Residence Handbook

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Welcome

Welcome to Holland College's student residences, home to 277 students, and a great place to meet friends, socialize, relax, study, and grow! Heading off to college is a big step, and it's understandable if you're a little nervous. Our residence staff are here to help you make this transition as comfortable as possible. There's a live-in residence staff member on every floor. They are trained to answer your questions and help you with anything that's concerning you. Over the next few weeks, you'll get to know the staff — and if you have a chance, stop by the office and introduce yourself!

To get the most out of your residence experience, get involved in the residence community. Try to meet as many people as you can, especially in the first month. Most of our tenants are away from home for the first time, so help us make the experience positive and welcoming for everyone.

Residence life can be exciting, but you may face challenges as you adjust to your new surroundings. This handbook explains what you should expect – and what we expect from our tenants. We have developed the policies you will find in this handbook to ensure that everyone gets the most enjoyment out of their time in residence. They are intended to provide all tenants with a safe and secure living environment that supports learning. Abiding by them will increase your enjoyment and the enjoyment of the other students. Our overarching expectation is that every tenant behaves in a respectful and considerate manner toward all other tenants.

As a tenant in one of our residences, you are expected to:

- Read and understand this handbook;
- Sign a student accommodations agreement indicating that you have read and understand the handbook; and
- Participate in a residence meeting where the essential community norms, guidelines, and rules are explained and discussed by the accommodations manager.

The policies and rules in this handbook may be changed or updated. If they are, we will let you know.

If you have any questions or concerns at any time, please talk to a member of the residence staff or email residence@hollandcollege.com

Front desk information

Glendenning hall
Staffed 9 am – 4 pm (Monday to Friday); 8 pm – 4 am (7 days a week)
Phone: 902-367-7702

Cumberland residence
Staffed 9 am – 4 pm (Monday to Friday); 8 pm – 4 am (7 days a week)
Phone: 902-367-3770

Staff contact information

Brodie Coffin, Director Ancillary Services
902.566.9698 / becoffin@hollandcollege.com

Marshall Thomson, Accommodations Manager
902.367.7701 / mrthomson@hollandcollege.com

Samantha Martell, Assistant Accommodations Manager
902.367.3771 / sdmartell@hollandcollege.com

Shannon Shea, Assistant Accommodations Manager
902.367.4119 / shshea@hollandcollege.com

About our Residences

Glendenning Hall

The 186-bed residence features 90 fully furnished apartments. There are 62 two-bedroom apartments, 11 single apartments, 17 triple apartments, and three apartments built to accommodate students with accessibility needs.

The comfortable three-floor building features:

- in-floor heating
- elevators
- spacious student common rooms on each floor
- free parking
- laundry facilities on each floor
- front desk monitoring and security cameras positioned throughout
- secure access and on-site staff during evenings, weekends and holidays (except Christmas Break)

Glendenning Hall apartments contain:

- private bedrooms
- kitchenette with fridge, stove and microwave
- telephone with local service
- television
- table and chairs
- full bathroom
- double-sized bed (except for 3 single rooms. You will be notified if you have one.)
- Wi-Fi
- desk and chair
- night table and a dresser

Cumberland Residence

This 80-bed residence features 31 fully furnished apartments. There are 13 two-bedroom apartments and 18 triple apartments.

The comfortable four-floor building features:

- heat pumps
- elevator
- spacious student common rooms on each floor
- free parking
- laundry facilities on each floor
- front desk monitoring and security cameras positioned throughout
- secure access and on-site staff during evenings, weekends and holidays (except Christmas Break)

Cumberland Residence apartments contain:

- private bedrooms
- kitchenette with fridge, stove and microwave
- telephone with local service
- table and chairs
- full bathroom
- double-sized bed
- television
- Wi-Fi
- desk and chair
- night table and a dresser

Residence life team

In addition to full-time staff, our team includes part-time second-year students known as residence life coordinators (RLCs). The RLCs help students adjust to residence life and help to establish an environment that encourages students to be happy, independent, and responsible. If you have questions about on-campus facilities and services, an RLC can help you or will direct you to the resources you need.

Each RLC is responsible for planning and implementing programs aimed at enhancing the residence and college experience for tenants.

Residence life should be a balance of a variety of different activities. RLCs work to achieve the right balance of quiet study times and relaxing social events to ensure that the residence is a productive and enjoyable space for all tenants.

They also act as a liaison between tenants and the accommodations manager.

RLCs carry phones from 4pm-8pm and 4am-8am (Monday-Friday), and all day Saturday/Sundays.

Glendenning RLC phone number: 902-213-4607
Cumberland RLC phone number: 902-213-9297

If you need assistance during the RLC hours, call the RLC number for your building. If you don't receive an answer within 15 minutes you can contact the other building's RLC on duty.

Residence life coordinators are responsible for:

- distributing mail
- issuing and returning student room keys
- coordinating maintenance and work requests
- assisting you if you get locked out
- move-in and move-out
- contacting the on-call residence staff
- dealing with general student inquiries and needs
- security rounds
- programming to create a community environment

Residence Staff are available Mon-Fri from 9am-4pm to assist you outside of RLC hours, and security staff from 8pm-4am nightly.

Residence community standards

From September to May, our buildings are treated as private residences for the exclusive use of student tenants. The exterior doors are locked 24 hours a day and are accessible only to tenants, their invited guests, authorized visitors such as tradespeople doing repairs, and college employees who are required to be in the buildings as part of their employment. Any person who does not fit into one of these categories will be escorted out of the residence.

Rights and responsibilities

Student tenants have the right to:

- Live in a clean and secure environment
- Privacy
- Host guests, with the expectation that they are to respect the rights of the host's roommate and other residents
- Expect a regionally competitive price on accommodations
- Expect written copies of college accommodations rules and regulations
- Respect and safety of personal property
- Study without interruption or interference
- Be free from unreasonable noise
- Be free from intimidation and harassment
- Expect fair enforcement of the accommodation's agreement
- Expect access to college staff who provide assistance, guidance and support as needed
- Equitable treatment when behaviour is in question

- Enjoy individual freedoms without regard to race, sex, national origin, disability, age, religion, sexual orientation or political affiliation
- Enjoy an atmosphere free from behaviour which is reasonably interpreted as unwelcome, including actions or words which demean another person or deny them their dignity and respect
- Expect confidentiality from residence personnel with regards to all personal and student conduct related information

Student tenants have the responsibility to:

- Check their Holland College email account on a regular basis
- Adhere to rules and regulations
- Comply with reasonable requests made by staff or college officials
- Respect the privacy of others
- Respect the diverse backgrounds and interests of those others who are different from them
- Contribute positively to the community by participating in educational and developmental activities
- Be serious in their academic pursuits
- Treat others in a civil manner and manage conflict in a mature manner
- Abide by all relevant municipal, provincial and federal laws and statutes
- Obtain content insurance and ensure the contents of their room are safeguarded
- Meet expected room payments on schedule
- Monitor and accept responsibility for behaviour of guests
- Report violations of rules and regulations to appropriate staff
- Respect the rights of others as stated above
- Report maintenance problems/concerns to staff

Responsible behaviour is defined as follows:

- that which is consistent with the above objectives and responsibilities
- an understanding that ignorance, anger, alcohol or substance abuse will not be accepted as an excuse, reason or rationale for unacceptable behaviour
- an understanding of the need to be proactive in preventing problems from occurring in residence and to assist residence personnel at their discretion, in a time of need

Cooperation with staff

Interactions with residence life coordinators, custodial staff, maintenance staff, Holland College staff, or the accommodations manager are expected to be respectful. Disrespectful behaviour such as misleading a staff member, not cooperating, providing false identification, or interfering with residence investigations is prohibited.

