



student accommodations:
RESIDENCE HANDBOOK



PRINCE OF WALES CAMPUS > CHARLOTTETOWN > PRINCE EDWARD ISLAND

ISO 9001: 2015 CERTIFIED > REVISED 01/2023

table of contents

WELCOME	3	IDENTIFICATION	16
PURPOSE OF THE HANDBOOK	3	BIKES, SKATEBOARDS & ROLLERBLADES	16
RESIDENCE LIFE TEAM	4	DOOR PROPPING	16
COUNSELLING	4	SPORTS EQUIPMENT	16
THE RESIDENCES	4	FURNITURE	16
THE APPLICATION PROCESS	5	PORNOGRAPHY	16
ELIGIBILITY	5	VIOLENCE	16
APPLICATION FOR ACCOMMODATIONS	5	SUB WOOFERS	16
STUDENT ACCOMMODATION PRIVILEGES	5	DISCIPLINE CODE	16
WAITING LIST PROCEDURE	5	HANDLING INCIDENTS OF MISCONDUCT	18
ROOM ASSIGNMENTS	6	FILING A COMPLAINT	20
RESIDENCE COMMUNITY STANDARDS	6	LIVING IN RESIDENCE	
RIGHTS AND RESPONSIBILITIES	6	CHECK IN/MOVE IN/MOVE OUT	20
ALCOHOL	7	NEW STUDENT ORIENTATION	21
GUESTS	9	THINGS TO BRING	21
DRUGS	10	OUTSIDE COMMUNICATION	21
SMOKING POLICY	10	MAINTENANCE SERVICES	22
COOPERATION WITH STAFF	10	HEALTHY LIVING AND PERSONAL WELLNESS	22
NOISE	11	LAUNDRY FACILITIES	22
WEAPONS ON CAMPUS	11	PARKING	22
CAMPUS LOCK-DOWN	12	WASTE WATCH	23
DAMAGES	12	CLEANING/MAINTAINING YOUR APARTMENT	23
WITHDRAWING AND REFUND POLICY	13	SIGNS AND POSTERS IN COMMON AREAS	23
ROOM ENTRY POLICY	13	CONTACT INFORMATION	23
LATE ARRIVAL	14	CARING FOR YOUR ROOM	23
PRANKS	14	KEYS	24
LAW ENFORCEMENT	14	VALUABLES	24
CANDLES/INCENSE	14	BRINGING PERSONAL ITEMS	24
PETS	14	TENANT INSURANCE	24
FIRE REGULATIONS	14	EXTRA DAYS	25
SECURITY	15	ROOM CHANGES	25
MEDICAL EMERGENCY	15	ROOMMATE STARTER KIT	25
STAFFING	15	ENVIRONMENTALLY FRIENDLY LIVING	26

Welcome to Holland College's student residences, home to 277 students and a great place to meet friends, socialize, relax, study, and grow. We recognize that heading off to college is a big step and it is understandable that you may be a little nervous. Rest assured that our residence staff are here to help you make this transition as smooth as possible. We have live-in residence staff on every floor, and they are trained to answer any questions you might have and assist you with any concerns. We encourage you to get to know all our residence staff, and hope you will stop by our offices and introduce yourself.

You will get the most out of your residence experience by getting involved in your community. Meet as many different people as you can, especially in the first month, and do your best to be open minded. We trust that you will help us ensure that the residence experience is positive for all who choose to live on campus.

Please take the time to read this handbook to fully understand what is available to you and what is expected from you. We look forward to welcoming you to your new home and hope that you have an amazing year!

Accommodations Management Team

residence@hollandcollege.com

BRODIE COFFIN

MANAGER, 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

JILL JENKINS

RESIDENCE SERVICES REPRESENTATIVE
902-367-4119 / jrjenkins@hollandcollege.com

PURPOSE OF THE HANDBOOK

For many of you, this will be your first time living in residence. Residence life can be exciting; however, it can also present many challenges as you adjust to familiarize you with residence life — what you should expect entering residence, and also what we will expect from you.

It is not our purpose to take away the enjoyment of residence life; however, as with any living arrangement, in order for all participants to benefit fully, certain expectations are required. Whether you are entering residence for the first time, or are a returning resident, we request that you read the outlined policies in the handbook carefully (there have been changes from last year).

