

A blue-tinted photograph of two young women in a kitchen. The woman on the left is seen in profile, smiling towards the woman on the right. The woman on the right is smiling broadly and looking down at something on the counter. The background shows a window and some kitchen items.

RESIDENCE LIFE HANDBOOK

2023-2024

First Year Housing Agreement 2023-2024

For the 2023/24 academic year students in the traditional undergraduate program who are going into the first or second year of their academic program are required to live in housing. These students are guaranteed a spot in residence. Students in the first or second year of their traditional undergraduate program and meet any of the following criteria are not required to live on campus:

Students who will be living at home with their parents or legal guardians during the 2023/24 school year

Students who are 22 years of age or older as of January 1 of the academic year for which they are applying for housing

Students who are married

NOTE: Regular housing is available only for students in the traditional undergraduate program. Campus housing is not provided for BEB students.

Senior students (students in the third year or beyond of their academic program) are welcome to apply to live on-campus. Housing spots are subject to availability. For more information, contact Residence Life staff in the Student Life Department. Student housing arrangements are governed by a set of housing regulations spelled out in detail in the Residence Life Handbook, Policy on Life and Conduct, the Student Conduct Code and other relevant university policies and documents.

SECTION 1: PERSONAL INFORMATION – PLEASE FILL OUT COMPLETELY

Applicant's Name: _____

Birthday _____ Student ID #: _____

Entering Year _____ Gender: M F Phone Number: _____

Redeemer Email: _____

SECTION 2: HOUSING AGREEMENTS – READ AND SIGN AT THE END OF THE SECTION

1. Timeline: All Housing agreements are due by September 8, 2023.
2. Housing/Food Plan Fees: The full cost of housing will be set by the Board of Governors prior to the academic year. All first and second year students living in residence must purchase a meal plan, which is a separate charge from the housing fees.
3. Housing Agreement Length: The housing agreement commitment is from September 2, 2023 to April 26, 2024 with the exception of Christmas holidays, (see dates noted below). If a student withdraws from housing but not from the University during the academic year, they will be charged the full housing amount and a percentage of the term meal plan fees. If a student withdraws from the University and from housing, they will be reimbursed on a pro-rated basis. Further details about the financial policies related to housing fees can be found in the Academic Calendar.
4. Residence Open and Close Dates: The residence halls are open on September 2, 2023 (for first year students) and close on December 20, 2023. The residence halls reopen on Saturday, January 6, 2024 and close for the academic year on Thursday, April 28, 2024. As the residences are closed during Christmas break, students are not permitted to stay on campus and must make alternate housing arrangements.
5. Residence Living Expectations: Those living in residence are responsible to help with cooking, cleaning and other chores. They must also adhere to the full policies and expectations as described in the Residence Life Handbook, Policy on Life and Conduct, Student Conduct Code and attendant university documents.
6. Housing Placement Adjustments: For reasons of space availability or the best interest of the residential community, Student Life staff reserves the right to reassign housing placements at any time. 7. Subletting: Renting or lending out your room is not permitted.
8. Refunds: Refunds will be processed as per the Housing Fees and Meal Plan Fees refund policy found in the 2023/24 Academic Calendar. Students who are dismissed from housing will not receive a refund of their housing fees. Further details about the financial policies related to housing fees can be found in the Academic Calendar.
9. Dismissal from Residence: If a student's behaviour is disruptive to self or others or is causing serious residence unrest and if appropriate warnings have resulted in no change, the student may be dismissed from housing at the Dean of Students' or other University staff's discretion. Students may also lose their housing privileges for various disciplinary or other policy violations (See Student Conduct Code and other University policy documents).
10. Insurance: Personal belongings need to be insured privately as Redeemer University is not responsible for lost, stolen or damaged personal items.

I have read and understand the information given above concerning the housing policy. I agree to comply with these and all campus policies governing residence life at Redeemer University.

Date: _____ Student ID: _____

Student Name (please print): _____

Signature: _____

Contents

Welcome	4
What do I need to know before I move into Residence?	5
• Who gets to live on campus?	
• When will I find out where I will be living and who I will be living with?	
• When can I move in? When do I have to move out?	
• What is already supplied in the residence?	
• What should I bring/not bring?	
• How can I decorate my room?	
• Do I need Renter's Insurance?	
I just arrived on campus. What do I need to know?	8
• What are all of the different types of residences at Redeemer?	
• What amenities are available on campus?	
• What are the rhythms of life at Redeemer?	
o Residence life rhythms	
o University life rhythms	
Who do I need to know?	12
• Resident Advisors (RA), Housing Advisors (HA), Residence Life Facilitators (RLF)	
• Residence Life Coordinators, Director of Residence Life and Dean of Students	
What are the Residence Polices and Expectations?	13
What do I need to know about Redeemer OneCard and Meal Plans?	19
What do I need to know about Campus Safety and Security?	20
It's time to move out. Now what?	22

Welcome!

Welcome to Redeemer Residence Life.

We are so glad that you've chosen to come to Redeemer. In the year ahead you have an amazing opportunity to learn and grow with each other. We encourage you to make the most of that opportunity: get to know the people around you, connect with your dorm leader, get involved in campus activities and groups. Immerse yourself in what the Redeemer community has to offer.

This handbook is packed with useful information. Reading it before you arrive will help you transition into the residence community. It will answer questions that you have now, or will be a helpful resource throughout the year.

This year we will be embracing the theme of "Learning in Christ" from Colossians 2:6-7. We pray that this year will be full of learning from the life of Jesus as we share life together during this next year. Let our lives be built up together with Christ as our foundation..



AC Taylor
Director of Residence Life

What do I need to know before I move into Residence?

1. Who lives on campus?

Living on campus is intended to be an amazing experience that expands the opportunities for growth. In order to deliver intentional programming and support available in 1st and 2nd year housing, students who are in the 1st or 2nd year of their academic program are required to live in on campus university residences and have a guaranteed placement in housing. Exceptions to the on-campus housing requirement would be students who are living at home with their parents, married, or 22 years of age or older as of the academic year for which you are applying for housing.

2. When will I find out where and with whom I am living in the fall?

Incoming students will be contacted by Residence Life staff regarding their housing placement sometime in June. In addition, students will receive information from their Residence Advisor (RA) or Housing Advisor (HA) via email by the end of July. These communications will also let you know how to contact us should you have questions anywhere along the way.

