

Welcome to Baker House!

Congratulations on making a great decision to live with us! Living in residence offers you a very special and rewarding experience — it is much more than a place to live!

To help facilitate a positive experience, the staff and students in Residence Services and Student Life work hard to provide you with a wide variety of programs and services in addition to convenient, safe, and secure facilities. We provide you with opportunities designed to enhance your academic experience and to develop your transferable skills beyond your stay with us by living with people from all over the world.

For example, you will have access to a University 101 course at no cost that's worth two credits! Volunteer for the Baker House Residence Association (BHRA)! You will have many leadership opportunities, such as joining a UFV club or attending a leadership retreat. You will form friendships with people from diverse backgrounds and participate in many intramural activities.

Whether attending UFV for the first time or returning, this handbook is designed to help familiarize you with living in residence, on the university campus, and in the larger Abbotsford community. Remember to take care of yourself, take care of each other, and take care of our place.

Once again, thank you for joining us and please take advantage of one of the most fun and supportive aspects of your university experience!

We are excited to have you here. Welcome home!

Sincerely,

Your UFV Residence Services Team

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# Welcome

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## Move In

Residents check-in with the Front Desk to move into their unit. If Front Desk is closed, you can call the Resident Assistant (RA) on call at 604-302-2362. When you check in, you will receive a UFV Campus Card, a key to your bedroom, and a mail box key. You will sign a contract. You will also receive a Unit Condition Report form and this Residence Handbook. The meal plan will be activated once you get your UFV Campus Card.

## Residence Orientation

Residence “O” is held the night of the UFV New Student Orientation. It is a chance to meet people in the building, and familiarize yourself with staff and services, as well as have fun! A Residence Orientation video outlining much of this handbook will be shown at the Orientation. Floor meetings are essential to knowing what you need to know while living with us. Ask your Resident Assistant or Front Desk when your floor meetings are held.

## Check-in Inspection/Unit Condition Report (UCR)

A check-in inspection will be conducted prior to when you first move in to assess and record the condition of your unit upon taking possession. The Unit Condition Report (UCR) is given to you when you first move in. A copy of this form is kept on file and will be compared to the UCR from your check-out inspection in order to assess charges for cleaning and damage. It is your responsibility to review your copy of the UCR from your check-in inspection to ensure the condition of your unit is recorded accurately and thoroughly (please contact the Front Desk if you have not received a copy of your UCR). The UCR acts as a written “photograph” of your unit. It is in your best interest to ensure that the form is filled out completely and accurately to avoid disputes in damage and cleaning charges when you move out.

# 1.0 Administration

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## Residence Services

Residence Services offers resources, support, and assistance in regards to all aspects of living in residence at UFV. Whether it is related to your housing account, your application, or your relationship with your roommate, we have people here to help out.

## Business Hours in Office (Unit 111)

Monday–Friday 8:30 am–4 pm

Weekends & Holidays CLOSED

*\*Resident Assistants and Front Desk Assistants are available to help you outside of these hours.*

## Front Desk

### September–April (Academic)

Monday–Wednesday 8 am–10 pm

Thursday 8 am–2 am

Friday 8 am–1 am

Saturdays Noon–1 am

Sundays & Holidays Noon–8 pm

### May–August (Summer)

Monday–Friday 8 am–8 pm

Weekends & Holidays CLOSED

## Resident Assistants

Resident Assistants (RAs) are available for support, maintenance concerns, lockouts, and are trained to deal with any emergencies or conflicts that arise. RAs also host floor meetings every second week where you can learn residence news, discuss issues, and find solutions. **Resident Assistants are available 8 pm to 8 am Monday to Friday and 24 hours a day on weekends and holidays.**

## **Residence Association**

The Baker House Residence Association (BHRA) is comprised of UFV students living in residence that enjoy working alongside the resident assistants and the front desk staff. The association strives to promote a fun and safe environment for all residents. The BHRA also helps to develop positive living and learning environments by planning, implementing, and facilitating various services and programs. They can be reached at [bhra@ufv.ca](mailto:bhra@ufv.ca)

### ***1.01 Eligibility***

To be eligible to live in Residence, it is required that you are a full-time student (9 credits) at the University of the Fraser Valley during the academic year. If at any time, during the semester, you drop below the nine credit minimum, you must notify Residence Services. Failure to do so may result in immediate eviction from Residence. A check on residents' full-time status will be performed once a semester by Residence Services.