While you will find that the policies in this handbook are organized in sections, one general policy describes our overall expectation: respect and consideration for your fellow residents. All of our requests and regulations exist for the benefit of the residents. We value every student's right to a safe secure living environment — one that will facilitate academic goals. Mutual respect for each other results in a happy healthy living arrangement. If you have any questions about our expectations of you while you are in residence, please do not hesitate to get in touch.

FRONT DESK - GLENDENNING HALL

STAFFED 9 AM – 4 PM (MONDAY TO FRIDAY)
8 PM – 4 AM (7 DAYS A WEEK)
902-367-7702

FRONT DESK - CUMBERLAND RESIDENCE

STAFFED 9 AM – 4 PM (MONDAY TO FRIDAY)
8 PM – 4 AM (7 DAYS A WEEK)
902-367-3770

residence life team

Residence life staff is made up of a team of full-time staff and part-time student staff known as residence life coordinators, or RLCs. Several second year students live in and are employed as residence life coordinators. The RLCs have a wide range of responsibilities, both on their residence floor/section and throughout residence.

The RLCs help students adjust to residence and college life, and establish an environment conducive to self-direction, self-discipline, and self-improvement of the residents.

RLCs are knowledgeable about on-campus facilities and services, and can direct students to available resources as required. Each RLC is also responsible for planning and implementing various residence programs aimed at enhancing the overall residence and/or college experience. RLCs act as liaisons between the residents and the residence administrators. Since residence life encompasses a variety of different activities, RLCs strive to achieve a balance between quiet study and relaxing social events, so that the residence environment becomes productive and enjoyable for all residents.

Residence life coordinators are responsible for:

- » Distributing mail
- » Issuing and returning student room keys
- » Coordinating maintenance and work requests
- » Check-in and check-out
- » Contacting the on-call residence life staff
- » Dealing with general student inquiries and needs
- » Security rounds
- » Programming to create a community environment

counselling

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 call 902-566-9306. Appointments are available during regular college hours, Monday to Friday from 8:30 a.m. to 4:30 p.m.

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

ASPIRIA

24/7 free and confidential counselling line.
1-877-234-5327

THE ISLAND HELPLINE

Free and confidential 24/7 emotional support and crisis intervention.
1-800-218-2885

the residences

GLENDENNING HALL

The 186-bed Glendenning Hall features 90 fully furnished apartments. There are 62 two-bedroom apartments, 11 single apartments, 17 triple apartments, and three apartments built to accommodate disabled students.

The comfortable three-floor building features:

- » in-floor heating
- » elevators
- » spacious student common rooms on each floor
- » free parking
- » coin-operated 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)

YOUR APARTMENT

Glendenning Hall apartments contain:

- » private sleeping quarters
- » a kitchenette with a refrigerator, stove and microwave
- » telephone with local service
- » a table and two chairs
- » full bathroom
- » double sized bed (with the exception of 3 single rooms, but you will be notified if you have a single bed)
- » television with cable
- » Wi-Fi
- » a desk and chair
- » a night table
- » 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
- » an elevator
- » spacious student common rooms on each floor
- » free parking
- » coin-operated 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)

YOUR APARTMENT

Cumberland Residence apartments contain:

- » private sleeping quarters
- » a kitchenette with a refrigerator, stove and microwave
- » telephone with local service
- » a table and two chairs
- » full bathroom
- » double sized bed
- » television with cable
- » Wi-Fi

- » a desk and chair
- » a night table
- » a dresser

the application process

ELIGIBILITY

Students must be attending Holland College full time in order to be eligible for student accommodations. Students may live in residence for a maximum of two years only. Students who are registered as part time may be considered for accommodations at the discretion of the accommodations manager. Students whose status changes from full time to part time during the academic year must notify the accommodations manager.

APPLICATION FOR ACCOMMODATIONS

Students attending Holland College who are interested in living at the Holland College residence must complete the Holland College Student Accommodation Application (QF140). Students are strongly encouraged to apply for a room in the residence when they apply for their program. The initial application review date for rooms is February 28. Applicants will be advised in early April of their status.

STUDENT ACCOMMODATION PRIVILEGES

The college reserves the right to refuse an application for accommodations, to cancel or suspend tenant privileges at any time, and to reassign students to other rooms for reasons it deems appropriate.