3. When can I move in? Are the residences ever closed?

For First year students: Saturday, September 2. You will receive an email in August with your designated arrival period. Please do your best to arrive during this time.

Returning students: Move in on Monday or Tuesday September 5-6.

Moving in before your designated move in day is not permitted.

Christmas Break: The residences will close for Christmas break on Wednesday, December 20, 2023 at 5 p.m. and reopen on Saturday, January 9, 2024 at 9 a.m.. There is no access to the residences during this time.

Since residences are not open during Christmas break, students will need to make arrangements for rides and/or alternate accommodations well in advance.

Check out Day: The residences will close for the academic year on Thursday, April 25, 2024 at 3 p.m.

Opening and closing times are strictly enforced.

4. What is already supplied in the residence?

Residence furnishings may vary in Luther Court Apartments and the Charis Live and Learn Centre.

Bedroom Furnishing: Each bedroom in the residence is fully furnished with a bed, desk, chair and shelving for each resident.

Living Room Furnishing: The residence living rooms are furnished with couches, armchairs, a TV stand, coffee table and dining room table with chairs or a bench seat. There are slight variations to these arrangements, depending on the residence you've been placed in.

Kitchen Supplies: The kitchen has a fridge, stove, and microwave. All residences are also equipped with a frying pan, kettle, teapot, Pyrex baking dish, set of three pots and pans, plastic bowls (set of three), colander, stainless steel bowls, cutting board, muffin tin, 9x13 pan, cookie sheet, dish rack, cutlery tray, juice jug, ice cube tray, scissors, serrated knife, measuring cups and measuring spoons. Utensils included are: serving spoon, wooden spoons, potato masher, large fork, slotted spoon, spatula & rubber spatula, grater, can opener, whisk, soup ladle, paring knife, large knife, and tongs.

Cleaning Supplies: Cleaning supplies that are included are: Vacuum, kitchen garbage can, recycling bin, bathroom garbage can, broom, dust pan, mop & bucket (Charis Live & Learn Centre), plunger and toilet brush.

Since Residences are fully furnished, additional furniture such as couches are not permitted in the residences

5. What should I bring and not bring?

Please bring	Possibly bring	Not permitted in the residences
Alarm clock	BBQ	Halogen lamps or 5 bulb floor lamps
Bedding (extra long twin sheets), blankets, comforter, pillow	Bike & bike lock	Additional furniture (couches, chairs, mattresses, night tables)
Clothing for warm/cold weather	Desk lamp	Pets (except fish)
Room decorations	Outdoor sports equipment	Live Christmas trees
Microwave safe "personal dishes" such as plates, bowls, glasses, mug, and silverware	Small appliances (coffee maker, toaster). Note: deep fryers are not allowed	Alcohol or alcoholic beverage containers or decorative items with alcohol logos
Desk supplies including surge protector	Laptop/printer	Mini-fridges* or air conditioners (residences are air conditioned)
Toiletries and towels (hand & bath)	TV/DVDs/CDs players/ movie/music	Firearms or any kind of weapon including archery equipment, paintball or air-soft guns
Hangers, laundry detergent, basket	Plants	Candles/incense
	Camping chair for the porch	

It is important that you talk to your future dormmates and RA about what you will be bringing so you don't have too many duplicates!

**** If a student has need for a personal mini-fridge for medical reasons, they can request a fridge. If approved, one will be supplied by Campus Services at a cost.***

7. How am I allowed to decorate my room?

- It's important to make your room feel like home!
- Please personalize your room while keeping in mind that your room should be in the same condition at checkout as it was at check-in. Please be considerate of your roommate in decorating, and refrain from displaying décor that is offensive or inappropriate.
- A damage assessment will be completed at the beginning and end of the year. You may not nail or drill holes in the wall, add room accessories with permanent hardware or stick anything to your outside door. Windows and glass must be left free of obstructions.

NOTE: Illegal property will be confiscated immediately by Redeemer Staff

Residents are not permitted to:

- ***Tape or otherwise fasten electrical cords through any doorway or place under any rug.***
- ***Paint any portion of your residence***
- ***Write on the interior or exterior walls of your residence***
- ***Direct stereo speakers out of windows***
- ***Remove or replace window treatments***
- ***Remove any cupboard doors***
- ***Obstruct windows or glass, or use these surfaces for decoration***
- ***Use your kitchen countertops as cutting boards (these are provided)***

8. What is Renter's Insurance and do I need to get some for my personal belongings?

Renters insurance is insurance that will cover your personal belongings in the event that they are stolen or damaged (each policy will state how and what they will cover).

The university does not have insurance which covers the property of students on or off campus. Talk to your parents' insurance broker in order to obtain information on out-of-home coverage. Many policies include this as a standard clause. However, for some it is an added feature. Coverage can often be obtained through a "rider" on your family's tenant or home owner's insurance policy, which should include liability coverage for injury or damage. The university will not be liable, directly or indirectly, for loss or theft of personal property, including food, or for damage or destruction of such property by fire, water or other causes (e.g. loss of utilities).

I just arrived on campus. What do I need to know?

1. What are the different types of residences at Redeemer?

- **Townhouse:** A townhouse consists of four bedrooms, two full bathrooms, living room, dining room and kitchen. Some townhouses also have a basement for additional storage. Eight students are usually assigned to each townhouse. First and second years typically live in townhouse residences.
- **Augustine Hall:** Augustine Hall is the three story building on the north end of campus. Augustine Hall has four three-bedroom apartments on every floor, in addition to a two-bedroom apartment. Up to six students are assigned to Augustine Hall apartments and they are typically returning students. Augustine Hall also has its own laundry facility and community room.
- **Luther Court Apartments:** The Luther Court Apartments are a row of one and two bedroom apartments in Luther Court. Two to three students are placed in each apartment unit.
- **Charis Live and Learn Centre:** The Charis Live and Learn Centre is a three story building that consists of one, two, three, and four bedroom units in addition to classrooms, lounges, meeting rooms, the Innovation Centre, the Career Centre and storage areas.

2. What Amenities Are There On Campus?

Athletic Centre/Sports Complex: The Athletic Centre facilities are available to all Redeemer University students. The Athletics Department offers recreational programs at the Sports Complex and in the Athletic Centre. Please visit their website (redeemer.ca/athletics or on the App) for additional information. Access is granted only upon presentation of a valid student, staff, alumni or membership card. Friends and visitors to the Athletic Centre must purchase a day pass.

