

**UNBC** UNIVERSITY OF  
NORTHERN BRITISH COLUMBIA

# Residence Life Handbook 2019-2020





# 'En Cha Huná

UNBC's motto is 'En cha huná, which translates to "that person also lives" and means respect for all living things in the Dakelh (Carrier) language. This motto encapsulates UNBC's spirit and the principles of academic freedom, respect for others and the willingness to recognize different perspectives.

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# Welcome to your new home!

What an exciting time it is for you. And what an honour it is for us to open the door to the UNBC Experience by welcoming you home. We are happy that you chose UNBC Residence.

The Housing & Residence Life Team is committed to creating a safe, positive and inclusive living environment that supports your personal and academic success. Our goal is to provide you with an exceptional and fulfilling Residence experience.

At UNBC, we celebrate diversity, champion inclusion, and strive to offer a healthy, open, friendly and supportive environment to all our students. Through our programs, services and expertise the Housing & and Residence Life Team can support and connect you with the wider University community, ensuring your continued success.

There is always something happening in Residence, and participation is key. I encourage you to explore how you can get involved in Student Housing so that you can get the most out of your time with us. Whether it's a potluck and movie night, study skills workshop, or a floor-wide walk to Shane Lake, our Residence Life Team is here to build a community where our students can thrive. With an abundance of activities, events and

programs to take part in, we are confident that living here, only one minute from the main campus, will support and enrich your UNBC experience.

Our Residence facilities, Keyoh and Neyoh, are ideally located close to just about everything – your classrooms and labs, the Library, the Northern Sport Centre, the Dining Hall, the bus loop, the pub, and so much more. Everything you need for a comfortable living environment is right here.

The UNBC community has much to offer, but so does the community of Prince George and the wider Northern BC region. Paddle on countless rivers and lakes. Take in an orchestra performance, art gallery opening, or concert in the park. Shift gears and tackle a challenging mountain bike trail. Or strap on your skis and experience great cross-country or downhill skiing. There is always something to do!

On behalf of the entire Housing & Residence Life Team, welcome to the University of Northern British Columbia! We wish you the very best in your academic journey and beyond.

**Justin Foster**  
Manager, Housing & Residence Life

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## Safety and Security

### UNBC Security

UNBC Security Services are located west of the main library entrance in the Agora. There are always two security officers that are on duty 24 hours a day, 365 days a year. They conduct patrols on foot and in a vehicle and respond to emergencies, fire alarm activations and monitor closed-circuit television (CCTV). They maintain lost and found records, are responsible for the sign out of keys to contractors, providing authorized access into space around campus and are the providers of occupational first aid.

**Security Officers will be present in Residence on Thursday, Friday, and Saturday evenings from 8:00 pm - 4:00 am. If you are in need of their assistance, please contact UNBC Security at 250-960-7058.**

### Safe Walk Program

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

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



# Housing Services Staff & Student Leaders

The UNBC Housing & Residence Life team is made up of both professional staff and student leaders. Here you will find a list of some of the folks who will be important to you during your stay in Residence. We are here to help you have the best Residence experience possible.

## Resident Assistant - Student Leaders

Think of Resident Assistants (RAs) as the people with all of the answers! They are the ones who will be planning Residence events and activities, and telling you all about campus services offered on campus – even where to sign out those vacuum cleaners you’ve been wondering about. RAs pride themselves on being a great resource to you – they’re experts at connecting you to other fellow residents and offer a listening ear if you need one. RAs are friendly, helpful, and excited to meet you. Each floor has two RAs.

### Here’s a list of roles they are able to perform:

- Conflict resolution/mediation support
- Low level crisis intervention
- Safe environment to chat
- Address violations of the Community Standards

## Professional Staff

UNBC Housing & Residence Life has a team of professional staff who works to administer the on-campus Housing program.

### Here’s a list of services they provide:

- Supervise Student Leaders & Workers (including Co-Op students)
- Follow up on behavioural concerns
- Oversee and support Residence programming
- Set up your Student Housing access card & find answers to Residence – related questions
- Basic cleaning & building maintenance of common areas in the Residence community – keeping it a safe and clean living environment!

To speak with a professional staff member, email us at [housing@unbc.ca](mailto:housing@unbc.ca) with your question(s) OR drop by the UNBC Housing & Residence Life office.

We are open Monday to Friday from 9:30 am - 12:00 pm & 1:00 pm - 3:30 pm.



## Need Assistance?

You can contact the Resident Assistants On-Call on Weekdays from 7:00 pm - 8:00 am & 24 Hours on Weekends.

**Neyoh: 250-961-8311**

**Keyoh: 250-961-9266**



# Community Living: Tips for Success

## Community

Take advantage of the community around you. The students and staff at UNBC come from diverse backgrounds which makes it an amazing environment to learn, connect, and explore. Meeting new friends and getting to know your peers is a critical step in the university experience. These new relationships not only give you additional support but help you grow. Moreover, get to know your Resident Assistants! They are full of knowledge about UNBC and are students just like you. They can help you connect with resources on and off-campus.

## School

The number one tip for success is to make sure you are regularly attending your classes. With smaller classroom sizes, it is much easier to ask questions and get one-on-one help from your professors. Going to your professor's office hours with questions and concerns is a great way to build a strong relationship and get additional help. An important lesson of adulthood is learning time management, so make sure you create a weekly schedule and set goals to help you stay on track.