WAITING LIST PROCEDURE

When the number of applications for accommodations exceeds the available beds, the college will add names of applicants to a waiting list.

Once you have been placed on the waiting list there are two ways in which your status could improve:

1. If someone currently assigned a room/bedspace withdraws from the college; or
2. If someone ahead of you on the waiting list withdraws their residence application.

If offered a bedspace, you must acknowledge the acceptance of the offer within the specified deadline, which is determined when the offer is made. At this point, you will be officially assigned to your bedspace.

ROOM ASSIGNMENTS

Rooms are assigned on a priority basis, taking into consideration, but not guaranteeing, any specific requests from those applying. Students must occupy the room and bed assigned to them by the college.

Students applying for double rooms are encouraged to apply in pairs. Individual requests for specific roommates will not be considered. Both roommates must request each other before the college will place them together. The college will assign roommates to those without specific requests, taking into consideration the information presented on their application and on the Roommate Questionnaire.

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. The college also reserves the right to fill vacancies in residence. 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 and/or roommate change only after one month of living in their assigned spaces. Changes will only be considered after significant efforts to compromise and get along with one another have been made. Room changes are not made for reasons of convenience only. Changes may also be limited because of lack of available space.

residence community standards

During the academic year (September – April/May), the Holland College residences are locked 24 hours a day and are accessible only to residents, their invited guests, and college employees who are required to be in the residence as part of their employment. Essentially, during that time, the

residences are for the exclusive use of residence students. Any person found within the residence buildings who does not fit the above description will be escorted out of the building. The Holland College residences are considered to be private residences during the academic year.

In order to ensure that every resident gets the most enjoyment out of his/her time in residence, the following policies have been put in place. Abiding by them not only increases your enjoyment, but also assures the enjoyment of other students. These policies have been devised to provide each resident with a safe and secure living environment that supports academic learning.

PLEASE NOTE: While every effort has been made to outline specific policies, the Holland College residence recognizes that situations may arise throughout the year that have not been mentioned in the handbook. The rules and regulations of residence life are, therefore, subject to change and review.

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
- » The 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 accommodations 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:

- » 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
- » Check their Holland College e-mail account on a regular basis
- » 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

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

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.

PURPOSE

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.

INTRODUCTION

The objectives of this policy are:

- » 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 personnel (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.

With the introduction of the legal sale of alcohol products in cans (ie beer) and to decrease the potential of broken glass within the residence, bottled beer will not longer be permitted outside of your room. All beer 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, pint bottles (plastic or glass), or kegs (large or mini) are not permitted. Glass containers are also not permitted.
- » Containers cannot hold more than ten (10) ounces.
- » The accommodations manager, residence life staff or other persons in authority may shut down a room or common room party at his/her discretion.
- » Overindulgence in any area of the residence will not be permitted. Offenders will be subject to disciplinary action.
- » Drinking games and 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.

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 (i.e., water bottles, plastic cup).
- » Alcohol can be transported from one floor to another floor in a closed box, non-transparent bag (i.e., 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 spillage, breakage, or other related accidents.

STUDENT ROOMS

Staff are authorized to enter any student room if there is suspicion of violation of any of the residence policies outlined in this handbook.

The health and safety of residence students is of primary concern. Students are expected to inform residence life staff when assistance is required.

guests

Each resident is permitted to host three (3) guests at any one time. Guest sign in may be limited or restricted due to provincial health guidelines.

All guests must be at least 18 years of age to be signed in. A photo ID will be required prior to access. Special requests from resident guardians can be made by email to the accommodations manager requesting permission for any under age guests to be signed in. Prior to quiet hours one and only one overnight guest is allowed.

After 7 p.m. during the week and on weekends, residents must sign in their guests at the residence desk by completing the guest sign in form and presenting photo identification. All guests must report to the front desk prior to attending to the room of the student they are visiting. Any guest that arrives at the residence at such times when a front desk staff is not on duty (this may occur prior to 7 p.m.) must attend the front desk along with the resident to whom the guest is visiting at 7 p.m. in order to sign the guest into the facility. If it is discovered that a resident has unregistered guests in their room, residents will be contacted by staff. At that time the resident will be given the opportunity to sign the guest into the facility or indicate that they do not want the guest on the property. All guests must be with the person who signed them in at all times. No exceptions.