The Sports Complex, which includes two fields, can be used for a variety of different sports and recreation. Times will be made available for students throughout the year.

Basement Storage: Residences #1-36 have a basement for the students in that residence. Students using the basement should keep in mind, however, that the campus is located on land with a high water table causing basements to become damp and wet sometimes after a heavy rainfall. Each basement is equipped with a sump pump, but Redeemer cannot be held responsible for any items stored in the basement.

Bicycle Racks/Storage: There are several bike racks located on campus for securing your bicycle.

Bicycles may be stored at the Academic Building, the dorms, or at Augustine Hall in the available bike racks.

Limited secure bike storage is available in Charis Live and Learn Centre at a fee. Check the App here for details.

Beds- Bunking: If students in residences choose to assemble the bunk beds, the RA/HA needs to request four pegs for each set of beds from Campus Services. Beds may not be bunked in the Charis Live and Learn Centre. A safety guard rail for the upper bunk is also provided.

Health Clinic: The Student Health Clinic is located in Luther Court (Unit 103). Here you can see a medical professional for minor injuries, illnesses (i.e. fever, cough, abdominal pain, sore throat, bladder infection, etc.), wound care, depression or anxiety, medication renewals,

immunizations and smoking cessation support. You can access health-related educational resources on stress management, nutrition, staying active, mental health support and other topics. You can book an appointment on the Redeemer App or directly on the website redeemer.inpuhealth.com. Appointments are in-person or virtual, depending on your needs. There are no additional charges to students for using the Student Health Clinic.

ID Card: New students will receive a Redeemer OneCard. This card allows students to access various services on campus including parking, meal plan funds, photocopying and access to certain residences on campus. Please keep this card with you as you may be asked by staff or faculty to identify yourself. More information can be found page 18 and on the Redeemer App (app.redeemer.ca/pages/redeemer-onecard)

Laundry Facilities: Residents can use their OneCard to use washers and dryers in the residence complex. Students must dress modestly at all times, including back and forth between their residence and laundry facilities.

Laundry Facilities are open 24 hours a day. There is a number (1-800-387-9503) for machine service posted. Any other issues should be reported to campusservices@redeemer.ca. Note: No clotheslines are permitted on campus.

Life Safety Systems: Each residence has been provided with life safety systems for the residents' protection. These systems may include a fire alarm system, smoke alarms, carbon monoxide alarms and/or fire extinguishers. Some units are also equipped with sprinkler systems, fire hose, and self closing devices on the entry doors. These devices are for your protection and are not to be tampered with (by order of the Fire Prevention Office of the City of Hamilton). Upon discovery of any problem with a life safety system please notify your RA/HA and/or Security immediately at x4444 or 905.961.4444 so that the problem can be addressed.

Light Bulbs: Maintenance provides and replaces energy efficient LED light bulbs. Burnt out bulbs must be reported to maintenance staff for replacement and proper disposal. If the old bulb is not available, there may be a charge for the new bulb

Network Access: Wireless access is available throughout the academic building, dorms, apartments, and the outside areas between Augustine Hall and the academic building.

Students living on campus and who have a computer with a built-in Ethernet Adapter may connect to the university network from anywhere on campus. Students' network properties should be configured to accept a DHCP address. Students must also have antivirus software installed on their computer. Links to downloadable anti-virus packages are available on the support website www.redeemer.ca/support.

Note: students are not permitted to have a static IP address. Any unapproved network device is strictly prohibited.

Residential Parking: Anyone living in a dorm on campus who applies for a parking permit will automatically receive a parking permit for their dorm parking lot if they specify which dorm they live in. The parking spots in the dorm parking lots will be oversold, meaning everyone will have the chance to park in their dorm parking lot at any time on a first-come, first-served basis.

Anyone parking in a residence court parking lot without a valid permit visible will be subject to an infraction. The residence court parking lot permit fee will also allow you to park in lots B or C using your OneCard. Your OneCard must be used to activate both the entry and exit gates of a parking lot, and in that order. Anyone parking in a parking lot for which they haven't paid will be required to pay upon exit. Any visitors will be required to park in a paid lot, not in the court parking lots. Some visitors will be eligible for parking vouchers. Parking permits and fees can be purchased and paid for at the parking UStore (search for parking in the App).

Medical Emergencies: All Residence Life staff and Security personnel are trained in First Aid and CPR. In case of a medical emergency you may contact one of them, however, do not hesitate to call 911 if the situation warrants it. Please remember to call Security if you call 911, they can provide additional first aid assistance and/or help guide emergency vehicles.

Recreation (Rec) Centre: Open to both on and off campus students, the Rec Centre provides a place for recreation and relaxation. If you prefer friendly competition and the occasional tournament, air hockey, ping pong and billiard tables can be found here as well. Cafe-style tables and chairs create a relaxing atmosphere for long chats with friends over coffee, tea, or hot chocolate.

- The Rec Centre is open 24 hours a day for Redeemer students.
- Non-Redeemer students must be accompanied by a Redeemer student at all times.
- Unless it is part of a Redeemer program, sleeping in the Rec Centre is not permitted.
- The Rec Centre can only be accessed by a code provided by staff and the code cannot be shared with non-Redeemer individuals.

Recycling/Garbage Removal: Every Wednesday and Thursday, there is garbage and recycling pickup, respectively.

Each residence will be given one blue box for recycling plastic, glass and newspaper. Cardboard should be placed in the Waste Connections bins labelled "Cardboard Only" across from Luther Court, near the maintenance shed or near the academic building.

Augustine Hall has its own blue boxes, and garbage bin, located near the maintenance shed (alongside the Cardboard Only bin).

Charis, being a new building, has multi-stream recycling. Garbage, cardboard and multi stream recycling depots are located across from the Luther Court entrance. Blue Boxes may not be kept in any hallway or lobby. To help keep the campus and your dorm free of rodents please ensure all garbage is placed in the large bins, all recycling is clean and compost pails are covered and clean.

Summer Storage of Belongings: Students living outside of Ontario may make arrangements with the Residence Life Staff to store their personal belongings on campus during the summer months. All belongings left on campus are left at the students' own risk. Priority is given to students who have lived in residence during the Academic Year and off campus students may be permitted to store belongings depending on space. Any belongings not claimed by the beginning of the next academic year will be donated or disposed of.