Tenants and their guests are expected to comply with requests from staff members. If they do not, or if verbal or physical abuse is directed toward a staff member, they will be subject to disciplinary action, which could include eviction from residence.

Privacy Policy

Personal information

In keeping with college policy regarding the release of information, staff will not provide the room numbers of students (except to college officials). It is the student's responsibility to provide their room number to friends and family members. Students will be asked to provide the accommodations manager with emergency contact information.

Notwithstanding the above, the college reserves the right to notify next of kin or family where there is a potential of harm to self or fellow tenants, or when they are unable to determine the whereabouts of a tenant.

Identification

Students are encouraged to carry photo identification cards (ID) and are required to show ID upon request by staff. False representation of identification to residence life staff is strictly prohibited.

Regulations for tenant behaviour

Our goal is to ensure that every tenant feels safe, secure, and respected. That's why it's important that you understand our policies and rules pertaining to acceptable behaviour in our residences. Please read the following information carefully. If you have any questions or concerns, talk to a member of our residence life staff.

Use of alcohol

Possession or consumption of alcoholic beverages by, or distribution of alcoholic beverages to, individuals under the legal drinking age is a violation of college policy and provincial law. In the province of Prince Edward Island, the legal drinking age is 19. Students are responsible for knowing, understanding, and complying with applicable provincial and college laws regarding alcohol. Disorderly conduct resulting from consumption of alcohol and/or failure to comply with alcohol policy will result in disciplinary action. The term "alcohol" will be used to describe all beverages that contain alcohol. "Open alcohol" is any alcoholic beverage not sealed in its closed container.

The purpose of this policy is to address the concerns associated with the use and abuse of alcohol in residence. The policy outlines the rules and regulations used to monitor alcohol consumption in the residences during the academic year. The abuse of alcohol, or drunkenness, is prohibited anywhere on the Holland College residence property.

Objectives of this policy

- To promote responsible attitudes about the consumption of alcohol in a manner consistent with the philosophies and objectives of residence life.

- To ensure that the safety of residents and/or their guests in the residence halls is not jeopardized when and where alcohol is permitted.
- To develop alcohol policies that are clear, readily understood, consistent and equally applicable to all students and/or their guests.
- To reduce risks and potential liabilities associated with the consumption of alcohol to students, guests, organizers, residence life staff and the college.
- To comply with provincial liquor laws.

Terms and Conditions

The following terms and conditions for the possession and consumption of alcohol in residence apply to all Holland College residence students and their guests. Violations of these regulations will result in disciplinary action up to and including eviction from residence. Emergency response personal (i.e. police and/or firefighters and/or ambulance attendants) will be called when there is a reasonable concern for the safety of a student(s) or guest(s) as a result of consuming alcohol. Any costs associated with/resulting from such a call (i.e. ambulance ride to the hospital) will be the responsibility of the student(s)/guest(s) for whom the call was made.

To decrease the potential of broken glass within the residence, bottled drinks are not permitted outside your room. All alcohol products brought into the residence must be in cans. Kegs will not be permitted.

Student tenants and their guests who are of legal drinking age are permitted to have and consume alcoholic beverages under the following conditions:

Common Rooms

- Only one container per person is permitted. A container is defined as a vessel made of plastic or some other non-breakable substance. Containers such as beer cans **over** 355 ml (12 ounces), pint bottles (plastic or glass), or kegs (large or mini) are not permitted. Glass containers are also not permitted.
- **Containers cannot hold more than 355 ml** (12 ounces).
- The accommodations management team, RLC, security monitor, or other persons in authority may shut down a room or common room party at their discretion.
- Overindulgence in any area of the residence will not be permitted. Offenders will be subject to disciplinary action.
- Drinking games or activities promoting excessive/ irresponsible drinking are not permitted. This is to assist with the responsible consumption of alcohol, and to prevent any personal injury that may occur from excessive drinking. Residents and their guests must comply with all residence rules and regulations. Violating these rules and regulation may lead a written warning for the resident and ban from residence for their guest.

Transportation of alcohol within the residence

- Alcohol can be transported from one room to another on the same floor in a single non-breakable container (water bottle, plastic cup).

- Alcohol can be transported from one floor to another floor in a closed box, non-transparent bag (shopping bag, knapsack, paper bag), or plastic water bottle with a closed cover or cap.

Hallways

Open alcohol may be transported from one room to another room or common room under the following conditions:

- The room/common room is on the same floor as the room of origin.
- The open alcohol is in a non-breakable container as described under the Common Rooms heading.
- Residents and their guests are not allowed to consume alcohol while in the hallway.

Stairwells

Closed alcohol may be transported between floors, provided that it is concealed in a box or non-transparent bag. No open alcohol is permitted in the stairwells at any time, so as to prevent spills, breakage, or other related accidents.

Apartments

Drinking games or activities promoting excessive or irresponsible drinking are not permitted. This is to encourage the responsible consumption of alcohol, and to prevent any personal injury that may occur from excessive drinking. Residents and their guests must comply with all residence rules and regulations. Violating these rules and regulation may lead a written warning for the resident and ban from residence for their guest.

Use of drugs

The trafficking, use, or possession of illegal drugs is a federal offence and is strictly prohibited. Storing illegal drugs in your residence room is considered possession. Those found in violation of this policy may be subject to criminal prosecution and are usually evicted from the residence without a refund.

As of 2018, cannabis is legal in Canada. Please be advised of the following regulations set in place by Holland College for students living in residence:

- Cannabis is only legal for persons 19 years of age or older
- As per our Smoking/Drug policy there is no smoking on college campus property. Obviously since smoking on college property is still considered a two-strike penalty, staff will be following up and investigating any smell of cannabis. As per our student accommodation agreement/contract, staff have the right to enter any room to investigate any possible rule infractions.
- Students living in residence are not allowed to grow any plants in their rooms. If plants are found in your room, it will be treated like smoking, and you will receive two strikes.
- Cannabis MUST be stored in a smell proof bag or container.
- If there are any roommate conflicts concerning the possession of cannabis, you should contact residence staff to discuss these concerns.

- The only exception that will be taken into consideration, is a medical cannabis license.
- The college does not allow consumption to the point of impairment. If staff have concerns about the level of your impairment, it will be treated in the same manner as alcohol. You could potentially receive a written warning about this. Please use cannabis responsibly.

Smoking

The college provides a **tobacco- and smoke-free** work and study environment and will not permit the use or sale of any tobacco product, or the smoking of any products on college owned or leased properties**.**

Violations of the smoking policy will be considered as misconduct and subject to the sanctions described under that section of the handbook (see below). As a tenant, you are responsible for ensuring your guests are aware of these requirements and for ensuring they do not violate the no smoking policy. Smoking will result in a non-smoking room being rendered unacceptable to receive that designation without substantive cleaning and restoration to bring it back to a non-smoking condition. Tenants will be charged for damage repairs for the cost of restoring a room to a non-smoking condition. Residents are required to sign a Smoking Policy prior to moving in.

Smoking in your apartment or in the building will result in two immediate written warnings and may **result in eviction**. As per our student accommodation agreement/ contract, staff have the right to enter any room to investigate any possible rule infractions.

Pranks

People don't usually intend to hurt someone when they play a prank on them; but there is no excuse for pranks that cause harm to someone or damage property. Tenants who participate in pranks are responsible for their own behaviour and can expect to be disciplined if their behaviour is harmful, disruptive, or malicious.

Violence

Violent behaviour or physical aggression in the residence will not be tolerated. Physical aggression is defined as any offensive action or attack that results in an individual being placed in danger. These behaviours include, but are not limited to, hitting, punching, slapping, kicking, pushing, pulling, fighting, and threats of violence.