A guest is any non-resident of a residence building. Anyone who is invited to, accompanied on, accepted or admitted to the residence property is deemed to be a guest of that resident. Uninvited visitors are trespassing. All residents have the right and the responsibility to ask all uninvited visitors to leave the premises (with the assistance of the front desk staff if necessary). A guest can be asked to leave at any time by residence life staff or the accommodations manager. An overnight guest is anyone staying in residence after 1 a.m.

Overnight guests are welcome as visitors only in cases where a roommate has been consulted and has given assurances that she or he will not be inconvenienced by the presence of the visitor. Only one (1) overnight guest is allowed.

Overnight guests are not permitted to stay more than ten (10) nights per month, and may not return excessively. To clarify, this rule applies to both the resident signing the guest in (they are only allowed an overnight guest 10 times — it can be the same person or 10 different people) and the guest (they can only stay here 10 nights — they cannot stay 10 nights with one resident and then additional nights with another resident — ten (10) is the maximum).

Please note that the Holland College residences are not designed to accommodate couples.

- » Special requests may be honoured by contacting the accommodations manager prior to the proposed visit.
- » Guests who cause noise or other disturbances will be required to leave the residences immediately.
- » Guests may only stay overnight in your room. Guests may not sleep in hallways or common rooms.

RESPONSIBILITY FOR GUESTS' BEHAVIOUR

Residents must inform their guest of all policies and be present as hosts of their guests at all times. Failure to be present does not mitigate or relieve the host's responsibility for their guest's behaviour, whether they participated in, condoned or were aware of that guest's behaviour or not. Specific sanction(s) will be determined by the list of possible sanction for the offence(s) committed by the guest.

drugs

The trafficking, use, or possession of illegal drugs is a federal offence, inside or outside the Holland College residence, 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 normally will be evicted from the residence without a refund.

As of October 17, 2018, cannabis is legal in Canada. Please be advised of the following regulations that are 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.
- » If there are any roommate conflicts concerning the possession of cannabis, you should contact Shayla to discuss these concerns. The only exception that will be taken into consideration, is a medical cannabis license.
- » The college will also not be allowing 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 responsibly

smoking

Since January 1, 2007, the college has provided a tobacco and smoke free work and study environment for students, faculty, staff and visitors, 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 therefore subject to the sanctions described under that section of the handbook. As a registered tenant you are responsible for ensuring your guests are made aware of these requirements and for ensuring they do not violate the no smoking policy. Please note that 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.

Please note: Smoking has a two (2) strikes and you will be evicted policy.

cooperation with staff

Residents and guests are expected to comply with reasonable requests from staff members. Failure to comply with and/or verbal or physical abuse directed towards a staff member (residence life staff, custodial staff, maintenance staff, Holland College staff or the accommodations manager) will result in disciplinary action up to and including eviction from residence. Interactions with all members of the college community are expected to demonstrate respect. Misleading, not cooperating with, and providing improper identification to staff is prohibited, as is interfering with any residence investigations.

noise

A student's right to quiet study and sleep supersedes others' rights to make noise, 24 hours a day, 7 days a week. Students need to be aware of their neighbours and be prepared to compromise on issues of noise. Cooperation helps make the residence a great place to live! Should a resident be disturbed by noise at any time (while in his/her room or in the lounge) it is his/her right to request the offender(s) to quiet down. Residents should approach the residence life staff on duty or the accommodations manager for assistance in situations where disputes over noise cannot be settled. Stereo and computer subwoofers are not permitted.

Quiet Hours are those times during which residents are prohibited from making noise that can be heard outside their bedrooms, or that may be disturb the resident's roommate (if applicable), or which can be heard from outside the residence and disturbs a resident inside the building.

While absolute silence may not be possible (nor expected), excessive noise is not permitted.

Quiet Hours exist in Residence during the following times:

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

On occasion, the accommodations manager may suspend quiet hours for special events, providing that tenants are given advanced notice.