Telephones and Telephone Numbers: Each residence is supplied with one landline telephone. This phone is used for intra-campus calls, as well as local and long distance calls (no charge for continental North America calls).

Anyone can phone in directly to any intra-campus phone by dialling 905.648.2139. At the prompt, the caller must enter the residence extension which is 3 + residence number + 0 for 2-digit residences (i.e. residence 24 = 3240, residence 7 = 3070), or 3 + residence number for 3-digit residences (i.e. Augustine Hall 101 = 3101). Charis Live and Learn Centre extensions are unique to each unit.

3. What are the Rhythms of Life at Redeemer?

Residence Life Rhythms:

1. **Dorm Dinners:** Students living in residence will be shopping for their food from the on-campus market and eating together. This practice allows for community building and provides an inviting “family” atmosphere on campus. Information about shopping can be found at: app.redeemer.ca/pages/food-services
2. **Chores:** Every resident is expected to participate in communal living by assisting with daily and weekly chores. The RA/HA will create a schedule for cooking and cleaning (typically one night a week) and assigns the weekly chores. Please be considerate of the health and comfort level of those you live with by taking your chore seriously and completing it in a timely and thorough manner. Students who repeatedly do not complete their chore may be required to complete a form of community service.
3. **Devotions:** Each residence is expected to have a weekly time of devotions together. Residences may opt to have devotions with each other more frequently, but a set time once a week is expected. Devotions are often led by the RA/HA, but residences may also opt to share the leading of devotions with other resident members who are willing to lead.

University Life Rhythms at Redeemer

1. **Activity Periods:** Activity periods are held on Monday and Fridays from 11-11:50 a.m. There are no classes scheduled during this time. This is a time that is usually used for information sessions or club meetings.
2. **Chapel:** Every Wednesday morning at 11 a.m., students, faculty and staff gather in the auditorium for a time of worship. Chapel provides an opportunity for the Redeemer community to gather together as an academic body to refocus our vision in worship of the triune God and His kingdom as the source, goal, and standard of our community. In nourishing our faith life, chapel reflects the diversity of the Redeemer community by drawing on a variety of gifts and resources.

Who do I need to know?

Student Leadership

Resident and Housing Advisors:

A Resident Advisor (RA) is a returning student who lives in residence with first-year students to provide guidance and support. Resident Advisors connect with incoming students during the summer to welcome them and answer any questions they might have. A Housing Advisor (HA) is typically an upper year student who oversees second-year student dorms.

Residence Life Facilitators:

A Residence Life Facilitator (RLF) is an upper year student who lives on campus and serves as a support and resource for students in housing. They lead RA/HA Small Groups and are available to respond to urgent situations.

Student Senate:

Student Senate is the student government organization at Redeemer. In addition to organizing events throughout the year, Senate provides a forum for students' concerns and ideas. Student Senate also grants funding for a variety of clubs and volunteer organizations, as well as for the student newspaper The Crown, and yearbook, Anno Domini.

Staff Leadership

Residence Life Coordinator: Michelle Van Huizen (x4246)

The Residence Life Coordinator (RLC) provides guidance and leadership for the student Residence Life staff and on campus students.

Residence Life Coordinator: Melissa De Jong (x4335)

The Residence Life Coordinator (RLC) provides guidance and leadership for the student Residence Life staff and on campus students.

Director of Residence Life: AC Taylor (x4219)

The Director of Residence Life provides vision and oversight for the residence life program. They advise and supervise RLCs and student Residence Life staff and on campus students.

Associate Dean of Students: Cathy Penelton (x4289)

The Associate Dean of Students provides leadership and support to various aspects of the Student Life division, including the Residence Life program, international students, commuter services, student activities, and other areas.

Dean of Students: Kevin Johnson (x4466)

The Dean of Students provides leadership to the Student Life team helping to coordinate a variety of aspects of the Redeemer experience: Residence Life, Athletics, commuter programs, chaplaincy, chapel programming, mental health support, student leadership, international students, student health, student activities, and other aspects of campus life. 12

What are the Residence Policies & Expectations?

1. Every Redeemer student, whether on or off campus, is expected to adhere to the Policy on Life and Conduct, the Student Conduct Code and any other attendant university document and policies. These documents can be found on the Redeemer App or by contacting Student Life staff.
2. Every student living in residence on campus must sign a housing agreement. If the student is a returning student, these agreements are signed when re-applying for housing in the spring. Incoming students will sign a housing agreement in the fall when they arrive.

As part of living in residence on Redeemer's campus, every student agrees to the following Community Agreement in accordance with Redeemer's Conduct Code:

Part of being a member of this community is to demonstrate through day to day actions that one is able to assure one's own welfare and meet residence expectations.

This essentially means that students must agree to care for themselves and behave in ways that will neither cause problems for themselves or for those around them, nor negatively impact the welfare, safety, and success of other community members. Examples would include, but are not limited to, caring adequately for one's physical and emotional health, dealing appropriately with life challenges, getting along with others successfully, and making adequate academic progress.

It is also expected that students will seek out and/or accept professional assistance for those situations which they are unable to resolve on their own. If these self-care expectations are not met, students will be held accountable for their behaviour and the negative impact on the community. Accountability may include being removed from campus housing and/or suspension from the university.

3. The following expectations are specific to those living in or visiting the on-campus residences. Fines, loss of privileges or additional disciplinary procedures will apply in the event of Residence Policy infractions. For a complete list of student expectations and processes, please see the Student Accountability and Conduct Handbook.

Abuse/Assault: Please see the Student Conduct Code on the *Redeemer App* for a full description of this policy.

Attendance: Your Residence Advisor or Housing Advisor will let you know in advance what activities/events are required as part of community living. This will include dinners, devotions, and participation in chores. In addition, your RA or HA will suggest other great ways of being involved in campus life at Redeemer.

Attendance - First Week Dorm Meetings: In order to promote the growth of relationships between residents and set the year up for success, there are required meetings during the first week of the fall term. All residential students will be required to attend their relevant meeting (First-Year, Second-Year, Senior Student Housing). Details on date and time will be shared with other move-in communication.

Alcohol: Redeemer, as an institution, recognizes different Christian perspectives regarding alcohol use. In recognizing the differences, students may not possess or consume alcohol on Redeemer property. Students may choose to drink alcohol off-campus as long as they do so legally and in moderation.