Pornography

Displaying or making available for viewing pornographic material in the hallways, common rooms, lobbies, stairwells, bathrooms, exterior room doors or any interior area of a room that can be seen from an open area is prohibited (in accordance with the Criminal Code of Canada, Section 163).

Open flame

The use of open flames such as candles, oil lamps, and incense burners is **prohibited**. If a tenant requires the use of an open flame for religious purposes, they must contact the accommodations manager first.

Noise

A tenant's right to be able to study and sleep in peace and quiet is more important than another's right to make noise. Tenants need to be prepared to compromise with their roommates and neighbours about how much noise is acceptable, and at what times. If a tenant is disturbed by excessive noise at any time, either in their room or in the lounge, they have the right to ask the person or people responsible for the noise to quiet down. If the dispute is not settled, they should request assistance from the residence life staff member on duty or the accommodations manager.

Stereo and computer sub-woofers are not permitted and will be confiscated and put into storage until the tenant leaves the residence.

Quiet hours

Quiet Hours are times when tenants are prohibited from making noise that can be heard outside of their bedrooms, or that may disturb their roommate, or which can be heard outside of their unit or outside of the building.

Absolute silence isn't possible, but excessive noise will not be permitted during the following hours:

SUNDAY TO THURSDAY 11 PM – 8 AM
FRIDAY TO SATURDAY 2 AM – 8 AM
DESIGNATED HOLIDAYS 2 AM – 8 AM

Sometimes, the accommodations manager will suspend quiet hours to allow for special events. If so, tenants will be warned of the suspension in advance.

If residence life staff determine that a tenant's noise levels are excessive, they will take steps to deal with the situation:

1. A phone call or visit will be made to the room where the noise is originating. The staff member making the call or visit will speak with the registered room occupant(s) to inform them that they are creating excessive noise and request that the noise cease immediately. If the registered room occupant is not in the room or in the immediate vicinity, all occupants will be requested to leave.
2. If the excessive noise continues or resumes, a visit will be made to the room and any outside guests and/or tenants who are not registered occupants of the room will be required to leave the room. Outside guests will also be required to leave the residence. The incident will be recorded, and the accommodations manager will follow up with the appropriate measures.
3. Any incidents relating to excessive noise from the same room or being caused by the same occupants within 12 hours will result in a written reprimand and a $50 fine may be charged.
4. Further or repeat incidents of excessive noise being recorded for the same room and/or individual tenants will also result in disciplinary action by the accommodations manager.

Possession of a Weapon

(AR-30-04-3-MEC-D1 MANAGEMENT DIRECTIVE-Weapons on Campus)

No person, while on property controlled or owned by Holland College (including the residence), shall store or carry a weapon as defined in the directive. Individuals found in possession of unauthorized weapons on campus will be immediately reported to the police and may be excluded from college property pending an investigation. In the case of a student, an individual may be subject to disciplinary action up to and including expulsion from the college.

For further information **refer to the college's quality website**.

Horseplay

Playing hockey, throwing balls, biking, roller blading, roller skating, skateboarding, wrestling, or other activities that are usually conducted outside or in a sporting facility are prohibited throughout the residence.

Guests

A guest is anyone who is not a tenant in the building. Anyone who is invited into the building by a tenant, accompanies a tenant, or is accepted or admitted to the residence by a tenant is deemed to be a guest of that tenant. Uninvited visitors are trespassing and may be prosecuted. Provided it is safe to do so, tenants have the right and the responsibility to ask uninvited visitor to leave the premises. If it is not safe to do so, the tenant should request assistance from the front desk staff.

Each tenant is permitted up to three guests at once until 1 a.m. Only one guest per tenant may stay after 1 a.m. and will be considered an overnight guest **(see overnight section below)**. All guests must be at least 18 years of age to be signed in. If a tenant or guest is under 18 years of age, their parent or guardian must email the accommodations manager to request permission to be signed in (see below for complete instructions for underage guests).

After 7 p.m., tenants must sign in their guests at the front desk by completing the guest sign in form. The guests must present photo ID. The ID will be held by staff until the tenant signs the guest out. All guests must be with the tenant who signed them in at all times, with no exceptions, and must be signed out by the tenant who signed them in. A guest must be accompanied by the tenant they are visiting to sign in. If there is no desk attendant on duty when the guest arrives (such as before 7 p.m. on a weekday), tenants must bring their guests to the front desk at 7 p.m. to sign them into the residence.

Guest IDs that have not been claimed by 1 a.m. will be placed in the tenant's mailbox, and the guest will be considered an overnight guest. If staff learn of an unregistered guest, the tenant will be contacted and must either sign the guest in or indicate that they do not want the guest in the residence.

A tenant must always have possession of their assigned apartment keys. The lending of keys to another tenant or a guest is strictly prohibited.

For the 2026/2027 academic year, no overnight guests will be permitted until September 20 (inclusive).

Underage guests

Any guest that is under the age of 18 must have permission to be signed into Residence. The parent/guardian must email **residence@hollandcollege.com** no later than 3pm, Monday-Friday. Please note that this email is not monitored on holidays, weekends or evenings, so please give as much notice as possible. The email must contain the parent/guardian's name, phone number, name of the guest, name of the student they are staying with, and the dates they will be visiting.

Current residence students under 18

Any current resident who is not yet 18 years must have permission from their parent/guardian to sign in any guests. This must be sent via email to **residence@hollandcollege.com** and give the name of the parent/guardian, a contact number, the name of the student, the name of the guest and the date the guest will be visiting. The parent/guardian must email no later than 3pm, Monday-Friday. Please note that this email is not monitored on holidays, weekends or evenings, so please give as much notice as possible.

Responsibility for guests' behaviour

Any guest causing noise or a disturbance must leave the building immediately. Tenants must inform their guests of all policies and are responsible for their guests' behaviour at all times. Tenants must accompany their guests at all times, and failure to do so will not mitigate or relieve them of their responsibility for their guests' behaviour. Tenants will be held responsible for any offences committed by their guests whether they participated, condoned, or were aware of their guests' behaviour. Sanctions against the tenant and guest will be determined according to the offences committed by their guests.

Overnight guests

From September 5 to September 20 (inclusive) no evening or overnight guests will be permitted.

Overnight guests (guests staying after 1 a.m.) are only welcome when the roommate or roommates have been consulted and have been given assurances that they will not be inconvenienced by the visitor.

Each tenant is permitted a total of 10 overnight visits per month. This means that one guest could stay 10 nights, or one guest could stay five nights and another guest for the other five nights, for example. Overnight guests must stay in the tenant's room. They are not permitted to sleep in hallways or common rooms. Overnight guests are not permitted to stay for 10 nights in one tenant's room and then stay additional nights in another tenant's room.

Students currently living in Holland College Residences who are staying overnight as a signed-in guest in another building will not have this overnight stay count towards their 10 overnight sign-ins. However, guests from the other buildings must still follow all sign in rules (present ID, leave their ID

and sign-in/sign-out). This is done so we have accurate numbers in each building should there be an emergency. Please be mindful of the other roommate(s) when visiting and respect their home.

Holland College residences are not designed to accommodate couples. Special requests may be honoured by contacting the accommodations manager prior to a proposed visit.