Excessive noise is noise that can be heard outside of the room or outside the residence. Please Note: Sub woofers are not allowed in residence. Excessive noise will not be tolerated. Residence staff will determine whether noise levels are deemed to be excessive. The process for dealing with incidents of excessive noise will be as follows:

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.

weapons on campus

(AR-30-04-3-MEC-D1 MANAGEMENT DIRECTIVE)

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: www.hollandcollege.com/quality.

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. Call 9-1-1 immediately, using a cell phone or a cordless phone if possible.
2. 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, unless notified otherwise;
- » If 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.

damages

A security deposit of \$300 is required prior to move-in. It is expected that normal wear and tear will affect our facilities; however, damages that appear to have occurred beyond this will lead to disciplinary action. Residents are held responsible for any costs incurred in repair, replacement, and/or extra cleaning of damaged or neglected items and area. Further, when damages occur to shared areas and cannot be attributed to specific individuals, charges will be distributed among the residents of the apartment, or the entire residence as applicable. Such owing amounts will be divided among the residents of the room, or the entire residence as applicable. Such owing amounts will be applied against individual security deposits, with any extra amounts being billed to the individuals.

Residents will complete a room inspections form when they arrive. It is the responsibility of each resident to ensure that the information contained in his/her form is correct, and to submit the form to a Residence Life staff member within two days of checking into residence. At the end of the academic year, the information on these forms will be used to determine if extra damages have caused within rooms/apartments. Residents are required to sign a Cleaning Contract prior to moving in.

Please note that the removal of window screens is prohibited, as they are inevitably damaged in the process. Residents will be charged the full replacement cost for screens that have been removed.

withdrawing and refunds

A student who wishes to withdraw from residence **MUST** officially check out with the accommodations manager. Students are expected to vacate their apartment within 48 hours of being exited from their program.

Students who are exiting from the college must ensure their exit form has been received by the registrar's office prior to checking out. The accommodations manager will confirm the student's exit with the admissions office prior to completing the checkout process. Prior to finalizing the checkout, 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 manager. 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. All refunds will 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.

room entry policy

As a representative of the college, the accommodations manager or his/her 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

late arrival

If you do not arrive and register for your room by the start date of your program and you have not communicated with the college, your room reservation will be cancelled and your \$500 confirmation fee will be forfeited. If you know that you will be arriving late, you must contact the accommodations manager and give written notification prior to your scheduled move-in date that you will be arriving late for the accommodations.

pranks

While pranks are usually performed by persons with no intent to harm another person or property, pranks that cause harm to persons or property cannot be excused. You are responsible for your own behaviour, no matter what your purpose. Students who engage in pranks can expect to be disciplined for mischievous and disruptive behavior.

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 delegate. Confidential statements completed by students may be provided to the Charlottetown Police upon request.

candles/incense

Lit candles and incense are not permitted in residence. Students who require the use of candles/incense for religious purposes need to contact the accommodations manager.

pets

Holland College does not allow pets of any kind in the residence.

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 911

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.

security

Everyone, including the student tenant, has a responsibility to ensure that his or her accommodations are safe and secure. Security cameras will monitor traffic within the building at all times. Should any student note any sort of suspicious or irregular behaviour within or around the residence they should report it to the residence life staff on duty.

During normal operation hours, staff will be available in the front desk area to respond to any security concerns.

Interference, alteration, tampering or misuse of any security equipment is strictly forbidden. This includes but is not limited to the following:

- » 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

Students/guests can assist with the security of the residence by:

- » never propping open exterior doors
- » not allowing unknown people to follow you into the residence
- » reporting any persons who appear suspicious to staff
- » keeping their room door locked at all times
- » insuring their personal belongings, as the college or the residence does not take responsibility for lost, damaged or stolen property
- » not leaving valuables in open view

medical emergency

In case of emergency, tenants should call the front desk (Glendenning Hall: 902-367-7702 or Cumberland Residence: 902-367-3770) or dial 911. 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.

staffing

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

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.

bikes, skateboards, and rollerblades

No biking, rollerblading, roller-skating or skateboarding, etc. are allowed inside the residence.

door propping

Propping doors that lead into a building compromises the safety and security of the community. Any attempt to prop outside doors so that they remain open is not permitted. You should not prop open the exterior door to your room, it compromises not only your security but your roommate's security as well.

sports equipment

Sports equipment is intended for outdoors or in proper facilities and not in the residence rooms or common areas. Playing hockey, throwing balls or similar activities in the buildings may result in unnecessary damage to the buildings and is prohibited. Those with hockey equipment must keep it stored neatly in the designated area or within the confines of their room.

furniture

Common area furniture is for the use of all tenants and should remain in common areas. Removal of such furniture to private rooms is prohibited. The residence rooms contain certain furnishings and removing that furniture is also prohibited. Students will be billed for any missing or damaged furniture.