## Roommates

You may become best friends with your roommates, or you may not. Either way, it is important to maintain a respectful and safe environment within your suite. Make sure to have your Roommate Contract up to date and to have continuous communication with your roommates about your lifestyle, pet peeves, and standards. No matter the situation, they may not know until you tell them!

## Find Yourself

University is a time for self-discovery, and so it is important to make sure you give yourself space and time to create an interpersonal relationship with yourself. Take a break, relax, and connect with yourself daily. With all the new experiences in university, your number one priority should always be making sure your physical, emotional, mental, and spiritual health are well maintained and balanced.

## The UNBC Experience

Take advantage of the resources UNBC has to offer. There are resources all over campus that range from academic to health. These spaces are safe, inviting, and ensure you get the help you need. UNBC also has a variety of clubs that can help you get involved and create an impact in your community. The UNBC experience is limitless so take full advantage of it while you are here. A student favorite is Forests for the World which is located right in your backyard! Plan a day trip through these trails with your friends and enjoy the beautiful nature UNBC has to offer.



## Did you know?

Our buildings are named after Dakelh (Carrier) terms.

**Neyoh translates to "Our Home".**

**Keyoh translates to "Our Community".**



# Aboriginal Initiatives

Prince George and surrounding area, including the UNBC campus and Residences, are 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, Metis, and Inuit peoples and is working towards Indigenization across all campuses and regions through the development of the Office of Indigenization and Education and collaboration with local First Nations.

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

## First Nations Centre (FNC)

*Accessible to both Aboriginal and non-Aboriginal students*

Location: Room 7-109

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

## Exciting initiatives at the FNC this 2019/2020 year:

**Elder in Residence:** Lheidli T'enneh Elder in Residence Marcel Gagnon will be on campus every Tuesday and Wednesday. Marcel is available to meet with students in many capacities and will also be facilitating smudging ceremonies, powwow drumming, medicine wheel lessons, and more.

**Campus Cousins:** An Aboriginal Student Leadership program that aims to improve the quality of life for First Nations, Metis, and Inuit students at UNBC while building community connections on campus through events and partnerships.

**Nenachalya:** The Cedar Plank Project: Local Cree/Dakelh carver Clayton Gauthier will be on campus carving 32 cedar planks to honour our various and diverse northern BC First Nation communities.

**1000 Ravens for Reconciliation:** An ancient Japanese legend promises that anyone who folds 1000 origami cranes will be granted one wish. The FNC is working throughout campus to make 1000 origami ravens in one year to symbolize a University-wide wish for Reconciliation.



# Your Mental Well-Being

Starting University can be an exciting time, but can also be stressful. As a resident with UNBC Housing & Residence Life, we are committed to providing you with a safe and comfortable living environment – one that allows you to thrive personally and academically.

If you ever find yourself struggling your mental well-being, we encourage you to connect with supports below:

## UNBC Wellness Centre

### Counselling Services

#### Individual Counselling and Group Counselling

Hours: Monday to Friday 9:00 am - 12:00 pm and 1:00 pm - 4:00 pm

Location: Room 5-196 (near library entrance)

Information: Call 250-960-6369 or email [wellness@unbc.ca](mailto:wellness@unbc.ca)

*\*Please note that there may be some flexibility in hours. Please check with our Student Services Representative – Wellness for other options\**

### Health Services

#### Nurse Practitioners and Doctors available

Health screens, prescriptions, and referrals

Location: Room 5-106 in library building

Information or Appointments: Call 250-960-6370

### Access Resource Centre (ARC)

#### Access & accommodation support for students with disabilities

Hours: Monday to Friday 8:30 am - 4:30 pm

Location: Room 10-1048 (T&L building)

Information: Call 250-960-5682 or email [arc@unbc.ca](mailto:arc@unbc.ca)

### 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

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

### Honouring People & Boundaries

One of the keys to building healthy and vibrant residence communities is balancing the needs of the individual who is struggling with their mental well-being and the needs of other members in the Residence community. At UNBC, any disruptive behavior that impacts the wellness of others in the community is a behavior that we need to address through an intervention. While UNBC Housing & Residence Life Staff and Student Leaders are here to guide students through their transition to living on campus, students are responsible for finding ways to function well in a Residence environment.

UNBC Housing cares about the health and wellbeing of our residents. Students are encouraged to get in touch with the UNBC Housing & Residence Life if they are not sure who to turn to when they or the people they care about are struggling with mental health.

**10 HEALTHY HABITS**  
for  
mental fitness

- schedule "me time" daily
- reward yourself
- play to your strengths
- ask for help & offer to help
- practice relaxation techniques & get enough sleep
- set goals & stay on target with a journal
- choose a positive attitude
- de-stress your diet
- press pause once in a while - downtime is good
- get regular physical activity

Information courtesy of the Canadian Centre for Occupational Health and Safety.

# Healthy Relationships

Developing strong relationships, whether romantic or platonic, are an important part of your UNBC experience. A healthy relationship is a changing relationship where each person is able to grow and learn. Each person then has the room to be emotionally responsible. This means that no one else is responsible for your happiness, emotional safety, or self-worth other than you.

## Who is driving your car?

Being responsible for our own feelings, thoughts, and actions is like driving a car.