Room entry policy

As a representative of the college, the accommodations manager or their designate may enter a student's room without prior notice under the following circumstances:

- When ordered to do so by Charlottetown City Police or the Charlottetown Fire Department
- In a life-threatening situation where there is reasonable belief that a resident is in danger or is a threat to him/herself or others
- To carry out regular room inspections
- To carry out repairs and maintenance
- To ascertain whether a bed space is occupied, or to clean/prepare a bed space for a new occupant
- To complete a lock change, repair or maintenance request
- To protect college property such as in the case of flooding, smoke, fire, etc.
- To enter an unoccupied room/apartment to turn off a stereo or alarm or close a window that has been left open while away. This could be in response to a complaint from another tenant
- When there is reason to believe an indictable criminal offence is in progress
- While evacuating a floor during a fire alarm or fire emergency (or to determine the origin of smoke)
- If there is suspicion of violation of any of the residence policies outlined in this handbook

Discipline code

At Holland College, non-academic standards of behaviour on the Holland College campuses and facilities are as important as academic standards.

The *Student Accommodations Discipline Code* is directed toward non-academic standards of behaviour and seeks to define the rights and responsibilities of students as members of the college community. All Holland College students, whether they live in the college's residence, are responsible for their behaviour and must accept the consequences for the choices they make.

All students who reside in residence must abide by the applicable terms of the Holland College *Student Code of Conduct Student Agreement Form* QF025A as provided in Board Regulation 50-01-2, as well as the policies and regulations set out in this handbook, the Student Accommodations Agreement, the Holland College Student Handbook and updated policies, regulations and procedures as distributed during the academic year. Students are responsible for their own behaviour and conduct as well as that of their guests.

If a student causes physical damage to college property, their account is charged the amount it costs to repair the damage, and the appropriate disciplinary steps are taken. If a student behaves in a way that may cause harm to themselves or others, the appropriate safety measures are taken (medical assistance or security is summoned) and disciplinary steps are taken. In extreme cases, or those that involve violation of criminal law, the accommodations manager or their designate may waive the steps outlined in this policy and move to evict the student.

The ultimate goal of the college is to provide a residence environment in which students are able to pursue academic success, engage in fun and social activities that promote the development of lasting friendships, and explore opportunities for personal growth. This procedure is in alignment with this goal and provides an opportunity for student to participate in the development of a self-governing community.

In order to assist all tenants of the residence to be successful in community living, the following protocol has been established:

1. All tenants receive access to and are expected to read and understand the Holland College Student Accommodations Handbook.
2. Prior to moving in, all tenants are required to sign a student accommodations agreement indicating that they have read and understand the Student Accommodations Handbook.
3. All tenants are required to participate in a residence meeting where the essential community norms, guidelines, and rules are explained and discussed by the accommodations manager.

Misconduct

Below are examples of misconduct which will result in disciplinary actions. This list of negative behaviour is not exhaustive and must be interpreted broadly:

- Non-evacuation during a fire alarm emergency
- Violation of quiet hours / creating excessive noise
- Mischief/disruptive behaviour
- Violation of alcohol policy
- Playing hallway games
- Violation of smoking policy
- Violation of guest policy
- Violation of a community standard
- Behaviour which threatens any member of the college community on or off campus
- Offensive or abusive language and/or gestures at a college function
- Theft and/or dishonesty
- Violations of published rules
- Unlawful entry or attempted entry of any college building, facility or dwelling
- Failing to comply with the directions of a college official acting in their official role
- Violation of any Canadian laws
- Unauthorized alteration or misuse of fire safety equipment, firefighting equipment, safety equipment or emergency devices
- Solicitation or canvassing for commercial purposes without prior written consent

- Deliberate assault on a college staff member

Disciplinary sanctions - verbal/written warnings

The accommodations manager or a residence team member may impose one or more of the following sanctions for incidents of student misconduct:

- a verbal reprimand, except with more serious offenses including, but not limited to, smoking, intoxication and violence;
- a written reprimand (documented on a QF012);
- Three verbal warnings will result in a written warning (unless otherwise noted, i.e. smoking)
- Two written warnings will require a behavioral contract or may result in eviction
- Three written warnings may result in eviction
- written reprimand with the assignment of a $50 fine, a bill for any damages resulting from the misconduct and a period of Disciplinary Probation (documented on a QF012);
- an eviction notice (documented on a QF012), the assignment of a $50 fine and, if applicable, a bill for any damages resulting from the misconduct;
- an eviction notice and a recommendation for dismissal from the college (documented on a QF012), the assignment of a $50 fine and, if applicable, a bill for any damages resulting from the misconduct.
- Disqualification from living in any Holland College residence for any future academic years.
- a ban from any Holland College residence.

This list is not all-inclusive, and the college reserves the right to invoke additional disciplinary sanctions or action.

Handling incidents of misconduct

When misconduct occurs, the protocol followed by the accommodations manager and residence life coordinators will be:

1. On first offense, a staff person will discuss the situation with the student tenant and document it. The staff person discusses the specific rule/ policy that the student is violating, checks that the student understands, and ensures that the offensive behaviour is corrected. Any individual discussion with the accommodations management or a residence team member related to a violation of a particular rule should be understood as a verbal warning to the tenant and the tenant should adjust their behaviour accordingly in the future. Other residence life staff may request the tenant to correct offending behaviour when they become aware of it or it is brought to their attention. Staff are also requested to document the incident and report it to the accommodations manager at the earliest time.

   The first offense may also result in a misconduct notice. If a student is issued three verbal warnings, an automatic written warning will be issued, regardless if the verbal warnings were issued for different rule/policy infractions. Students are expected to read and

understand the rules and policies while living in residence.

2. On the second offense, the student is issued a Misconduct Notice (QF012). The notice may be issued as a written warning without any sanctions or follow-up, or the notice may be issued with any of the sanctions describe earlier in this section. The written warning indicates the specific rule/policy that the student has violated. The notice is signed by the student and the residence staff member completing the notice. A copy is placed in the tenant's file.
   Note: Failure by a staff member or the accommodations manager to realize that a tenant has committed other reportable misconduct does not preclude the accommodations manager from imposing further sanctions at a later time.
3. Before imposing or recommending any disciplinary sanction on a student, the accommodations manager will investigate and document any alleged incident(s) of student misconduct.
4. As soon as reasonably possible following that investigation and before imposing or recommending any such disciplinary sanction, the accommodations manager, shall give the student written notice of the following:
   a. description of the alleged incident(s) of student misconduct;
   b. particulars of any information obtained by him/her in relation to the alleged incidents;
   c. possible sanctions which may be imposed.
5. After the student has received this notice and has had a reasonable opportunity to review it, the accommodations manager shall give the student an appropriate opportunity to discuss the matter.
6. The accommodations manager shall document particulars of this meeting.
7. All discussions with the student with respect to the alleged incident(s) will respect the privacy of the student.
8. The accommodations manager shall record any disciplinary sanction imposed on Quality Form 012, give the student a copy, and request that he/she sign it. The original of this form is to be retained in the student's file maintained by the accommodations manager.
9. A period of disciplinary probation shall not exceed sixty (60) days. The terms of the probation will be described in detail on the misconduct notice.
10. The accommodations manager shall give a copy of their report and recommendation to the student. A copy of all misconduct notices issued by the accommodations manager will be sent to the manager of ancillary services.
11. The accommodations manager may evict a tenant from residence and make recommendation to the executive director responsible for the student's program for dismissal from the college. Eviction notices will normally specify a time period in which the tenant has to vacate the residence. However, when in the opinion of the accommodations manager, a student tenant commits a violation or offence that is deemed to be severe and requiring immediate remedy the tenant may be evicted immediately.

12. The executive director responsible for the student's program may accept or reject the accommodations manager's recommendation for dismissal from the college or may otherwise make such findings as he/she deems appropriate and may dispose of the matter as he/she deems just. The decision of the executive director to dismiss a student from the college is appealable under Quality Procedure A10 (Student Appeals).
13. Student tenants may appeal the decisions of accommodations manager to the vice president of corporate services. Decisions of the vice president related to the residence are final.