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).

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.

sub woofers

Sub woofers are not allowed in residence. If a staff member discovers a sub woofer, it will be put in storage until the student leaves residence.

discipline code

At Holland College, non-academic standards of behavior on the Holland College campuses and facilities are as important as academic standards. The Student Accommodations Discipline Code is directed towards non-academic standards of behavior and seeks to define the rights and responsibilities of students as members of the college community.

All Holland College students, whether or not they live in the college's residence, are responsible for their behaviour and must accept the consequences for choices made. All students who reside in residence must abide by the applicable terms of the Holland College Code of Conduct for Learners as provided in Board Regulation 50-06-1, as well as the policies and regulations set out in this handbook,

the Student Accommodations Agreement, the college calendar, 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/residence property, their account is charged the appropriate amount to repair the damage and the appropriate disciplinary step is 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 the appropriate disciplinary step is taken. In extreme cases (or those that involve violation of criminal law), the accommodations manager or his/her designate, may waive the steps outlined in this policy and move to evict the student.

The ultimate goal of the college's residence is to provide an 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 and are expected to read and understand the Holland College student accommodations handbook.
2. Prior to moving in to the residence, 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 or 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 his/her official role
- » Violation of any Canadian laws
- » Unauthorized alteration or misuse of fire safety equipment, fire fighting equipment, safety equipment or emergency devices
- » Solicitation or canvassing for commercial purposes with prior written consent
- » Deliberate assault on a college staff member

DISCIPLINARY SANCTIONS

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

- a. a verbal reprimand, except with more serious offenses including, but not limited to, smoking, intoxication and violence;
- b. a written reprimand (documented on a QF012);
- c. 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);
- d. 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;

- e. 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.

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 accommodations manager related to 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.
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 accommodations manager 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 shall 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. 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 his/her 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

14. The accommodations manager shall, during the term of any disciplinary probation, from time to time, as he/she 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.
15. Where a recommendation is made by the accommodations manager to extend a period of disciplinary probation beyond the term set out he/she shall seek the approval of the manager of ancillary services.

CRISIS SITUATIONS

16. 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.
17. 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 his/her designate shall, as soon as possible after the crisis situation has occurred, inform the manager of ancillary services.

STUDENT APPEAL

18. 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.
19. All other decisions are final and binding on the parties.
20. 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.
21. 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

22. If the person responsible for any step under these procedures is absent or unavailable, the president may appoint another to act in his/her stead.
23. 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.
24. The person responsible for a step may extend or abridge any time limit prescribed or set in relation to that step.
25. Notice may be given by delivering the document to the person by personal delivery.
26. Notice shall be deemed effective by personal delivery on the day of delivery.
27. 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:

Note: All complaints of harassment or discrimination must be dealt with under the process described in Quality Procedure D03. 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 hollandcollege.com/quality from any computer connected to the college's computer network.

check in/move in/move out

SEPTEMBER

When you arrive in residence you will be greeted by one of our residence life staff members. You will be given an information package and will be required to sign the accommodations agreement. If you are under 18 years of age, we require the signature of a parent or guardian. You will be shown to your room where you will receive your keys and a room inspection sheet. This sheet will have a list of existing room conditions and will be used in the spring to assess the condition of the room when you checkout.

CHRISTMAS

As noted in the Residence Life Agreement, residence fees do not include the Christmas vacation period. Students must move out 24 hours after their last exam. Move-out extensions may be requested (but not necessarily granted) by those students who request an extension before December 1. However, staying in residence over Christmas break will NOT be an option.

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

JANUARY

The date that residence will reopen after Christmas break will be communicated prior to moving in.