### We can be emotionally responsible and drive our own car by:

- Acknowledging and accepting our own feelings
- Valuing ourselves for both our strengths and challenges
- Accepting our feelings rather than avoiding them through numbing behaviors like alcohol, drugs, people-pleasing, etc.
- Not blaming others for how we feel – *they can't drive our car, we have to!*

## How will you drive your car?

Each relationship is unique and requires us to participate by sharing who we are.

### Here are some tips on how to have healthy, quality relationships:

1. Be authentic
  - Listen
  - Use “I” statements
  - Share your feelings
2. Conflict is OK
  - Accept disagreement as human
  - Focus on the moment
3. Take time to talk about your relationship
  - Ask for what you need rather than demand it
  - Stay present in the moment; try not to bring up past hurts
4. Remember: *kindness, acceptance, and compassion*
  - Learn about what is going on for you
  - PLAY together

# Consent is an enthusiastic Yes!

Ask First, **Respect the Answer!**

UNBC Sexual Violence and Misconduct Policy: [unbc.ca/consent](http://unbc.ca/consent)



**Yes!** = yes when it's enthusiastic, freely given, and current



**You're dating** = treat them right, ask every time



**Silence** = nope



**A 'maybe' or hesitation** = nope



**Intoxicated** (even a little) = not happening, get them pizza instead



**Unconscious or sleeping** = definitely not... make sure they're okay

# Food Services

A healthy mind starts with healthy nutrition. The UNBC Food Services team is committed to providing quality, appetizing meals, snacks and beverages throughout campus.

With their UNBC Meal Plan, residents can enjoy freshly prepared meals seven days a week—breakfast, lunch and dinner in the Agora Dinning Hall.

The spacious Agora Dining Hall comes with a view of the beautiful David Douglas Botanical Garden, comfy couches, and group or private table seating. Daily food features offer a complete dining experience for you and your guests.



## Does this meal plan apply to you?

For those who choose to live at the Prince George campus, the UNBC 7-Day Meal Plan is mandatory for all undergraduate students who have earned fewer than sixty (60) UNBC credit hours, AND all ELS and undergraduate exchange students. Meal plans are optional for Residence students with more than sixty UNBC credit hours completed as well as all graduate students.

The 2019/2020 UNBC 7-Day Meal plan costs \$2,510.00 per semester, and is automatically added to the residence fees.

The Meal Plan is designed to support students who are away from home. The plan allows students to maximize their campus experience by reducing the need to grocery shop, prepare, and clean up after meals. UNBC is committed to the full participation of students in all aspects of University life, including the social atmosphere and convenience of on-campus dining. The UNBC Agora Dining Hall is a welcoming social environment, and is a great way to meet new people.

Phone: 250-960-5780  
Email: [food@unbc.ca](mailto:food@unbc.ca)  
[www.unbc.ca/food-services](http://www.unbc.ca/food-services)

**The Food Services Team at the Agora Dining Hall will accommodate students living in residence with food allergies and/or intolerances. The Food Services Director and Executive Chef will work with students to offer a range of options suitable for many different dietary needs. If you have food sensitivities, we encourage you to reach out and request additional information if needed. For students with severe allergies, we recommend that you meet with our Executive Chef to discuss your meal options. It is essential that in the first few weeks of school, you work with our staff to ensure that your needs are addressed throughout the semester.**

# Bookstore

The UNBC Bookstore is your first stop for all course materials, textbooks (new, used and rented), tech, unique gifts, and official UNBC and Timberwolves gear. Shop in store Monday to Friday or online 24/7! We ship anywhere and shipping to our regional campuses is free. Are you done with your textbooks? We buy back textbooks all year round. If you aren't sure what the student in your life needs, pick up one of our gift cards in a variety of denominations.