Monitoring disciplinary probation

1. The accommodations manager shall, during the term of any disciplinary probation, from time to time, as they see fit, review the particulars of the disciplinary probation, including compliance with the terms/conditions set out in the disciplinary probation, with the student. In any event, within a reasonable time prior to the end of the term of any disciplinary probation, the accommodations manager shall meet with the student to conduct a final review of the student's compliance with the terms/conditions of the disciplinary probation, at which time the accommodations manager may:
   a. decide that the student's disciplinary probation should end when its original term expires; or
   b. prepare a report that outlines the student's non-compliance with the terms/conditions and impose/recommend that further sanctions be imposed.

2. Where a recommendation is made by the accommodations manager to extend a period of disciplinary probation beyond the term set out, they will seek the approval of the manager of ancillary services.

Crisis situations

If, in the opinion of a member of the residence life staff, the continuing presence in the residence of a student tenant, or a guest of a student, is compromising the safety and security of other tenants or threatens the security of the residence, the staff member is to immediately contact the accommodations manager or manager of ancillary services. If neither of these individuals is able to be reached or is unable to respond immediately, then the Charlottetown City Police should be called.

The accommodations manager or residence life staff may also decide the best course of action is to have the Charlottetown City Police on the scene. The accommodations manager or their designate shall, as soon as possible after the crisis situation has occurred, inform the manager of ancillary services.

Student appeal

1. The appeal process set out in Quality Procedure A10 (Student Appeals) is available to any student who:

a. has received a disciplinary suspension from the college of greater than five (5) days;
b. has been dismissed from the college; or
c. is subject to a decision taken by the college, which has a direct bearing on the student's academic status, and who has no other forum for review within the college.
All other decisions are final and binding on the parties.

2. The initiation of an appeal under this procedure shall stay any sanction imposed, or any unserved portion thereof, until the appeal is heard and disposed of, except in situations where the student may significantly interfere with the operations or programs of the college and/or the residence.
3. Where there is no appeal from a dismissal, the vice president shall cause the appropriate student exit form to be completed and delivered to the admissions office.

Miscellaneous

1. If the person responsible for any step under these procedures is absent or unavailable, the president may appoint another to act in their stead.
2. Where any matter arises during proceedings, which are not otherwise provided for, the person or body responsible for that step shall have the power to determine the process that will be followed.
3. The person responsible for a step may extend or abridge any time limit prescribed or set in relation to that step.
4. Notice may be given by delivering the document to the person by personal delivery.
5. Notice shall be deemed effective by personal delivery on the day of delivery.
6. No proceeding hereunder is invalid because of a defect or irregularity in form.

Filing a complaint

Within the residence, general complaints regarding the residence, other tenants, noise, etc., should be made to the accommodations manager or after business hours and on weekends and holidays, to the residence life staff on duty. New complaints, or complaints that have not been resolved, may also be made in writing to the accommodations manager or email residence@hollandcollege.com. Students may also lodge a complaint under one of the Holland College formal complaint procedures identified below:

All complaints of harassment or discrimination must be dealt with under the process described in Quality Procedure QF003. Accommodations staff who become aware or who are informed of incidents of harassment or discrimination must report it to the accommodations manager. The supervisor will attempt to remedy the situation and, if unable to remedy, or if consultation is required, report the incident to the vice president of corporate services.

a. All complaints of harassment/discrimination that occur on Holland College premises or during any college-related activities are dealt with under Quality Procedure D03 (Harassment/Discrimination Complaints).
b. All complaints such as dissatisfaction expressed by students, parents, guardians, employers or the general public relating to the activities of Holland College with the exception of those covered under Quality Procedure D03, are covered under Quality

Procedure D02 (Complaint Procedure). To view this and other Quality Procedures **visit the quality website** from any computer connected to the college's network.

Safety, Security, and Emergency Procedures

All tenants and staff of the residence are responsible for the safety and security of the building. If a tenant notices any suspicious or irregular behaviour inside or around the outside of the residence, they should report it to the residence life staff on duty.

Security cameras monitor traffic within the building 24 hours a day. Interference or tampering with security equipment, or tampering with or misusing security equipment, is strictly forbidden. This includes (but is not limited to):

- moving a security camera from its original position, placement or viewing angle without prior permission
- covering a security camera or placing an object in front of a security camera which will blind the camera or defeat its purpose
- the turning out or dimming of any electrical light fixtures in the common areas, hallways and stairways is strictly forbidden

You can help keep the residence building secure by:

- Never propping open doors. Popping open doors that lead into the building compromises the safety and security of everyone in the building. Do not prop open the door from the hallway into your room, either. Doing so compromises your security and the security of your roommates as well.
- Never allowing strangers to follow you into the residence
- Reporting anyone who looks suspicious to staff
- Keeping your room locked at all times
- Never leaving your valuable items or large amounts of cash in open view. Holland College and the residence staff are not responsible for lost, damaged, or stolen property.
- Reporting theft or loss of property to staff immediately

Security Staff

Security work out of the main lobby every day from 8 p.m. – 4 a.m. Security and RLCs will check the building regularly to ensure that entrances and the buildings are secure and can respond quickly to emergency situations within the residence.

Law Enforcement

In situations where criminal activity is alleged to have taken place in residence, or when it is taking place in residence, the accommodations manager may ask the Charlottetown City Police into the residence to investigate the matter.

The residence management team, on behalf of the college, reserves the right to prosecute cases in either a criminal court of law or through the college's student misconduct procedure, or both at the same time. The choice remains with the accommodations manager or an appointed designate. Confidential statements completed by students may be provided to the Charlottetown Police upon request.

Campus lock-down

A lock-down is a way to ensure that students and staff are as safe as possible in the event of a weapons emergency such as the presence of an armed intruder on the campus. It occurs when it may not be safe for you to leave the building or area you are presently in.

Weapons emergencies include situations where shots have been fired; an armed intruder has been spotted; an armed intruder has caused harm to someone or is threatening to cause harm to someone; an individual has a weapon; or you have reason to believe that they have a weapon.

In all of these situations, do not try to evacuate, as you may be putting yourself in danger.

How to initiate a lock-down

If you see someone behaving in a way that causes you to suspect that they have a weapon or may be concealing a weapon:

1. Remain calm and if possible, move to a safe area
2. Call 9-1-1 immediately, using a cell phone or a cordless phone if possible
3. Advise the operator of the threat

Designated safe areas how to secure an area

If you cannot safely get to a designated safe area, you need to make your location as safe as possible:

- Gather together as many people as you can within your immediate area;
- Wherever you are at the time of the lock-down is probably the safest place to remain;
- If you are in a common area such as a hallway or open space, find a classroom or office, preferably with computer or phone access;
- Lock and/or barricade the door if possible;
- Make the room or area you are in appear unoccupied;
- Turn off lights or maintain minimal lighting;
- Close window blinds;
- Turn off cell phone ringers;
- Remain calm, and help others to remain quiet and out of sight;
- Take cover;
- Select one person in your group to communicate any threat or injury and your location to 9-1-1.

Try to remain calm and quiet and wait for the "all clear" message.

Fire regulations

Interference with or misuse of fire protection equipment, including smoke detectors, is strictly forbidden. Tampering with fire prevention equipment of any kind is an offense under the Criminal Code of Canada and will result in a student's immediate eviction from residence and a recommendation for suspension from the college. Charges may be laid. Tampering includes disconnection of a smoke detector or covering it with any material in an attempt to limit its function. Residents are required to sign a Fire Safety Policy prior to moving in.