### ***1.02 Assignment Policy***

Assignment policies at UFV are established to enhance our diverse community. Living in Residence provides access to programs and services that enable our students to achieve success, build lasting friendships, and have an enhanced university experience. Requests for specific floors, rooms, or roommates are considered, but not guaranteed.

**PLEASE NOTE:** *Transferring rooms will result in an additional charge and/or an adjustment in fees.*

### ***1.03 Resident Contract***

The resident agrees to abide by the terms of this contract, all provincial and federal laws, and university and residence rules, regulations, and policies. If any discrepancy should arise between this contract and any verbal communication or written publication released by the Residence Services department, this contract will be held to.

### ***1.04 Resident Accounts***

It is the resident's responsibility to make sure their account is up to date. Any charges added during the year, such as participation in an event or lockout fees, must be paid off within two weeks of being charged or a late penalty will be accrued. Penalties will be based on the amount owed and are at the discretion of Residence Services.

## ***1.05 Contract Term and Residence Rates***

Residence fees are for accommodation until 24 hours following the student's final term exam or to noon on closing day at the end of term, whichever is earlier.

Each suite has a fridge and microwave, a kitchen table with two chairs, a bathroom and two bedrooms. Both bedrooms are lockable and furnished with a single bed, desk, chair, and closet organizer. All rates are per person and include utilities (heat, hot water, and power), high speed internet service, basic cable television connection, and a telephone in each unit.

To see the current residence rates, visit our website at: [www.ufv.ca/residence/htm](http://www.ufv.ca/residence/htm)

### **Damage Deposit**

The Damage Deposit is collected prior to move-in and will be retained until after the resident vacates residence. The amount refunded to the resident will be based on room condition, damages and will be minus any outstanding charges from the student's account, including disciplinary fines and other Residence Life charges.

Refunds are issued as a cheque. If you are an international student and would prefer to receive your deposit by wire transfer, please pick up a form before moving out.

### **Contract Extensions**

All residence contracts end 24 hours after the resident's last exam. If you are on an eight-month contract and are returning for the winter term, you must vacate your accommodation during the winter holiday break.

If a resident needs to remain in residence past the end of his or her contracted term, he or she must fill out a Contract Extension Form and provide reason for the extension. No fee will be charged for staying until the end of term in April, but any time past April 30 will be charged for. If staying past closing day in December, holiday break fees may apply. Forms must be submitted one week prior to the start of exam or else a \$25 late processing fee will be charged.

### **Holiday Break**

Residence is not open during the winter break and residence fees do not cover staying in residence during this time. Residents are required to submit a Holiday Break Form by one week prior to the start of exams, along with the holiday break fee of \$200. Late forms will be subject to a late processing fee of \$25. All residents not staying for the break must vacate residence by 24 hours after their last fall exam.

### **Residence Summer Storage Contract**

Are you leaving for the summer but planning to return for the following academic year? If the answer is yes, the Residence Summer Storage Contract is for you! This

contract alleviates the hassle of moving your belongings off campus, storing them, and then moving them back in September. This plan is available for \$200.

**Summer storage will only be offered if the forecasted summer occupancy allows for it. Space is limited and it is first-come first-serve.**

To be eligible for this contract, you must be returning to residence for the following academic year. The purpose of this plan is to assist those students who must leave for the summer, but will be returning to residence for the following September. To take advantage of this opportunity, please fill out a Summer Storage Contract found at Front Desk or on our website.

## ***1.06 Cancellation and Withdrawal from Residence***

To withdraw from Residence prior to move-in, a student must report in writing to Residence Services at [residence@ufv.ca](mailto:residence@ufv.ca). With cancellation of the room offer, the applicant will forfeit the \$500 room offer acceptance fee and application fee.