## Fall 2019: Back to Class Store Hours

Sunday, September 1  
10:00 am – 4:00 pm

Monday, September 2  
10:00 am – 4:00 pm

Tuesday, September 3  
9:00 am – 4:30 pm

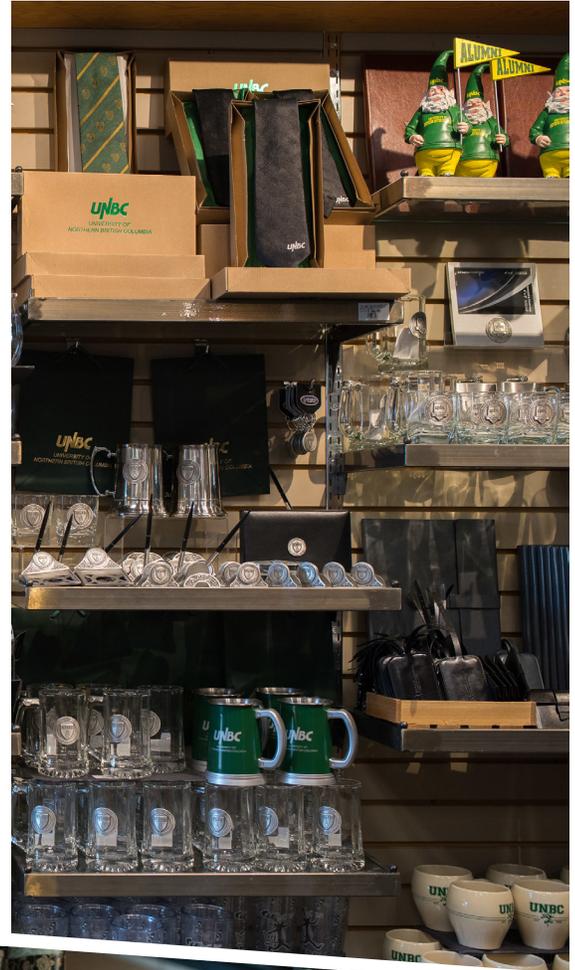
September 4, 5, 6  
8:30 am – 5:30 pm

September 7 - 8  
Closed

September 9 - 10  
8:30am - 5:30pm

Regular hours resume Wednesday, September 11  
9:00am - 4:30pm

Phone: 250-960-6424  
Email: [bookstore@unbc.ca](mailto:bookstore@unbc.ca)  
[www.bookstore.unbc.ca](http://www.bookstore.unbc.ca)



# Northern Sport Centre

Home to three gymnasiums, two indoor fields, squash courts and the region's only indoor track we are the premier recreation facility in northern BC. Our modern fitness equipment – cardio and weights, varied fitness classes and fun drop-in sports like pickleball are available to all members. We are the home of the UNBC Timberwolves basketball teams and UNBC Intramural Leagues. Members receive discounted Personal Training and Registered Program rates.

Students receive a membership to the Northern Sport Centre via the Fitness and Recreation fee included in your annual tuition. This is a mandatory student fee and is non-refundable.

UNBC student memberships for the 2019 – 2020 academic year in the semesters below are valid as follows:

- 2019 Fall Semester - September 4 to December 31, 2019
- 2020 Winter Semester - January 6 to April 30, 2020

Parking is NOT included with your membership. You must have a campus permit or pay at the indoor pay station.

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

Phone: 250-960-6366  
Email: [nsc-operations@unbc.ca](mailto:nsc-operations@unbc.ca)  
[www.northernsportcentre.ca](http://www.northernsportcentre.ca)



# Parking

Reserved parking stalls in the Residence parking lot are on a per semester basis (refer to Fee Schedule appendix for the rates). Residents who request a parking spot are not guaranteed a spot in the reserved Residence parking lot. There are a limited number of stalls and will be assigned on first come/first serve basis. Residents who are assigned a parking stall will receive a parking pass in their move-in package.

**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. Your parking pass must to be clearly displayed on your windshield.**

**If you find your space taken, please drop by the UNBC Housing & Residence Life during regular business hours to have the situation remedied. After hours, please contact Security for assistance at 250-960-7058.**

Should a resident be unable to secure a reserved Residence parking space, they will need to purchase an on-campus parking permit and park on campus at a designated UNBC parking space. In these instances, residents will be subjected to the general UNBC parking guidelines.

## Winter Parking

Prince George receives a significant amount of snow over the course of the winter months. Residents who choose to park in the reserved parking stalls in the Residence parking lot are responsible for clearing snow off their lot and vehicles. This will allow UNBC Housing & Residence Life to maintain our parking lot properly and not impede your neighbors. While snow shovels are available from the Housing office during business hours, residents are encouraged to purchase their own.

**Failure to clear snow off your own lot and vehicle will result in administrative fees charged to your UNBC student account.**

During the winter months, the Residence parking lot will be plowed periodically. In order to facilitate this, all vehicles must be removed from the lot. UNBC Housing & Residence Life will 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 towed at the owner's expense. The Residence parking lot is also equipped with electrical hook-ups and residents are required to provide their own extension cords to plug their vehicles in. The hook-ups self-activate at -5°C.

**Vehicles may NOT be left in the Residence parking lot during the winter break. You must move your vehicle to either Parking Lot A, or another designated space as communicated to you by UNBC Housing & Residence Life staff.**

## Guest Parking

There are a limited number of short-term (2-hour) metered parking stalls in the Residence Court parking lot. These lots are intended for guests only. Do not park in guest parking.

**Do you need to unload your groceries or drop off / pick up someone? If so, please use the designated 15 minute loading zone – which are clearly marked in the Residence Court parking lot.**

## Non-Secured Parking Area

The Residence parking lot is not a secure parking area. The Residence parking lot is occasionally monitored by UNBC Security personnel, however cameras do not monitor the lot on a 24/7 basis. Students who use this area do so entirely at their own risk and should act in such a manner that would be appropriate in an area that is not under surveillance. UNBC is not responsible for thefts or damage, please do not leave valuables in your vehicles.

**Residents who wish to cancel their parking during the semester must return their pass to the UNBC Housing & Residence Life as refunds are issued based on the date the pass is returned to the office. All residents are required to return the passes upon move-out.**

# Maintenance 101 – FAQs

## Maintenance Requests

Our Facilities staff take great pride in ensuring that our buildings always meet UNBC's high standards. They are always willing to assist with anything in your suite or the building that may be in poor condition or needs fixing once you complete a Maintenance Request. To create a maintenance request go to [www.unbc.ca/housing/residence-maintenance-request](http://www.unbc.ca/housing/residence-maintenance-request).

Facilities staff will try to get 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 through Friday from 8:30am to 3:30pm. If you (or your roommates) are not present at the time of the repair, a note will be left in your suite to let you know Facilities was there.