MOVE OUT

- » 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. Please make arrangements with the accommodations manager to thoroughly inspect your room with you present.
- » All personal belongings and garbage must be removed.
- » Your keys must be returned to the accommodations manager.
- » If you have long distance phone service, contact your service provider to arrange for disconnection of your account.
- » Change your address with all financial institutions, magazines to which you subscribe, friends, family, etc. – any mail received will be returned to the sender.

- Artwork/room decor
- Bedding/pillows/comforters
- Toaster
- Pens/pencils/highlighters
- Calendar
- Shower curtain
- Slippers
- Double sized sheets
- Flashlight
- Towels & face-cloths
- Toiletry items
- Pots & pans
- Utensils
- Plates & bowls
- Sports equipment & clothes
- Dressy clothes for semi-formal
- Headache & cold medication
- Comforter/quilt/duvet cover
- Band-aids & antibiotic ointment
- Board games & deck of cards
- Blender
- Laundry basket
- Lamp
- Stapler & scissors
- Clothes hangers
- Books/magazines
- Small knapsack
- Stationery
- Sticky tack
- Hair dryer
- Towels/face-cloths
- Glasses
- Dish towels/cloths

new student orientation

During the first week in September, Holland College, the student union and the residence life staff organize fun and exciting activities for new students to Holland College. All 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 a lot of fun while doing so!

Information about these events will be mailed out to you and will be provided at registration. Information about orientation activities can be viewed on the College's website: hollandcollege.com

things to bring

As you prepare to come to college, there are a number of things to consider. We have created a list of items that we suggest you bring to make your stay in residence more comfortable. You may want to bring these from home, or you can purchase them at Samuel's Campus Store on the Prince of Wales Campus. **Please call Samuel's at 902-566-9523** to find out how you can have a number of these items delivered to your room prior to your arrival.

outside communication

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 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 3:00 p.m. The mail is sorted at Residence and put in students' mailboxes when the front desk staff begins their shift at 8:00 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 8:00 p.m.

YOUR MAIL 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 in order to provide all residents with Wi-Fi service. You will be given your log-in information upon registration. If you experience any issue with service or connections, please notify a staff member.

maintenance services

If you experience a maintenance problem with your room, you can report the problem to the front desk in person, by calling 902-367-7702 (Glendenning Hall) or 902-367-3770 (Cumberland Residence) or by email: residence@hollandcollege.com.

healthy living and personal wellness

Living in residence is a unique experience for everyone. The majority of 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 live, healthy living and general personal wellness are important daily tasks that everyone should complete. Personal hygiene

and healthy living can stem from eating properly, bathing on a regular basis, brushing and flossing your teeth, and washing your clothes and linens, to making sure you are well rested. 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.

Maintaining a healthy style of living and good personal hygiene not only eliminates tension among residents, it also helps to prevent infectious diseases and unwanted odours. Diseases and odours may be absorbed by clothes, hair, skin, improperly prepared food, and unclean living and cooking areas. As part of the Residence Life program it is important to ensure that residence students are aware of what may happen if they practice poor hygiene or neglect a healthy style of living. Residence Life staff members are available to help students who may have questions about healthy living or personal wellness.

laundry facilities

There are coin-operated laundry facilities located in the residence. The college is not responsible for damages to, or loss of, personal items. These machines accept quarters and loonies. You are responsible for providing your own coin(s) for the laundry machines.

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 the building is Half Hour parking only. 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

Our garbage bins are located at the back of the building. We provide blue bins within each residence and blue bags for students to use. It is important to take your garbage out often — it doesn't take long for smells and fruit flies to become a problem.

On PEI, garbage disposal is covered under the Waste Watch program. This mandatory source-separation waste management system operates throughout PEI. Tenants of the Holland College residences are expected to read the posted instructions and follow the guidelines for waste sorting and disposal. Should you have any questions please ask a staff member or visit the Island Waste Management Corporation's website at www.iwmc.pe.ca

cleaning/maintaining your apartment

All students are required to sign a cleaning contract. Rooms will be inspected prior to moving out. Students will be notified of any violations and given an opportunity to comply and fix the issues.

Students are expected to keep their room in a clean and neat condition, this includes the kitchen appliances. Cleaning supplies will be kept at the front desk and can be signed out by students.