If you believe that you should receive exemption from the forfeiture regulations, please include your reasoning and supporting documentation in your email.

### **Abandoned Unit**

An abandoned unit is when a resident moves out without notifying Residence Services. Items will be stored for 30 days. After 30 days, items will be donated to a local charity.

**PLEASE NOTE:** *It is important when moving out to return all keys, your garage door opener, and your parking pass to the Residence Front Desk; otherwise, improper check-out and/or lock-change charges may apply. Failure to do so will result in the student being charged \$100 for the required lock changes and \$25 for each replacement key/access card. It is a \$100 charge if you do not hand in your garage door opener and you will not receive a parking refund.*

### **Withdrawal Policy**

If a resident has signed his or her Contract and moved into his or her assigned unit, the resident has made a commit to living in Residence for one term. Therefore, if the resident decides to vacate Residence during that term, the resident forfeits all of that semester's fees. Withdrawals require written notice one month prior to vacating date.

Residents are able to appeal to request the refund of fees. However, all withdrawals that occur after move-in will result in loss of the \$500 room offer acceptance fee. Unused meal funds are transferred to Cascade minus HST, or remain on the card as dining dollars. Cascade Funds may be refunded for a \$25 administrative fee. Unused parking and damage deposit will be refunded.

## Academic Year

Residents on an eight-month contract who wish to withdraw from Residence prior to the winter term may submit a Vacation Early Notice prior to the second instalment of fees on November 30. If the notice is received after November 30, they forfeit their second semester fees.

### ***1.07 Termination of Contract by UFV***

Termination of the Contract by the university may result from any of the following events:

- You fail to check into your room by noon on the first day of classes in each semester
- You withdraw academically from the university
- You become academically ineligible to continue at the university
- You are unable to meet requirements for the payment of residence fees
- You are barred from living in residence by UFV Administration
- You cause damage or allow damage to be caused to your room
- You are evicted from residence
- You fail to pay any overdue fees or charges

If the university terminates the contract, forfeiture of your non-refundable \$500 residence room offer acceptance fee will result without prejudice to the university's right to claim for other losses, damages, etc. A resident evicted from Residence for violation of the university and/or Residence standards and regulations will not receive any reduction in assessed fees. If your contract is terminated, you are required to vacate your Residence room no later than 24 hours after the time of termination. Evicted residents will receive a prorated refund of their residence fees based on the date of their eviction minus a \$25 administrative fee and any outstanding charges that are remaining on the account.

### ***1.08 Liability for Room Contents***

UFV, its officers, directors, and employees are not directly or indirectly liable for loss or theft of personal property, or for damage or destruction of such property by fire, water, or other cause.

**Your Residence Contract states that you are required to obtain insurance against such eventualities.** We do not purchase such protection for your property. Coverage can often be obtained through a local insurance brokerage company or through a "rider" on your family's tenant or homeowner insurance policy, **which should include liability coverage for injury or damage.**

**PLEASE NOTE:** *Liability coverage helps provide protection for you and/or your parents from claims filed by other students or UFV for damage or injury that may be accidentally caused by you.*

## ***1.09 Transportation & Parking***

### **Parking**

Parking at residence is assigned by UFV Residence Services. There are 50 underground parking spots available at a fee of \$200 per semester. Residents fill out a parking pass application form at Front Desk.

- Priority to the underground parking will be given to female residents and residents with a disability. The selection process, if required, will be a lottery system.
- Residence parking tags are sold for the entire four-month semester.
- Residence parking tags must be displayed from your rear view mirror at all times when parked in Baker House parkade and on campus.
- Vehicles must be parked properly between the lines of the assigned parking spot. Vehicles parked on an angle or blocking other vehicles will be towed.
- Lost or stolen parking tags must be reported to Residence Services in 111. There is a \$50 fee for a new tag.
- Failure to return your residence garage door opener and your parking tag at the end of your paid period will result in a \$100 charge for the fob and \$50/month the pass is valid for.
- Refunds for anyone cancelling his or her parking pass are pro-rated.
- The University of the Fraser Valley assumes no risk or responsibility for, or losses to, a vehicle or its contents.