## Building Access



Residents use their UNBC ID cards to access either the Neyoh or Keyoh building main entrance doors depending on which building they are assigned to. 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 their suite and bedroom. To gain suite access, tap your student ID card on the pin pad to make it turn blue, enter your 4-digit pin followed by the Check Mark symbol. The pin pad will flash green when access is granted.

To lock your door, follow the same steps and wait until it flashes red. To lock your suite or bedroom door from the inside simply press the Lock symbol. Note: If you do not turn the inside handle your door will remain locked.



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

## 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 piping of the radiators

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

1. When the handle is at the **O** position the Radiator is OFF
2. If you turn the handle to the **✖** position, that is the LOWEST setting. This setting will keep the room temperature at 8 degrees Celsius.
3. 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 are finding that your room or suite is too hot.

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 can cause the radiator pipes to freeze and burst, potentially resulting in a flood. Residents are responsible for covering any repair costs should this occur.

## Common Issues

Before submitting a Maintenance Request, please ensure the following is done.

### Plugged Drains:

- Removed any visible hair/debris from drain

### Plugged Toilets:

Each suite is equipped with a plunger. It is a resident's responsibility to ensure they have plunged vigorously before seeking assistance from facilities. Please note that only toilet paper can be flushed down the toilet.

## Smoke Detectors and Alarms

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

Should you come across a detached or broken smoke detector/alarm or there are strange 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.

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# 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!

Do you have devices such as game consoles, Apple TV, or wireless printers? If so, please visit [wifiregister.unbc.ca](http://wifiregister.unbc.ca) to register your device(s). This is a fast and easy way to allow you to connect these wireless devices to the UNBC\_RESNET wireless network. You do not need to own a personal router to connect these devices to our wireless network!

**Note:** You are not allowed to install your own wireless routers within residence. Unauthorized wireless access devices negatively impact the ability for UNBC Information Technology Services (ITS) to deliver good quality, reliable wireless signal throughout the residence buildings.

### Step-by-Step Connection Guide to UNBC\_RESNET

- Residents can onboard their own devices, by choosing the UNBC Start Here Wireless Connection on their device(s)
- You will be re-directed to [wificonnect.unbc.ca](http://wificonnect.unbc.ca) in web browser. If not, go to [wificonnect.unbc.ca](http://wificonnect.unbc.ca) – and click “accept”
- Select “UNBC\_RESNET” as the network you would like to connect to
- Follow the prompt on the next screen, and select “Join Now” to began the process of connecting your device to “UNBC\_RESNET”
- Enter your UNBC credentials
- Once you have successfully connected to the network, you will see a “success” screen

## Questions about UNBC's wireless internet service?

**Contact IT Service Desk:**  
Email: [support@unbc.ca](mailto:support@unbc.ca)  
Phone: 250-960-5321  
Location: Building 8, Room 265

# Your Privileges and Responsibilities

**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's Housing & Residence Life philosophy is one of respect and inclusion. All residents should respect and consider the rights, needs, and differences of their peers at all times while on Residence property.**

## Responsibilities of Every Resident

All residents are expected to act responsibly, to be considerate of other students, to abide by the rules and the regulations of the University and the department of Housing & Residence Life, and to fulfill the financial obligations associated with living in Residence. The UNBC Residences are a substance and smoke-free environment with an emphasis on respecting the rights of others and pursuing academic achievement.

Residents are expected to use reasonable foresight in choosing actions that do not place the safety or well-being of themselves or others at risk. The following Community Standards are an important part of your contract with the University of Northern British Columbia. Violation or actions that contribute to, or facilitate a violation of any of the following will result in the student entering the Residence Conduct Process. Residents who choose to be part of a group that is violating the Residence Life Community Standards may collectively and individually be held responsible for the violation. Residents must understand that living in residence is a privilege. Each resident has the responsibility to function within the Community Standards in order to maintain this privilege. Residence believes in students being responsible for all choices they make.

## 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:**

- Have all reported offenses investigated efficiently, appropriately, and in a reasonable amount of time, as well as in a fair and unbiased manner as per natural justice
- Have your concerns considered by the department of Housing & Residence Life and for the department of Housing & Residence Life to be available to assist you in settling conflicts
- A clean environment in which to live, 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
- Free access to your suite and residence facilities during the term of the license agreement
- Be free from physical or psychological intimidation, harassment, and/or harm
- Expect that others will respect your personal belongings, and you theirs
- Privacy

# Residence Community Standards

The following descriptions outlines the standards within the Residence Contract. UNBC Housing & Residence Life reserves the right to address issues not explicitly defined here and/or alter sanctions as required to maintain the overall integrity and safety of the community and UNBC property.

## **Alcohol**

Alcohol may only be consumed by residents who are over 19 years of age. Alcohol is only permitted to be open and consumed within the suite. A student is not allowed to have alcohol in containers over 1 litre. Any activity or game that promotes the mass consumption of alcohol is not permitted in residence. This includes the act of “shotgunning” and any paraphernalia such as kegs, beer bong, and funnels. The making or distilling, and sale of alcohol is strictly prohibited.

## **Appliances Warning**

Small CSA-approved appliances are permitted within residence. Cooking appliances which are open-coil, open-flame or gas based, including but not limited to hot plates, butane burners, and barbeques are not permitted in residence. Additionally, halogen lamps are not allowed.