Cleaning staff clean all stair areas, common hallways, common areas and public washrooms regularly.

signs and posters in common areas

The college does not permit any signs, posters, banners and/or markings on any walls, windows or doors. Any postings on the bulletin boards provided are to have the prior approval of the accommodations manager.

contact information

In keeping with college policy regarding the release of information, the staff does not provide the room numbers of students to persons making inquiries (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.

caring for your room

Any pictures, posters or other types of wall hangings must be hung with poster putty. Students are not allowed to hang pictures, posters, and other materials on the walls in their room using anything that will result in damage to the walls. No part of the premises is to be painted, papered or decorated.

Alterations of any description to phone connections, cable outlets and electrical installations are not permitted.

Prior to your arrival, college staff will give your room a thorough inspection and any deficiencies will be noted on a comprehensive inspection form. This form notes the content and condition of your room and the furniture. Upon your arrival, you are required to review the inspection form, note any discrepancies and return the signed form to the accommodations manager or designate. The inspection form is kept on file and is used as a reference for all future inspections during the year and at year-end. Facilities and college staff are required to note and report any damage they may observe during routine cleaning of common areas. The accommodations manager or designate may request the presence of the room occupants for a room inspection if damages are reported or suspected. The cost of damages beyond normal wear and tear or replacement of an item will be billed to the student. Failure to pay may result in dismissal from the residence.

ROOM INSPECTIONS

The college reserves the right to conduct periodic inspections of all residence areas (includes tenant rooms) for cleanliness and damage. When possible, advance notification of these inspections will be given. During Christmas and other breaks, students can expect that their rooms will be inspected.

DECORATING

We encourage you to make your room yours. Please feel free to personalize your room so that you will be comfortable. However, because of the potential risk to furniture and walls, tape, tacks, wallpaper, screws, nails and painting are not permitted. We request you use poster putty to fix items to the walls.

Also, we request that you please respect your roommates in your choice of decorations. If the material displayed is offensive to others, you will be asked to remove it.

Keys

Upon checking in, each student tenant is issued a room key. You should take extra care not to lose your key and should never lend it to another person.

Any student who attempts to gain or successfully gains illegal access to another student's room (including taking the student's key) will be subject to sanctions up to and including eviction from the residence without refund.

Lost keys will be replaced at a cost of \$10 per key. Should keys not be returned upon move out, this charge will be applied against the resident's security deposit. Students are not permitted to change or manipulate door locks or install additional locking mechanisms or deadbolts.

LOCKED OUT?

Staff will unlock the door to your room as staff and time allows. You must be assigned to that room and you must be able to provide ID to prove your identity. Should this service be abused, a fee may be implemented.

valuables

Students are reminded not to leave large sums of money or valuables in their rooms. The college cannot assume responsibility for lost, stolen or damaged possessions. Please report theft or loss to staff immediately. You are urged to keep your door locked at all times when not in your room.

bringing personal items

Your room will be your home for the academic year. Please be aware that the college **does not** provide:

- » Bed linens for a double sized bed
- » Towels and face-cloths
- » Soap and toiletry items for personal use
- » Detergent for washing clothes and laundry bag/basket
- » Shower curtains
- » Kitchen/cooking utensils

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.

tenant insurance

You are responsible for arranging adequate insurance coverage for all of your belongings. The college's insurance policy does not cover damage to or loss of your personal property, however it was caused. You should contact your family insurance agent to determine if you are covered under your parent's or your own home insurance and if so, for what amount.

extra days

Under normal circumstances, students are not permitted to arrive earlier or stay later than the period described in the terms of occupancy. All requests for additional time must be made in writing to the accommodations manager. If extensions are granted, a prorated fee will be charged. The college reserves the right to limit the length of extensions granted at the prorated rate.

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 request forms are available from the accommodations manager two weeks 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.

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

WHAT HAVE YOU FORGOTTEN?

If you haven't discussed these topics with your roommate, you've missed something important that might come back and affect you later:

- » Cleanliness/tidiness of the room
- » Study times in the room
- » Use of stereo/TV, telephone, computer and/or refrigerator
- » 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? How much advanced warning is 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.

environmentally friendly living

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 your centre's libraries.
4. **Cut Down on Food Waste and Avoid Disposables** - Cut back on disposable napkins, styrofoam cups, condiment packages, straws, 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 one of numerous environmental groups on campus or find a community agency that need volunteers.