Redeemer also recognizes provincial and federal law regarding alcohol use and will respond to legal violations even if no provincial or federal charges have been laid. The following actions will be considered a violation of the alcohol policy and will be subject to disciplinary action:

- Consumption or possession of alcoholic beverages on campus (including personal vehicles) and at university-sanctioned activities. The presence of alcoholic containers, including empty containers, will be considered possession.
- Consuming alcohol under the age of 19
- Providing alcohol to anyone under the age of 19
- Irresponsible use of alcohol (including drinking to excess)
- Please refer to the Student Conduct Code for more information on these matters and disciplinary sanctions

Audio/Video/DVD Equipment: Students are reminded to be sensitive to the listening/watching preferences of others.

Beds - All Residences: At the end of the academic year, all beds must be put in the position they were initially found and pegs returned to Campus Services. Beds may not be stacked, modified or removed (lofts, etc).

Bicycles: They are not permitted in the Academic building.

To prevent theft, bicycles should be parked in bicycle racks and securely locked. The Fire Prevention Office of the City of Hamilton has deemed that the area in front of the residences, the lobby in Augustine Hall and the stairwells and basement (other than inside the storage units) of the independent apartments are not storage areas for bicycles.

Redeemer University cannot be held responsible for lost or stolen bicycles.

Cooking Grease: Cooking grease must not be poured down the drain or outside the residences. Students are asked to collect their grease in a tin can(s) under the sink and allow it to harden before disposing it in the trash.

Cooperation with University Officials: All residents, guests and Redeemer students are expected to cooperate with university officials.

Damage to Property/Vandalism: Respect of personal, communal and institutional property is expected. In the event maintenance is required due to damage done by residents, the cost of the repair will be assessed and charged to the individuals responsible. Deliberate damage to property will be treated as vandalism and result in disciplinary action. Any do-it yourself repairs attempted will likely result in increased fines.

Doors & Windows: Townhouse or dorm front and patio doors are not to be left open. For security reasons, students are not permitted to tape locks, leave a key in the lock, leave a key out for others to use, or block the door in any way to prevent it from closing. Students may not throw items out of dorm windows.

Windows must not be tampered with to gain access to the roof or to throw things from the window. Students are not permitted to remove screens.

Disruption of Residence: If the daily functioning of the residence is hindered by the behaviour of a particular resident, depending on the need of that resident, they may be subject to measures which may include temporary or permanent removal from residence.

Dress: Although Redeemer does not have a formal dress code, a student's dress should give evidence of a gracious Christian lifestyle. One must be neat, modest, and not offensive to others or contrary to Christian norms for decency.

Drugs- illegal/legal misuse: Please refer to the Policy on Life and Conduct and the Student Conduct Code for further details.

Firearms and Weapons: Weapons of any kind, including but not limited to, firearms, ammunition, replica firearms including paintball markers, hunting knives and other blades, BB guns, pellet (soft and hard, including airsoft) guns, sling shots, potato guns/cannons, swords, archery equipment such as bows, crossbows, compound bows and arrows etc., are not permitted on campus or at university sponsored activities.

If permission has been obtained to have such items on campus they must be stored with the Security Department or in accordance with the arrangements made with the Director of Residence Life. Contact the Security Department with questions regarding storage of such items

Fire Safety

- **Barbecues:** Students may barbecue on the patios with barbecues in good working order only. Barbecues should not be chained to the front porch columns for safety reasons. Under no circumstances may propane tanks be stored in residences or apartments; they should be kept outside on the patios. The front door must remain closed when barbecuing on the front porch; failure to do so may result in the smoke alarm going off, requiring evacuation of the dorm. During the winter, the Maintenance Dept. will store your tank in the maintenance shed provided you have given it proper identification.
- **Deep fryers** are banned from the Student Residences for safety reasons.
- **Bonfire Regulations:** Redeemer University is designated as an urban zone within the City of Hamilton. Bonfires (or any exterior open fires) are prohibited on campus with exception to approved burns requested by Redeemer University Student Life Staff and confirmed by City of Hamilton Fire Department.
- **Candles and Incense:** Candles, incense, oil lamps or other items requiring an open flame are not to be used, displayed or stored in residences and apartments.
- **Exits, Hallways and Attics:** In accordance with fire safety code, all exits and hallways are to remain clear of obstructions. Entrances to attics must also not be breached to ensure firewalls between townhouses are not compromised..
- **Fire-Crackers and Fire-Works:** Fire-Crackers, Fire-works and similar explosives are prohibited on campus.
- **Tampering** with smoke or CO alarms, including the removal of a unit or batteries from a unit is subject to a \$100 fine. If the alarm malfunctions, call security immediately for battery or unit replacement.
- **Live Trees in the Residence:** Due to fire concerns, no live trees (eg. Christmas trees) are permitted in the residences.

Furniture: Residences come fully furnished. Students are not permitted to disassemble/ remove furniture from the residence (including to the porches or back patios/yards). Additional furniture is not necessary and therefore not permitted.

Open Hours in Shared Residence Spaces

Augustine Hall: No Open Hours

All students living on campus will have 24/7 access to the building, including apartment hallways using their OneCard.

Charis: Open Hours: M-F 7am-9pm, Sat 9am- 4pm

All students living on campus will have 24/7 access to the building, including apartment hallways using their OneCard.

Visiting to Residences

Visitor: A visitor is defined as people who have not been assigned to live in that residence, whether they are Redeemer students or not.

Visiting Hours – 1st and 2nd year residences: Visiting is permitted under the following conditions:

Main Area of Residence:

10am – 1am: Sunday through Thursday.

10am – 2am: Friday and Saturday.

Bedroom: Everyday: from 10am until 11:00 p.m.

- The roommate of the person with the visitor must also be asked for approval.
- At all times during these visits the bedroom door must be open.
- The RA or HA of a residence has the right to limit these hours in the interest of their resident's desire to study or sleep.

Visiting Hours – Senior Student Housing (Dorms that do not have a RA or HA):

Main Area of Residence: In all residences, visitors are permitted in the main areas (living room and kitchen) any time of day so long as all members of the apartment are in agreement.

- Visitors are not permitted to sleep in the residence.

Bedroom: Everyday: from 10am until 11:00 p.m.

- The roommate of the person with the visitor must also be asked for approval.
- At all times during these visits the bedroom door must be open.

Guests in Residences:

Guest: A guest is defined as an individual who plans to stay overnight but has not been assigned to live in the residence they are visiting, whether a Redeemer student or not.