## **Attack on the Dignity and Security of an Individual**

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 prohibited, and may result in eviction from residence. This includes actions and behaviors in an online environment. Please refer to the UNBC Sexual Violence and Misconduct Policy: <http://www.unbc.ca/sexual-violence/policy-procedures>

## **Internet**

Residents are prohibited from installing their own wireless routers within residence. Any routers found will be confiscated for the remainder of the Academic Year.

## **Cleanliness Standards**

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 kept clean throughout the year. Leaving garbage in the hallway, placing garbage outside either residence building, or neglecting to remove large amounts of garbage from your suite is not permitted. The minimum charge for garbage removal is \$25/bag.

## **Cooperation with Staff**

All residents and guests shall cooperate with requests from the department of Housing & Residence Life. This group includes the Resident Assistants, Housing & Residence Life staff, housekeepers, trades staff, third party contractors, emergency workers, and the Royal Canadian Mounted Police (RCMP).

## **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 tampering with the elevator safety systems, removing window screens and tampering with fire safety equipment.

## **Inappropriate/ Dangerous/ Negligent Behavior**

Acting, intentionally or recklessly, in a manner which threatens the personal safety, health, or well-being of any person, either directly or indirectly, is prohibited.

## **Smoking and Incense**

Smoking, including e-cigarettes and vaporizers, and the burning of incense within residence is strictly forbidden. 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 who smoke are permitted to do so outside at the designated smoke section. Residents vaping inside will have their vaporizer confiscated for the remainder of the semester.

## **Drugs**

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. Any involvement with any illegal substance or drug-related activity is strictly prohibited. In addition, possession of paraphernalia that is associated with possession, use, or trafficking of illegal drugs is prohibited.

### **False Identification**

Using false identification for any reason is prohibited and may result in referral to the RCMP. This includes falsely identifying yourself to a Resident Assistant(s), Residence Life Professional Staff member, or UNBC Campus Security.

### **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.

### **ID card: lost, unauthorized possession and/or use**

Residents are responsible for all ID cards provided to them. If someone loses or misplaces an ID card they must first go to the Cashier's Office to purchase a new one, and proceed to the UNBC Housing & Residence Life office to get it reprogrammed.

Important Notes:

- 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.
- It is prohibited to loan your ID card to anyone!

### **Illegal Entry**

Residents must have written permission in order to enter another resident's room in their absence and must also request permission at the Housing & Residence Life office. Only after a Housing & 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.

### **Unauthorized Assignment**

Residents may only occupy the suite and bedroom assigned to them by UNBC Housing & 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.

### **Guests or Visitors**

Residents are responsible for the actions of their guests in residence. Prior to having a guest, a resident must fill out a guest pass and receive permission from their suitemates. Residents are allowed to have two overnight guests in their room for a maximum of four nights in any given month. Students must remain with their guests at all times. 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 prohibited.

### **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 pets in residence. This includes any and all insects, spiders, snakes, 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 and may be evicted. The only exception are small fish tanks (5 gallon tanks or less) and only containing non-dangerous fish and fish which cannot survive outside an aquatic environment. Service Animals are permitted in residence if the residence has submitted appropriate documentation and received prior approval by the Housing & Residence Life office.

### **Prohibited Areas**

Neither residents nor guests are permitted access to unauthorized areas unless accompanied by a member of Housing & Residence Life staff. This includes areas not normally used by persons other than staff. Such areas include but are not limited to: roof tops, mechanical rooms, hot water tank rooms, or any areas marked "off-limits to unauthorized personnel" or "staff only". Accessing these areas is prohibited and may result in eviction and a referral to the RCMP.

### **Removal of University Property**

Removing residence furniture or property from a bedroom, lounge, or other common area without permission from the Housing & Residence Life staff is not permitted. PLEASE NOTE: This includes the removal of window screens from a bedroom or living room.

### **Safety / Fire Equipment**

Safety and fire equipment including smoke detectors, sprinklers, heat sensors, fire exit signs, fire extinguishers, pull stations, hoses, alarm bells, etc. is necessary in order to keep Residence and those living in it safe. Using or interfering with any fire or safety equipment for any reason other than in an emergency is strictly prohibited and may result in instant eviction.

### **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. Additionally, candles are not permitted in residence and will be confiscated for the remainder of the year. Additionally, there will be a \$25 fine.

### **Scents**

Strong scents such as mothballs, camphor, room sprays, personal scents, fragrances, as well as other scents, especially ones from aerosol products, are to be used with caution as other residents may find them disturbing.

### **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 & Residence Life. All posters and/or other material must be approved by the Housing & Residence Life office before distribution or display.

### **Theft**

Theft or possession of another person's property without permission is prohibited and may result in eviction.

### **Violence / Physical Aggression**

Acts of physical aggression and violence are not tolerated on residence property. Physical aggression is defined as violent behavior, such as fighting, hitting, punching, slapping, kicking, pushing, pulling, throwing objects at another, etc. Self-defense is recognized by UNBC Housing & 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 Team member or UNBC Security immediately.

### **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.

### **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, hunting knives, sling shots, and archery equipment.

## **Residence Conduct Process**

When you are documented for violating Residence Community Standard(s), you are encouraged to refer to this section for an overview of how our Residence Conduct process works. UNBC Housing & Residence Life strives to treat each respondent fairly and in a timely manner.

