www.northernsportcentre.ca



Bookstore

The UNBC Bookstore is your first stop for course materials, textbooks, and school supplies. We also carry tech accessories, unique gifts, toiletries and other essentials, snacks, bus passes, stamps, and home décor to make your dorm room your own. Buy your official UNBC, Timberwolves, and Indigenous clothing and branded swag year-round, and custom order program and alumni hoodies during select times.

Follow us on Facebook and Instagram to get updated on our new arrivals, hot merch, and BOGO sale! Save money on student bundle packs and take advantage of seasonal and clearance discounts.

The Bookstore is open 10:00 am – 4:00 pm, Monday to Friday, all year. Closed on stat holidays and December break.

Avoid the lines, shop online and pick up in store!

Phone: 250-960-6424
www.shop.unbc.ca



Voicing Concerns & Inquiries

Where to direct your questions and concerns:



Residence Assistants

Contact RAs directly

- Any roommate issues
- Community concerns (e.g., safe spaces, inclusivity)
- Mental wellness
- Emergencies/urgent after-hour concerns
- Noise complaints
- Anything! Your RAs are there for YOU!

Housing Office

Email: housing@unbc.ca | Phone: 250-960-6430

- Housing applications
- General Housing concerns
- Housing/Meal Plan payments
- Forms & Documents
- Check out the Housing website & Residence Handbook!



Food Services

Email: food@unbc.ca

- Food Services feedback and concerns
- Meal Plan concerns
- Contact the Director of Food Services: fooddirector@unbc.ca

Key Contacts

Housing Office

Location: Neyoh Residence, Main Office
Email: housing@unbc.ca
Phone: 250-960-6430

RA On-Call (after hour assistance)

Neyoh: 250-961-8311
Keyoh: 250-961-9266

UNBC Safety and Security Services

UNBC Security

Phone: 250-960-7058
UNBC Security Services are located west of the main library entrance in the Agora.

There are always two security officers on duty 24 hours a day, 365 days a year. An additional Security Officer is present in Residence on Thursday, Friday, and Saturday evenings 8:00 pm to 4:00 am.

Safe Walk Program

UNBC Security Services provides a safe walk program to the UNBC Community. They will walk employees, students and visitors to their destination on campus. This service is offered 24 hours per day, 365 days a year.

To request a safe walk please call security 250-960-7058.

UNBC SAFE is a safety application that can be downloaded to your work and personal electronic mobile devices. The app features emergency contacts, services, information and safety tips. Emergency messaging can be sent to you via Push notifications, though you will need to enable GPS in order to utilize those services.

IF SOMEONE NEEDS URGENT MEDICAL ATTENTION OR IS AT RISK OF HARMING THEMSELVES OR OTHERS CALL 911 IMMEDIATELY

Campus Service Providers

UNBC Wellness Centre

Counselling Services | Room 5-168

Individual Counselling and Group Counselling

Hours: Monday to Friday 9:00 am - 12:00 pm & 1:00 pm - 4:00 pm
Phone: 250-960-6369
Email: wellness@unbc.ca

Medical Clinic | Room 5-161

Nurse Practitioners and Doctors available

Health screens, prescription refills, and referrals
Hours: Monday to Thursday 9:00 am - 12:00 pm & 1:15 pm - 4:00 pm
Friday 9:00 am - 12:00 pm
Phone: 250-960-6370
Email: clinic@unbc.ca

Access Resource Centre (ARC) | Room 5-157

Access & accommodation support for students with disabilities

Hours: Monday to Friday 8:30 am - 4:30 pm
Phone: 250-960-5682
Email: arc@unbc.ca

Here2Talk

All registered post-secondary students can get confidential, free counselling and referral services through Here2Talk by app, phone or online chat.

Hours: 24 hours a day, seven days a week
Call: 1-877-857-3397 or 1-604-642-5212 if you are a student calling from outside of Canada
Online: www.here2talk.ca or download the app to start a chat session with a trained counsellor

24 Hour Community Services

There are free community resources available 24 hours a day for urgent personal needs:

HealthLink BC - for health information / consultation
Call: 811

24 Hour Crisis Line - for mental health support
Call: 1-888-562-1214

Your Mailing Address:

Your Name
UNBC Residence
3333 University Way
Prince George, BC
V2N 4Z9

UNBC Distribution Services receives all mail, including courier packages, to UNBC. When mail is received, an email notification is automatically sent to their UNBC student email address. All mail is picked up from Distribution Services, located in the basement of the Charles J. McCaffray building, open Monday – Friday 8:00 am - 4:00 pm. *Photo ID will be required to pick up. Any questions or concerns relating to mail can be directed to distributionservices@unbc.ca.

Need assistance?

Housing & Residence Life Hours of Operation

**Monday, Wednesday &
Thursday**
10:00 am - 4:00 pm

Tuesday and Friday
9:00 am - 4:00pm

Resident Assistants On-Call

Weekdays
4:30 pm - 8:30 am

Weekends
24 hours

Contact

Neyoh: 250-961-8311
Keyoh: 250-961-9266
housing@unbc.ca

Security

On Duty 24/7
250-960-7058
security@unbc.ca