- Guests may stay overnight in the residences when space is available only if registered with the appropriate RA/HA.
- Guests are allowed to visit free of charge for a maximum of two nights on campus each month. Students wanting to have a guest stay longer than two nights a month must ask for Residence Director approval. A fee may apply for guests who stay more than two nights per month.
- A female student who wishes to have a male guest stay on campus may ask a male residence to host her guest and vice-versa. Guests who are minors: Please contact the Director of Residence Life for more details. Guests using a room must have permission of the resident whose bed they use.
- A guest failing to comply with campus regulations will be asked to leave. It is the responsibility of the host to ensure that guests are aware of and in compliance with Residence Life Policies and the host may be held responsible for damages or infractions that occur.

Inspection of the Residence: Periodic inspection of residences for cleanliness, safety and decor will take place. Notification of an upcoming inspection will be to the RA or HA, whose responsibility it is to notify the residents. Students are responsible for cleaning common areas and the area surrounding the residence.

The university reserves the right to have authorised personnel enter any unit for the purpose of periodic inspection, repair, or any other official business without notice.

Keys: All students living on campus, excluding those living in the Charis Live and Learn Centre, will be given a residence key. Keys will be issued on Check-In Day. A \$50.00 deposit will be charged directly to your account and will be refunded after the key is properly returned to Student Life/Security at the end of the academic year. Instructions for returning your key will be provided.

If you lose your residence key, you forfeit the initial \$50.00 deposit. You must also contact Security and an additional fee of \$50.00 will be charged to their account as a deposit for a mandatory replacement key.

For your security, lending, sharing or copying of keys is not permitted.

Language: The language used in the residences should reflect the values of our Christian community. Profane expressions or obscene expressions including, but not limited to written or oral expression, which violate accepted standards of decency and Christian conduct are not permitted.

Leaving Overnight or for the Weekend: Whenever a residential student leaves overnight or for a weekend they should let their RA/HA or dormmates know where they will be and how they can be contacted in case an emergency should arise.

Noise: In order to facilitate a learning community that is conducive to sleep and quiet study, campus quiet hours are between 11p.m. and 7a.m., with additional quiet hours during exams. Excessive noise is not permitted at any time.

Pets: No pets, with the exception of fish, are permitted in the residences. For information regarding service and support animals, please contact Learning Services for details or visit the Redeemer website.

Pranking: Initiating, encouraging, supporting, or participating in pranks that are inappropriate, disruptive, offensive, or hostile toward residents and/or staff or that jeopardize the safety and security of others is prohibited.

Roofs: Students are not allowed on the roof of any building on campus. No games involving the roof or that may cause damage to the residence are permitted.

Rooming Arrangements: The university reserves the right to make room and roommate assignments, while allowing the students as much choice in this matter as possible. Although we do try to accommodate requests for roommates, the Student Life Department encourages individuals to meet new people and cautions that roommate requests can only be considered if the requested person has also completed a form, submitted a deposit and is agreeable to the request.

The university also reserves the right to change room assignments or terminate a housing placement whenever this seems in the best interest of the individual or residential community.

Moving to a new room or residence may only occur with the approval of a Residence Life Coordinator.

Satellite Dishes: No satellite dishes may be installed on campus in student residences. Satellite television is available in the Rec Centre.

Smoking: For the health and well-being of those who live, work and study at the school, the Redeemer University campus is smoke free. Staff, faculty, students and guests are not to use tobacco and related products, including chewing tobacco, e-cigarettes, cannabis and vaporizers, while on the university's campus. For more information, see redeemer.ca/resound/redeemer-campus-go-smoke-free.

Sports/Outdoor Equipment on Campus: Due to risk of injury or property damage, golfing is not permitted on campus. Rollerblading and ball hockey are not permitted on the tennis courts to protect the playing surface. No tenting is permitted on Redeemer property unless it is a Student Life program.

Theft: Unauthorized use of any person's belongings without permission is not permitted. The loss of property must be reported immediately to the Security Department. The university will make every effort to recover lost or stolen property, but will not be responsible for replacing it. Please consult your insurance agent regarding the coverage of your personal possessions.

Unattended Cooking: Many residence fires begin when the stove, oven or microwave is left unattended. Students are expected to remain present and vigilant at all times when using heating elements to prepare food. Deep frying food in oil is not permitted in residence buildings or on porches.

Unauthorized Entry: Students are not permitted to enter another student's residence without prior permission for any reason, including pranking. As in any home, a guest, or someone from another residence, must respect another's home, and enter only if invited. If anyone enters a residence without invitation, the residents are encouraged to report the unwelcome intruder(s) to security and/or Residence Life Staff.

In addition, no entry or storage is permitted in any of the furnace or mechanical rooms/areas in the residence halls. All vents on these furnace rooms must remain uncovered to prevent potential furnace and water heater issues and ensure every student's safety.

University Entry to Residences: Students residing in residence agree to cooperate in the maintenance and support of a safe and healthy living environment. Authorized representatives of Redeemer may enter and inspect an accommodation at any time in the following cases:

- To plan or perform maintenance or repairs;
- When there is probable cause to believe a violation of the Student Conduct Code may have taken place or is taking place in the accommodation;
- When a clear and present danger requires such entry.

The University may also enter accommodations to conduct monthly inspections and ensure appropriate safety and sanitary conditions are being maintained by the occupants. If evidence of a violation of the Student Conduct Code, including the Residence Life Handbook and Housing agreement, is found while entering or inspecting a residence, Student Life may refer the resident(s) for disciplinary action. Student Life may use evidence obtained during the entrance and/or inspection of residence during the disciplinary proceedings. Evidence obtained may also be used in criminal proceedings if permitted by law.

Redeemer University Bed Bug Response Protocol: With increased international travel and reduced use of pesticides, North America is experiencing an increase of bed bug occurrences. Found in fine hotels, hostels and college and university residences and other areas of high-density housing, bed bug occurrences are becoming common. More often than not, there cannot be an exact determination of the bug's origin, so Redeemer takes a "no blame, no shame" policy where they will provide treatment for the problem and advise and educate on bed bug awareness.

Facts to Remember about Bed bugs:

- Although a nuisance, bed bugs are not a public health threat.
 - An adult bed bug is approximately the size of an apple seed.
 - Bed bugs bite – bite marks may appear in rows and clusters.
 - They are most active at night.
 - Be aware of the signs of bed bugs when you are staying in hotels or vacationing and always launder your clothing when you return.
- (www.hamilton.ca/home-property-and-development/pest-control/bed-bugs)
- Avoid having guests sleep on couches or common furniture as a preventative measure.