If you would like to seek advice independent of UNBC and its officers on how to proceed with responding to a Community Standards Violation with a UNBC Residence Conduct Officer, please contact the Northern Undergraduate Student Society at [nugss-hello@unbc.ca](mailto:nugss-hello@unbc.ca) or the Northern British Columbia Graduate Students' Society at [gsoffice@unbc.ca](mailto:gsoffice@unbc.ca).

The following personnel will serve as UNBC's Residence Conduct Officer(s):

1. Residence Life Coordinator – Neyoh
2. Residence Life Coordinator – Keyoh
3. Operations Coordinator
4. Manager, Housing & Residence Life

## Use of External Investigators

Where Community Standards violations require significant investigation, UNBC Housing & Residence Life may enlist the assistance of UNBC's campus security or another university designated non-academic student misconduct Officer to investigate the circumstances, interview witnesses, review documentation, and ensure that all relevant information is objectively documented and available to the UNBC Residence Conduct Officer(s) responsible for determining an appropriate sanction. Please note that an investigation process may require additional time beyond the range of time stipulated in the handbook.

## Preponderance of Evidence

UNBC Housing & Residence Life uses a Community Standards model that is based on the notion of "preponderance of evidence" and "balance of probabilities". UNBC Housing & Residence Life does not necessarily need to catch residents in the act of committing a violation in order to find a resident responsible for violating one or more Community Standards. UNBC Residence Conduct Officers will be able to find an evidence conclusive when it leans in the direction of responsible or not responsible. Unlike in a criminal case, UNBC Housing & Residence Life does not need to prove responsibility beyond a reasonable doubt.

Example: If 49% of the evidence presented suggest a decision of not responsible, but 51% suggest otherwise, a UNBC Residence Conduct Officer will sanction your behavior in accordance with the majority.

Since every incident is individual in nature, it is important to have a clear system about what constitutes a preponderance of evidence. This is determined at the discretion of the Residence Conduct Officer conducting the Community Standards Violation Meeting, negotiated on a case by case basis.

## Determination of Sanctions

When a UNBC Conduct Officer decides on the appropriate sanction to be imposed on student misconduct, the following factors will be considered:

1. Extent of the misconduct
  - a. Non Serious Incidents: Defined as an allegation of community standard(s) violation that does not interfere with the wellness of others in the residence community
  - b. Serious Incidents: Defined as an allegation of community standard(s) violation that may be criminal in nature, and/or interfere with the wellness of others in the residence community. Serious Incidents may result in an interim eviction with immediate effect, as determined by a Residence Conduct Officer. Serious Incidents will be investigated by the Manager, Housing & Residence Life.
2. Factors that influence a student's decision, for instance:
  - a. Cultural Background
  - b. Mental Health & Wellness
  - c. Inadvertent or the deliberate nature of the misconduct
3. Extent to 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

## Possible Sanctions

When a resident is found responsible for a Community Standards violation, they will receive one of the sanctions listed below as part of the conclusion of the Residence Conduct process. UNBC Housing & Residence Life strives to ensure that the conduct process is educational in nature, with the opportunity for the respondent to repair the harm or wrong doing that may have been caused to an individual and/or the residence community (where possible).

Note: This list is not exhaustive, and other options may be utilized by UNBC's Residence Conduct Officers.

1. Workshops and Educational Seminars
2. Educational Sanctions
3. Alcohol Probation
4. Behavior Contract
5. Community Service
6. Interim Evictions
7. Forced Relocation or Assigned Room Transfer
8. Restitution Fees for Damages
9. Restriction and Loss of Privileges
10. Removal of Privileges
11. Referral of Case/File to External Agencies (i.e. RCMP)

## Summary of Process

**Incident Occurs**



**Documentation by Resident Assistant (or Designate)**



**Follow Up Initiated by UNBC Residence Conduct Officer**

Timeline	
<b>1</b>	Meeting Request – Residence Conduct Violation sent by a Residence Conduct Officer within 72 hours of documentation.
<b>2</b>	At the conclusion of the conduct violation meeting, the Residence Conduct Officer will make a decision within 14 business days.
<b>3</b>	Respondent will receive a decision letter and be either found responsible or not responsible. Should the respondent be found responsible, a sanction may be assigned.
<b>4</b>	Respondent will have 5 business days to appeal a decision made by a Residence Conduct Officer. Please refer to the appeals process found in this handbook for more information.
<b>5</b>	Incident considered resolved when respondent completes all sanctions assigned, and no appeals are filed in relation to the decision made by the Residence Conduct Office.

Violation will be categorized in our Residence system as one of the following:

1. Responsible – Written Warning
2. Responsible – Sanction(s) assigned
3. Not Responsible – Incident Closed
4. In Appeals
5. Incident Resolved
6. Eviction from Residence

## Appeals Process

### (1) Appealing a finding of Responsible Decision made by a Residence Conduct Officer

**Avenue of Appeal:**

- Manager, Housing & Residence Life (or designate)

**Deadline of Appeal:**

- Five (5) business days from the receipt of the decision letter

**Process:**

1. A resident may appeal a decision and/or assigned sanctions based on the following grounds:
  - a) The resident can provide concrete evidence that there is a lack of procedural fairness and/or bias or unfair treatment in the process
  - b) The severity of the sanction imposed reasonably exceeds the nature of the misconduct

2. To initiate the process, the resident must email UNBC Housing & Residence Life at housing@unbc.ca and complete the appeals application form found attached to the decision letter
3. Once the application form and email is received, the Manager, Housing & Residence Life will contact you within ten (10) business days with a decision as to whether an appeals meeting will be scheduled
4. If an appeals meeting is scheduled, you will be invited to discuss your case with the Manager, Housing & Residence Life
5. You will be informed of the outcome of the appeal meeting within (5) business days
6. The decision made by the Manager, Housing & Residence Life is considered final and not subject to further appeals.