Students who cause fires can expect disciplinary action. Students who cause false fire alarms (excluding tampering/ vandalism) will be fined $200 and can expect disciplinary action. When an illegal or wrong act results in an alarm, the same discipline applies. Examples of this are drug use, using firecrackers, cooking in rooms where electrical appliances are forbidden and smoking in non-smoking areas.

If you see or smell fire or smoke, don't panic! The building is equipped with fire extinguishers and alarms which are well maintained and tested regularly.

In case of fire in your room:

- Close the door of the room where the fire is
- Leave the room
- Close the door between the room and the corridor
- Sound the nearest internal fire alarm
- Evacuate
- Call 911

If you discover a fire anywhere in the building:

- Ring the nearest internal fire alarm
- Alert everyone in the area
- Evacuate
- Call 9-1-1

At the sound of the alarm:

- Remain calm
- Close windows
- Put on appropriate clothing
- Leave lights on
- Feel the door for heat, if cool, open door slowly
- Leave door closed but unlocked
- Wake tenants in adjacent rooms
- Evacuate by exit routes outlined on the back of your door
- Use an alternate exit if you encounter heat or smoke
- Re-enter the building only when it is deemed safe by security

If you cannot leave your room:

- Keep door closed and unlocked
- Call the front desk and let them know where you are
- Signal to people outside through your window
- Hang out a sheet or towel
- Seal cracks in door with towels or sheets
- Stay low to the floor
- Await instructions

Evacuation

You and your visitors or guests must evacuate each time the fire alarm annunciation broadcasts a second-stage alarm. If you refuse or fail to evacuate during a second-stage fire alarm you will face disciplinary action, such as a misconduct notice. During an alarm, you are required to leave the building completely and, once outside, stand away from doorways and fire lanes. You will not be allowed to re-enter the building until the all clear signal has been given by the fire department. You must cooperate with instructions provided by the staff.

Medical emergency

In case of emergency, tenants should dial 9-1-1 first and if capable, the front desk:

- Glendenning Hall: 902-367-7702
- Cumberland Residence: 902-367-3770.

Any student with particular health problems, allergies, medical conditions, etc., is requested to identify them to the accommodations manager. This will help us to deal effectively with any situations that might arise.

Living in residence

Moving in

Beginning of the academic year

You will be greeted by one of our residence life staff members when you arrive. They will give you an information package and accommodations agreement that you are required to read and sign before receiving your keys. If you are under 18 years of age, your parent or guardian must sign the agreement for you. Pets are not permitted in Holland College residences. If you have a service or support animal, you will need to make a formal request and wait for approval before you can bring the animal onto the premises. For more information, please refer to the Health and Wellness section.

Late Arrival

If you are arriving later than your program's start date, you must contact the accommodations manager prior to your move-in date and give them written notification that you will be late. If you do not arrive and register for your room by the start date of your program, and you have not notified the accommodations manager, your room reservation will be cancelled.

Moving in early or extending your stay

If you need to move into your room earlier than your assigned move-in date, or to stay longer than the date you are expected to move out, you will need to apply to have your occupancy extended. All requests must be made in writing to the accommodations manager. If you are granted an extension, a prorated fee will be charged. The college reserves the right to limit the length of an extension granted at the prorated rate.

Damage deposit

Upon move in, you will be given a room inspection sheet that lists the condition of the room. We expect normal wear and tear on our building, but damages that appear to be more than normal wear and tear will be the responsibility of the tenant and could lead to disciplinary action. Tenants are responsible for any costs incurred to repair or replace an item, and for extra cleaning of damaged or neglected items in the room.

If damages occur in shared areas and cannot be attributed to a specific tenant, charges will be divided among the tenants of the apartment or all the tenants in the residence if applicable.

- You are required to pay a $500 damage deposit which is included in your residence fees.
- Make sure that you agree with the inspection sheet and discuss any items that you are concerned about with a residence life staff member.
- You must sign the sheet and return it to a staff member within 24 hours of checking in.
- The accommodations manager or their designate may request the presence of the room tenants for a room inspection if damages are reported or suspected.
- Inspections are conducted in October, December, February, and when you move out.
- At the end of the academic year, the information on the form will be used to determine if damage beyond normal wear and tear has occurred, and if so, the cost to repair the damage will be subtracted from your damage deposit. If the amount exceeds the $500 damage deposit, your Holland College account will be billed.

Note: Removing window screens is prohibited. If you remove a screen, you will be charged the full replacement cost.

Note: Movement or rearrangement of furniture is prohibited. A fee of $100 will be charged if furniture is moved. This fee is on top of any damages that occurred when moving furniture.

Room keys

- You will receive a room key when you move in. Take care not to lose it or break it. Lending your key to another person is not permitted and will be considered a violation of residence rules.
- You are not permitted to change or manipulate door locks, or to install additional locking mechanisms or deadbolts.
- You will be charged $10 per key for a replacement key if you lose one or break it.
- If you lock yourself out, a staff member can unlock the door for you, if time allows. You will need to provide ID to prove that you have been assigned to that room. A verbal warning will be issued on the third occurrence.
  You will need to show your keys once you find them to ensure they are not lost. If you do not, a charge will be applied to your security deposit for replacement keys.

Any student who gains illegal access, or attempts to gain illegal access, to another student's room (including using the rightful tenant's key) will be sanctioned and can be evicted from the residence with no refund.

Things to bring

Your residence room is furnished with a double bed, bedside table, dresser, desk and chair. The kitchen has a table, chairs, a microwave, fridge, and stove. Moving furniture from the common rooms into private rooms is prohibited. This list can help you decide what you need to bring with you:

- Small appliances such as a kettle, coffee machine, etc.
- Pots and pans
- Kitchenware and cooking utensils
- Dish towels and dish cloths
- Bedding and pillows
- Laundry basket and detergent
- Clothes hangers
- Lamps and a flashlight
- Towels, face cloths and a shower curtain
- Toiletry items (toothpaste, soap, shampoo, etc.)
- Hair dryer
- Headache and cold medication
- Adhesive bandages and antibiotic cream
- Backpack
- 3M Poster putty (sticky tack)
- Cleaning supplies

Decorating

Feel free to put up pictures, posters, and other types of wall decorations using poster putty, however all poster putty must be removed upon move out. Any putty left on walls or any damage caused by putty will be deducted from your damage deposit. You are not permitted to hang anything using materials that will damage the walls, such as tape, tacks, nails or screws. Painting

and papering the walls is prohibited. If you have items that are offensive to others, you should keep them in your room and out of sight. Please do not put posters in the hallways or stairwells.

The furniture that is in your room is the property of Holland College and should not be removed from the room. Tenants will be billed for any missing or damaged furniture. ***Movement or rearrangement of furniture is prohibited. A fee of $100 will be charged if furniture is moved. This fee is on top of any damages that occurred when moving furniture.***

Make sure that you have tenant insurance in case your valuables are lost, damaged, or stolen. Contact your (or your parents') insurance company to find out if you are already covered under a homeowner's policy or if you will require additional insurance. If you need separate tenant's insurance, the cost is usually quite low and worth the investment. *Holland College is not liable for any lost, damaged or stolen property*.

Air Conditioners

Portable air conditioners are permitted in residence. **Window air conditioners are not permitted in residence.**

Cleaning contract

College staff will give your room a thorough cleaning and inspection before you move in, and you are required to sign a cleaning contract. You are expected to keep your room clean and tidy, and to ensure that the bathroom and kitchen area, including the appliances, are properly cleaned. Failure to do so is a violation of the residence rules and will be dealt with in accordance with residence misconduct policies.

Cleaning staff clean stairwells, common hallways, common areas and public washrooms.