The responsibilities of the departments involved are as follows:

Think you have bed bugs in your room? Here's what to do:

- Contact a Student Life member or visit the Student Life Department to speak with a staff member.
- It is each student's responsibility to report the issue as soon as possible. Any delay may result in an extended treatment process.

- Find a sample (if possible) and place it in a secure ziplock bag. Be sure to label the bag and alert Student Life staff that you have a confirmed sample.
- Plan to stay in your residence. It's important to remember – if you stay in a friend's room, you could be passing the problem along.

Next Steps:

- Student Life will contact Campus Services and set up a meeting with affected resident(s) to ask further questions and help determine whether the pests are bed bugs and create a treatment plan.
- If it has been determined that a residence has bed bugs, a comprehensive treatment plan will be implemented that may include the hiring of a reputable Pest Control Service Company to eradicate the problem.
- Prior to treating the space, you may be required to:
 - o Remove and launder all bed linens and clothing.
 - o Clean your room to eliminate clutter to facilitate and improve the effectiveness of the treatment
 - o Leave your room for an allotted amount of time in order for the treatment to be completed; it is safe to return after this time. A follow-up treatment may be scheduled at a later date if deemed necessary.
- It is essential for resident(s) to follow the treatment protocol as stipulated by Campus Services and Student Life.

Please note if bed bugs are confirmed, you will not be relocated due to the increased risk of spreading the pests. There will be no refund or reduction of residence fees. However, be assured that Redeemer will work to minimize the disruption caused by the bed bug occurrence. Please understand that this is a process and takes time to deal with a bug situation.

What do I need to know about Redeemer OneCard and meal plans?

Redeemer OneCard: The Redeemer OneCard is your key to the campus, offering convenience, reliability and security for access to a full range of services on campus and is also your ID card. All new students will receive their Redeemer OneCard on Check-in day. Students can manage their card on-line at onecard.redeemer.ca or on the **Touchnet 360U app**. The app can be downloaded from the App Store or Google Play Store.

The Redeemer OneCard can be used at ReFresh, the Market, Tim Hortons, the Starbucks kiosks, Vending Machines, Laundry Services, Photocopy & Print Centres, the Campus Bookstore, Library, Box Office, Athletic Centre, Parking & Door Access (in some locations).

Your card will have two separate accounts on it. **Dining Dollars** are specific to a meal plan and can be spent at all food locations. (*More information about Dining Dollars is included below.*) **Campus Cash** can be purchased by all students, faculty and staff, and can be used at all food locations, as well as for printing, the Box Office, and the Bookstore. Campus Cash is required for all students to print on campus. Campus Cash can be loaded to your card at any time using the Website or the App.

Meal Plans: One of the unique things about Residence life at Redeemer is the meal plan structure. There are several aspects to your meal plan:

Grocery Shopping: Students in residence are encouraged to prepare and eat their evening meal together during the week. Through the meal plan, each student in residence contributes the same amount towards a shared grocery account. The Grocery Card is then used by residents to purchase groceries on campus. Your RA/HA is responsible for budgeting the amount you have to spend from your shared account. Half of your Grocery Dollars will be applied to your shared account in September and the other half in January.

Dining Dollars on your Redeemer OneCard: Based on your selected meal plan, a predetermined amount of Dining Dollars is placed on your Redeemer OneCard. Half of these funds are loaded at the beginning of September and the other half are loaded at the beginning of January. With these dining dollars, students can purchase meals or snacks in ReFresh, the Market, Starbucks Kiosks and Tim Hortons. When using Dining Dollars, qualifying meals are tax free. Dining Dollars expire at the end of the Academic year, when a student moves out of residence, or they expire in the case of academic withdrawal.

Communal: Every week, all students on qualifying* meal plans are encouraged to attend Communal where they eat dinner together in the Dining Hall. An all-you-can-eat buffet is served between 4:30p.m. and 6 p.m. Communal meal must be eaten in the Dining Hall and no food is allowed to be removed from the Dining Hall. Campus Services does our best to accommodate allergies and food sensitivities so please contact campusservices@redeemer.ca if you have any questions.

For students on a qualifying* meal plan, Communal is included as a part of the meal plan. Senior Students, Commuters and Guests are welcome to purchase Communal using Campus Cash or other forms of payment.

Midnight Breakfasts and Treat Nights: Midnight Breakfast is served once a semester during Exams. As well, there are several Exam Treat nights. These are also included with qualifying meal plans.

**Qualifying meal plans include Light, Regular, Premium.*

Campus Services administers Your Redeemer OneCard and meal plans. We are located next to the Auditorium and have an open door policy for all your questions or concerns. We can also be contacted by email at **campusservices@redeemer.ca**. Redeemer OneCard and Meal Plan updates can be found on the Redeemer App.

What do I need to know about Campus Safety and Security?

Basic Rules of Safety: Redeemer students are not exempt from threats to their personal safety and should use precautionary measures to minimize existing dangers and hazards in the environment. Although living with constant fear is unnecessary and unhealthy, students should be aware of safeguards that deter possible victimization. Here are a few basic suggestions:

1. BE ALERT! Rely on your neighbours and have them rely on you to be alert to suspicious persons and/or unusual events.
2. Keep the door of your residence closed at all times. This will help conserve energy and prevent unwanted guests (human and animal).
3. When you leave your car unattended, make sure to lock the doors. Also, do not leave valuables in your car while it is unattended.
4. Unsecured bicycles invite theft. Purchase a bike lock and secure your bike to a stationary object, preferably a bike rack.
5. Identify expensive and/or important belongings with some type of permanent identification.

Emergencies: In the event of an emergency, a student should assess the situation, and call the Security at 905.961.4444. If there is a doubt in your mind, it is best to call 911 (9.911 from a campus phone) immediately to get emergency help. Then call Security at 905.961.4444 so they can assist in directing emergency vehicles to your location as quickly as possible, and provide other assistance.

Fire Alarms: When the fire alarm sounds all occupants must leave the building using the nearest exit. A Fire Warden for the area will check to make sure that everyone has evacuated. Students, and/or faculty and staff will be notified when it is safe to return to the building.