## **(2) Appealing a finding of Responsible Decision by a Manager, Housing & Residence Life**

### **Avenue of Appeal:**

- Director, Student Affairs (or designate)

### **Deadline of Appeal:**

- Five (5) business days from the receipt of the decision letter

### **Process:**

1. A resident may appeal a decision and/or assigned sanctions based on the following grounds
  - a) The resident can provide concrete evidence that there is a lack of procedural fairness and/or bias or unfair treatment in the process
  - b) The severity of the sanction imposed reasonably exceeds the nature of the misconduct
2. To initiate the process, the resident must email UNBC Housing & Residence Life at housing@unbc.ca and complete the appeals application form found attached to the decision letter
3. Once the application form and email is received, the Director, Student Affairs (or designate) will contact you within ten (10) business days with a decision as to whether an appeals meeting will be scheduled
4. If an appeals meeting is scheduled, you will be invited to discuss your case with the Director, Student Affairs
5. You will be informed of the outcome of the appeal meeting within (5) business days
6. The decision made by the Director, Student Affairs is considered final and not subject to further appeals.

## **(3) Appealing a finding of Responsible Decision that results in eviction from Residence**

### **Avenue of Appeal:**

- Decision made by Manager, Housing & Residence Life: Director, Student Affairs (or designate)
- Decision made by Director, Student Affairs: Interim Vice President, Finance, People and Business Operations (or designate)

### **Deadline of Appeal:**

- Five (5) business days from the receipt of the decision letter

### **Process:**

1. A resident may appeal a decision and/or assigned sanctions based on the following grounds
  - a) The resident can provide concrete evidence that there is a lack of procedural fairness and/or bias or unfair treatment in the process
  - b) The severity of the sanction imposed reasonably exceeds the nature of the misconduct
2. To initiate the process, the resident must email UNBC Housing & Residence Life at housing@unbc.ca and complete the appeals application form found attached to the decision letter
3. Once the application form and email is received, the Director, Student Affairs OR Interim Vice President, Finance, People and Business Operations (or designate) will contact you within ten (10) business days with a decision as to whether an appeals meeting will be scheduled. Your eviction notice will be suspended pending the outcome of the decision. However, an interim eviction order may be issued and enforced.
4. If an appeals meeting is scheduled, you will be invited to discuss your case with the Director, Student Affairs. If your appeal request is denied, the decision will be considered final and you will be required to vacate your residence room within 24 hours
5. You will be informed of the outcome of the appeal meeting within (5) business days
6. The decision made by the Director, Student Affairs OR Interim Vice President, Finance, People and Business Operations is considered final and not subject to further appeals.

# Important Housing Facts



## Insurance

Residents are advised to purchase a tenant/renter's insurance policy to protect themselves from liability should they cause any accidents to their room and/or suite, as well as financial assistance to replace their possessions in the event of a loss or damage due to the negligence of self or others.

The University of Northern British Columbia's residence insurance plan does not cover the personal belongings of each resident. Therefore, the University will not assume responsibility for a resident or guest's lost, damaged, or stolen articles regardless of cause.



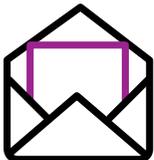
## Cable TV

Students are responsible for their own cable and will need to contact a service provider themselves.



## Telephone

There are phone jacks in each bedroom where you can hook up a personal landline phone. This will allow you to make calls within residence and to local numbers ONLY. For broken hook-up jacks for either the telephone or for voicemail issues, students can call 250-960-5770



## Mailing Address

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

When a student receives mail/courier or parcel, a notification email will be sent to their UNBC email account. When picking up from Distribution Services, photo ID will be required.

Any questions relating to mail/couriers or parcels can be directed to [Distributionservices@unbc.ca](mailto:Distributionservices@unbc.ca)

**If you have been notified that PASSPORT, PERMITS, VISAS, MEDICATION, EYEGASSES OR CONTACT LENSES have arrived and you require them when Distribution Services is closed please contact UNBC. You can ask the RA-on Call to help contact Security.**

Please note that parcels or mail not picked up after three email notifications will be returned to sender. Upon moving out of Residence, Residents are solely responsible for providing a change of address to the persons and businesses they correspond with, including the Registrar's Office. Any mail received after the termination of the License Agreement will be stamped 'Return to Sender'. If you are not a current resident, mail will be returned to the sender.

# Need assistance?

## **Housing Office Hours**

**Monday to Friday**  
9:30 am - 12:00pm  
& 1:00 pm - 3:30 pm

## **Resident Assistants On-Call**

**Weekdays**  
7:00 pm - 8:00 am

**Weekends**  
24 hours

## **Contact**

Neyoh: 250-961-8311  
Keyoh: 250-961-9266  
[housing@unbc.ca](mailto:housing@unbc.ca)

## **Security**

**On Duty 24/7**  
250-960-7058  
[security@unbc.ca](mailto:security@unbc.ca)