Holiday Break

Residence will be closed for the December 2026 holiday Break from December 20, 2026, at 4pm to January 2, 2027, at 9am. Students should arrange travel plans/alternative accommodations for this period in December. For students who are unable to do so, Holland College has partnered with UPEI to offer rooms at the UPEI campus over the holiday break. The cost is $450 per student, payable directly to UPEI. This rate is based on shared accommodations, with two to three students per apartment. The new residence apartments include separate bedrooms, a living room, a shared bathroom, and a full kitchen.

We understand that relocating during the holidays may be challenging, and we sincerely appreciate your patience and understanding. More information about the accommodations, payment process, items to bring and move-in arrangements will be provided through email by October 15. Please let us know no later than **November 20** if you plan on staying over the holiday season

As noted in the Student Accommodations Agreement, residence fees do not include the Christmas vacation period. Students must move out 24 hours after their last exam.

NOTE: Room inspections will be completed over the Christmas break.

Moving out

End of the academic year

Students are required to vacate the residence 48 hours after their last class.

- Move-out extensions may be requested (but not necessarily granted) if done on or before April 10.
- Students are expected to leave their rooms in a clean state and will be held responsible for any extra cleaning that must be done.
- Room inspections will be completed to determine if there has been damage and/or extra cleaning is required.
- Remove all personal belongings and garbage.
- Lock your bedroom door.
- Your keys must be returned to residence management or residence staff. If leaving after hours, keys can be placed under the security cage at the main desk. An email should be sent to **residence@hollandcollege.com** indicating you have moved out.
- If you have long distance phone service, contact your service provider to arrange for disconnection of your account.
- Change your address with financial institutions, magazine subscriptions, friends, family, etc. – any mail received will be returned to the sender.
- Property left in a residence longer than 48 hours after the room has been vacated is considered to be abandoned and will be removed by Holland College. We do not accept responsibility for the storage or safekeeping of abandoned property.

Withdrawing and refund policy

A student who wishes to withdraw from residence MUST inform residence staff by emailing **residence@hollandcollege.com**. Students are expected to vacate their apartment within 48 hours of being exited from their program. Students are also expected to follow the guidelines noted above in the "End of The Academic Year" section.

Students who are exiting from the college must ensure their exit form has been received by the registrar's office prior to moving out. The accommodations manager will confirm the student's exit with the admissions office prior to completing the move-out process. Prior to finalizing the move-out, a room inspection will be conducted by the accommodations manager. Failure to follow this procedure may affect the amount of any refund to which the student may be entitled. Students will be charged the appropriate room fee until the date that the withdrawal form and keys are returned to the accommodations management or staff.

The college's admissions office will advise the accommodations manager of any student tenant that exits the college prior to the expected date of exit.

Refunds

All students have signed the accommodations agreement which states that they are obligated to pay for residence from September until their program end date. Refunds can only be approved by

the chief financial officer (CFO) of the college or a delegated authority.

Our refund policy is as follows:

- **BEFORE OCTOBER 31 (SEPTEMBER – DECEMBER)**
  If you leave residence before Oct. 31, you will be required to pay for the first semester in full, but you will be eligible for a refund of 50% for the second semester. If you do not owe any money to the College and you do not have any damage in your room, your security deposit will be returned.
- **AFTER OCTOBER 31**
  If you leave residence after Oct. 31, you will be required to pay for the full year and you will not be eligible for any refund. If you do not owe any money to the College and you do not have any damage in your room, your security deposit will be returned.

A student will not be eligible for a refund at any time if they:

- are dismissed from a program;
- are evicted from residence;
- Withdraw from residence but remain a student of the college.

Residence confirmation fees and damage deposits are ***non-transferable.***

Room changes

The college reserves the right to reassign individuals to different rooms and/or floors at any time should such moves be deemed necessary by the accommodations manager. Living with other individuals can be a challenge. Open communication with your roommate at the beginning and throughout the year on issues such as study habits, acceptable noise levels, cleaning, guests, etc. is essential and will help prevent conflicts. Tenants are expected to work together to resolve personal differences, with the help of a college counsellor if necessary. Tenants may request a room/roommate change only after one month of living in their assigned spaces. Changes, however, will only be considered after significant efforts to compromise have been made. Room changes are not made for reasons of convenience only. Changes may also be limited because of lack of available space.

All room changes must be pre-authorized by the college. Room change requests must be emailed to **residence@hollandcollege.com** one month after classes begin. Request for room changes will not be considered before this time. Students may be required to participate in a mediation session with their roommate (if applicable) before a room change is approved. Room changes are prioritized at the discretion of the college, based on the needs of all those who apply (not just on a first come first serve basis). Naturally, all room changes are also subject to the availability of alternate accommodation.

Laundry facilities

There are laundry rooms located on each floor in the residence. A laundry fee is included in your residence tuition, and the machines are available for current residents to use as needed. The

college is not responsible for damages to, or loss of, personal items. Residence laundry is for current tenant use ONLY. Allowing friends and/or family (non-residents) to use this service is strictly prohibited. Violating this policy may result in a verbal or written warning and a ban from residence for the non-resident.

Parking

Parking is available for all students who are registered tenants. You will be issued a Holland College student parking permit from your program. Keep your permit visible at all times while in the parking area because vehicles without visible parking permits will be towed at the owner's expense. We do not provide parking for guests and parking in front of residence buildings is 30-minute parking only, vehicles will be towed at the owner's expense. Please ensure visitors are aware of the parking restrictions. The college is not responsible for any damage that occurs to your vehicle while parked in our parking lot.

Garbage disposal

- For Glendenning Hall garbage bins are located on Kent St by the CAST building.
- For Cumberland garbage bins are located behind the building.

There are bins for Waste, Compost and Cardboard, this means that each student is required to sort their waste disposal into three streams. Make sure that you take your waste to our disposal bins to avoid unpleasant smells and fruit flies in your room. At first sorting can be a little confusing, but once you catch on, you'll be surprised at how much of your waste is being turned into compost instead of buried in a landfill! Ask a staff member for help or visit www.iwmc.pe.ca for more information.

Getting locked out

If you forget your keys in your room, a staff member, RLC, or security monitor can let you into your room. You must show your keys and student ID upon entering to ensure they are not lost. Any keys are that are deemed lost will need to be replaced. A key set is a $30 charge; individual keys are $10.

Getting locked out occasionally happens. However, if you have been locked out more than once, on your third occurrence you will receive a verbal warning. This warning will accrue in your file. Three *verbal* warnings of any kind will result in a written warning. Two written warnings require a behavioral contract. Three written warnings result in possible eviction.

Maintenance services

If you have a problem in your room that requires a maintenance call, such as a broken toilet or dripping tap, report the problem between 4 a.m. and 8 p.m. by emailing residence@hollandcollege.com, dropping by the front desk to see management during weekdays, or security in the evenings, or call 902-367-7702 (Glendenning Hall) or 902-367-3770 (Cumberland Residence) between 8 p.m. and 4 a.m.

Telephone, mail, and internet

Telephone

The telephone set included with the residence room is considered a component of the total contents of the student's room. Occupants of the room are responsible for the security, safety, and the legal operation of these telephones. Abuse of the telephone system in any way will result in the removal of the equipment and services to that room.

The Holland College residence offers local phone service only. It is up to the student to apply for and establish any calling card account that they may require. Calling cards are portable and may be used on almost any line. They may be billed to the individual, as opposed to any particular line. They are the student's responsibility and may not be billed to the student's residence line at Holland College.

You can purchase calling cards from a variety of places such as Atlantic Superstore, Walmart, etc. or Bell: 1-866-425-4268 (ask for a "no account" calling card); Primus: 1-800-670-2266.