Never try to call the Fire Department before you leave a building that is on fire. Make the call from a neighbour's phone or from your cell phone away from the location of the fire.

- **Smoke Alarms:** Be certain everyone in the residence recognizes the sound of your smoke alarm and carbon monoxide alarm. It is recommended that residential students test their smoke alarms and carbon monoxide alarms at least weekly. If any device is found not to be working, please contact Security immediately.
- **Bedroom doors** should be kept closed while sleeping, to act as a heat and smoke barrier in case of fire. They will not stop the fire but will give you time after awakening to evacuate safely. Before opening the door, feel it for heat and check cracks for seepage of smoke. If either is present, use an alternate escape route.
- If smoke is present in the escape route, keep close to the floor, take short breaths, and keep your mouth and nose covered with a cloth (wet if possible).
- **Meeting Place:** Have a pre-arranged meeting place organized.
- **Call the Fire Department:** The RA/HA will appoint another individual to call the Fire Department. It is important that he/she returns to verify that the call was made. While the call is being made, make sure everyone is accounted for. Call Security to provide assistance and appoint one representative from the group to stand at the end of the parking lot to direct the Fire Fighters when they arrive.
- **Once Out - Stay Out:** Don't be a hero - after warning others within your residence, evacuate your residence immediately. Be certain to warn your neighbours in case the fire spreads.

First Aid Supplies: During the day you may obtain basic first aid supplies from the student life desk, and every residence is supplied with basic first aid supplies. At night call security at 905.961.4444 to obtain supplies.

Medical Emergencies: All RLF's, RA's, HA's, and Security personnel are trained in First Aid and CPR. In case of a medical emergency contact one of them, however, do not hesitate to call 911 if the situation warrants it.

Security: The Redeemer Security Department is committed to ensuring that our campus is a safe and orderly environment to live, work, and learn. The Security Captain oversees a team of contract Commissionaires and student Security Guards, all of whom are trained in First Aid, CPR, security procedures and safe work practices. Security guards are on regular duty Founders Hall and perform patrols of the campus.

Walk Safe Program: The Walk-Safe service is a security service that promotes safe campus living by patrolling the campus and providing an escort service across campus. A Walk-Safe escort can be arranged by contacting the security desk. Anyone who requests an escort will be accompanied by security personnel on their walk to their on-campus destination.

It's time to move out. Now What?

Check-Out (Mid-Year)

If a student moves out after the first semester, the deadline to be out is Wednesday, December 20, 2023 at 5 p.m. An inspection must take place to confirm the room condition and any damages for which charges will be made. It is the responsibility of the student to arrange a time with his or her RA/HA to do this. A general inspection of the residence will also be made to confirm any common area damage for which the student is responsible. If a remaining student wishes to move into the vacated space, arrangements must be made to have the inspection completed BEFORE such a move or the moving student will be responsible for any damages in the vacated bedroom. Any room switches must be authorized by Student Life.

Check-Out (Year-End)

Students living on campus must be moved out of their residences by April 25, 2024 at 3 p.m. Check-out policy and procedure will be communicated to residents at the end of each term. All furniture, including beds, must be left in the orientation in which it was found at the start of the year, and all items not present at the start of the year must be removed if the student is to receive a full damage deposit refund. Damage reports must be completed by students and checked and signed by their RA/HA before the RA/HA leaves.

Damage Reports and Deposits

- Each student in residence is required to pay a damage deposit of \$150 at the beginning of the year as part of their enrolment deposit.
- Damage reports are filled out in September when students arrive and again in April as students prepare to leave. Damage or excessive wear to the residence or its contents will be charged to the resident who damages the property. Where individual liability cannot be established, the residents of the unit will be held collectively responsible for the damage costs.
- All students are responsible to do their part to clean their residence before they leave at the end of the year. Details will be given by Residence life staff during the second term.
- Any damages and/or cleaning charges will be deducted from the student(s) damage deposit. Should the amount charged for cleaning and damages not be covered by the damage deposit, the extra will be charged to the student's account.
- Students must do their best to mitigate any damages by reporting them to maintenance as soon as possible. Any pranking (while prohibited) involving vandalism must be reported to ensure any damage can be repaired and messes/stains cleaned while they are fresh and easily clean-able. No do-it-yourself repairs should be attempted to prevent the damage from getting worse.

Residence Fines Appeal Committee (Appealing End-of-Year Residence Damage Assessments and Cleaning Fines)

Jurisdiction: An on-campus resident who has been issued a fine in excess of \$100 for damages to a residence or for cleaning at the end of the academic year may appeal to the Fines Appeal Committee in writing or via email normally within 10 working days of having received a fine assessment. The appeal is to be directed to the Dean of Students.

In the event that an entire residence has been assessed fines for damages or cleaning, the residence may appeal "en masse" whereby a single resident may appeal on behalf of all those in the residence affected by the fine(s). In such a case, the appeal letter or email must specify on whose behalf the appeal is made. All those listed as part of the appeal may appear in person at an appeal hearing, but this is not required. Should this not be possible, a telephone conference call may suffice. The appeal letter or email needs to be received by the first Tuesday in June.

If a student feels that they have received a charge in error (for example: was not living in the room where the charge was assessed, was not responsible for the chore that was assessed as incomplete), they are encouraged to notify the Residence Life Office regardless of the amount of the charge.

Structure: In dealing with damage assessment appeals, the Fines Appeal Committee is comprised of the Director of Physical Plant & Security, the Director of Residence Life, the Director of Campus Services and one student who has lived in on-campus housing. The committee may request that resource individuals attend the meeting to provide further information.

Procedure: The Fines Appeal Committee will meet in June to hear the appeals. All appellants, if present, and committee members will be provided with all documentation from those who have assessed the fine(s) and any subsequent documentation that may be of assistance in considering the case.

Outcome: A majority vote of the Fines Appeal Committee will be required to modify the original fine assessed. The Director of Residence Life will follow up in written form or email to the student who filed the appeal. The decision of the Fines Appeal Committee is binding.

⁶So then, just as you received Christ Jesus as Lord, continue to live your lives in him, ⁷rooted and built up in him, strengthened in the faith as you were taught, and overflowing with thankfulness.



LEARNING *in* CHRIST



Redeemer
University

777 GARNER ROAD EAST, ANCASTER, ON L9K 1J4
PH: 905.648.2131 TOLL FREE: 1.877.779.0913
REDEEMER.CA