Mail delivery

Canada Post delivers mail to the college's central mail room once per day. The staff then sorts it and delivers it to Residence around 3 p.m. The mail is sorted at Residence and put in students' mailboxes when the front desk staff begins their shift at 8 p.m.

There is no mail delivery on weekends, statutory holidays, or during college closures. If you are expecting something, please do not hesitate to check with the Accommodations Manager or RLC prior to 8 p.m.

Your mailing address at Holland College is:

Residence Name
Attention: "Student Name"
Room # 140 Weymouth Street
Charlottetown, PE,
Canada C1A 4Z1

Internet

As part of your residence service, Holland College has installed state-of-the-art equipment to provide all residents with Wi-Fi service. You will be given your log-in information upon move-in. If you experience any issue with service or connections, please notify a staff member.
Note: We do not provide ethernet connections for internet

Health and wellness

Living in residence is a unique experience for everyone. Most students have never had the opportunity to live away from home for a prolonged period of time or have never had to share a living area with someone other than their own family members.

Regardless of where you are living, health and wellness are important. Eating properly, getting enough rest, cleaning up your dishes, taking care of your personal hygiene, and washing your clothes, bedding, and towels regularly are important to support your physical and mental wellbeing, not to mention preventing infectious diseases and unwanted odours. While living in residence, students should be conscious of their personal wellness to maintain a healthy style of living, as well as to ensure they are not negatively affecting the people living with or around them.

Residence life staff can help tenants who may have questions about healthy living or personal wellness.

Roommate starter kit

Sharing a room can be a very positive, fun experience, but also requires work. To have a successful relationship, it is important that you invest the time and energy to resolve issues that arise.

Keys to success

- Keep an open mind
- Be truthful about your needs
- Don't expect to be best friends
- Ask for help from your RLC if you need it
- Don't make assumptions, when in doubt, ask
- Remember that your roommate is nervous too

Communication

Talk to each other. Listening is the road to understanding. Suspending judgment to hear the other person is difficult but will pay off in the long run. Discuss these topics with your roommate to avoid missing something important that might come back and affect you later:

- Cleanliness/tidiness of the room
- Study times in the room
- Use of speaker/TV, phone, computer and fridge
- What personal belongings can be shared, and which cannot?
- What if one of you stays out all night?
- Are overnight guests in the room okay?
- How often? Is advanced warning necessary?
- How will you resolve disagreements?

Conflict Happens

If you are experiencing difficulties in your relationship with your roommate, there are certain steps that are important for you to take toward resolving your differences:

- Try talking to your roommate
- Involve a member of the residence life staff quickly. They can assist you in identifying feasible communication strategies and will support you and your roommate as you work together to resolve the problem.

- Request a Roommate Agreement from an RLC or staff member

New student orientation

During the first week in September, Holland College, the student association and the residence life staff organize fun and exciting activities for new students. Activities are designed to help students learn more about their residence, their college, and one another. Throughout the week, various presentations on campus life are offered to introduce students to Holland College. It is a great way to meet other students and have fun! Information about these events will be emailed to you and provided at move-in.

Service and support animals

Holland College does not allow pets in residences, but service or support animals are welcome. If you have a service or support animal, you must make a formal request for permission to bring the animal into the residence. Submit a completed QF051 (Presence of a Service or Support Animal on College Property Accommodation Request Form) to Student Support Services. If your request is approved, you will need to complete QF052 (Presence of a service or support animal on college property agreement). Please see Administrative Regulation AR-30-01-2 in SAM for further information.

Counselling services

Free, confidential counselling is available to all Holland College students. These services support students who are dealing with mental health concerns, suicidal thoughts, personal or relational struggles, depression, anxiety, past trauma, sexual assault, sexuality, gender identity, addictions, adjusting to college life, or other things that may be affecting them.

To set up an appointment or for more information, please email **counselling@hollandcollege.com** or **visit our booking page.**

Appointments are available during regular college hours, Monday to Friday from 8:30 a.m. to 4:30 p.m.

If you are experiencing active thoughts of suicide or another mental health crisis, please call 911 or visit your nearest emergency department.

Student wellness program

24/7 free and confidential counselling line.
Tel: 1-833-549-3281 or online at **www.studentbenefits.ca**

PEI mental health and addictions

Free and confidential 24/7 emotional support and crisis intervention.
Tel: 1-833-553-6983

Student support services

We are here to support students in their educational and professional pursuits by offering access to strategic academic support, academic advising and career preparation.

A career assessment can help you identify which careers are most suited to you. We help you identify your career interests, aptitudes, personality, achievement level, and work values so that you can choose a program that will prepare you for the right career. A career assessment consists of one to three meetings with an examiner. The meetings last one to three hours. We prepare a report and discuss the results with you.

Academic support

If you have a learning disability, or suspect that you may have one, contact our Academic Support team. They will help you identify supports such as learning plans and adaptive technologies that will ensure that you can reach your fullest academic potential. We are dedicated to providing appropriate and reasonable accommodations for your disability.

Scholarships and awards

If you are an enrolled student, be sure to apply for enrolled awards before November 1. Award applications will open in September.

Health clinics

The Prince of Wales Campus Health Clinic is open for students from any Holland College location, and a Nurse Practitioner is available on the Summerside Waterfront Campus on Thursdays from 12:30 p.m. to 3:30 p.m.

The nurse practitioners are available to see students by appointment for non-emergency medical services such as sexual health counselling and screening, pregnancy testing and support, mental health management, referrals, prescriptions, and assessment of injuries. Students from any Holland College location are welcome to book an appointment. You must bring your Holland College health/ medical card with you when you go to these clinics.

For information on Health Clinic hours and to book an appointment, please **visit this page**.

Information about off-campus walk-in clinics can be found **here on the Provincial government website**.

Environmentally Friendly Living

The Holland College Green Machine created a zombie video with an environmental message. You can **watch it here**.

Here are the top ten things you can do to help protect the environment:

1. **Save Water**
   Take shorter showers, don't let the tap drip, get leaky faucets fixed, do full loads of

laundry. Imagine how much water can be saved in a year if everyone in the building shortened their showers by one minute!

2. **Save Energy**
   Turn off lights, appliances, computers, and stereos when you're not using them. Turn down the heat when you're not at home and put on a sweater instead of turning up the heat.
3. **Buy Less Stuff**
   Rent or borrow items that you use infrequently. Share household items like hair dryers with your roommates. You can read magazines and newspapers in the library.
4. **Cut Down on Food Waste and Avoid Disposables**
   Cut back on disposable napkins, styrofoam cups, condiment packages, plastic drink tops, etc. Carry your own mug for coffee or tea to go.
5. **Bring Your Own Bag**
   You carry and use your school bag or backpack nearly everywhere you go, so why take the disposable?
6. **Buy Recycled Products**
   Recycling only occurs when you "close the loop" and purchase and use products made of recovered materials.
7. **Avoid Using Hazardous or Toxic Substances**
   Certain products such as nail polish remover, paints, cleaners and sprays contain chemicals that pose risks to human health and the environment. Find non-toxic alternatives. Choose rechargeable batteries rather than non-rechargeable ones.
8. **Stop Junk Mail**
   Reduce the amount of unwanted mail you receive. Ask organizations and companies to refrain from selling your name to other companies.
9. **Reduce, Reuse, Recycle**
   Reduce: Use both sides of paper, cut down on disposable purchases. Think about whether you need to make copies at all. Can you check out the book or journal instead of copying the article or section you want?
   Reuse: Find new uses for containers, give away old clothes, invest in rechargeable batteries.
   Recycle: Deposit scrap paper, cereal boxes, newspapers, old notes, cans, bottles into the recycling bins in your building.
10. **Get Eco-Active**
    Consider joining environmental groups or a community agency that needs volunteers.