### **Bike Storage**

Bike storage is also available at no cost. Please make enquires at the Front Desk. The University of the Fraser Valley assumes no risk or responsibility for, or losses to, anything stored in the bike storage room.

### **Intercampus Travel**

The Residence is not responsible for securing transportation to other campuses for its residents. Carpools may be available and Residence Services can assist in finding adequate transport, but Residence Services will not give any special consideration for students who must vacate residence due to travel issues.

## ***1.10 UFV Campus Card***

Once you arrive at Baker House you will receive a temporary move-in card. Your move-in card will expire within a few days so it is important to go directly to the Campus Card Office as soon as you've moved in to obtain your permanent cards otherwise you will be locked out of the building. Before you go to the Campus Card Office make sure you bring your student number and valid government issued ID such as a driver's licence, or passport.

The card office will take your photograph and print two cards; a UFV Campus Card and a Resident Card.

- **UFV Campus Card is your:**
  - University ID
  - Building and room access card
  - Meal plan *\*optional meal plans available\**
  - General foodservice purchase card *\*optional service\* Cascade fund*
  - Laundry card *\*mandatory to operate machines\* Cascade fund*
  - Convenience store purchase card *\*optional service\* Cascade fund*
  - Bookstore purchase card *\*optional service\* Cascade fund*
  - Library card
  - Student Activity Centre membership card
  - Validation for the Student Union Society UPASS program
  
- **Resident Card is used for:**
  - Residence ID
  - Signing out materials at the Residence front desk
  - Printing/ photocopying card *\*mandatory to operate machines\* Cascade fund*

*\*To activate this service add monies onto the card using the appropriate fund; meal plan or general purpose Cascade fund.  
Card loading stations are available in the Bookstore at the cashier counter or through Residence Services\**

Notify Residence Services 604.557.4063, the Campus Card Office 604.851.6363 or Campus Security immediately in the event your card(s) are lost or stolen. You are responsible for all transactions until your UFV Campus Card is reported missing. Replacement cards are available at the Campus Card Office if your card(s) is lost, stolen, or damaged before it expires. A \$10.00 replacement fee applies (*prices subject to change*).

*Campus Card Cascade funds will be subject to a \$25 account administration fee for every 6 months of inactivity until account funds are depleted. Depleted accounts will be closed.*

## ***1.11 Security Services***

Security is on campus to ensure a safe and secure environment for all students. They provide services such as responding to inquiries, incidents, emergencies and providing first aid. In case of an emergency, please call local 5050 from your room phone or toll free 1-888-504-7441 and then local 5050.

## ***1.12 Health & Safety Unit Inspections***

The university reserves the right to inspect residents' bedroom and unit to ensure the health and safety of all residents. Inspections will occur once per semester and residents will be given official notice. Units that are deemed unsanitary will be given a warning and a follow-up inspection. After the second inspection, if the unit is still deemed unsanitary, the university will send in professional cleaners and charge the resident's accounts. Smoke detectors and other fire safety devices will also be inspected. Residents may also request professional cleaning services with Residence Services.

## ***1.13 Kitchen***

Baker House has one communal kitchen located on the first floor. The use of the kitchen is limited and supervised by Residence Services.

- Residents can request access to the stoves/ovens at Front Desk and with their Resident Card.
- Residents are responsible for cleaning up after themselves and ensuring others are treating the kitchen with respect.
- Cleaning supplies such as dishwasher detergent, dish soap, sponges, dish towels, and paper towels will be provided for the kitchen
- Keep the sink free of food and dishes, ensure floors remain dry and clean, and ensure surfaces of tables and counters are cleaned after use.
- Noise must be kept at a reasonable level
- Containers provided for composting, garbage, bottle recycling, and recycling are to be used.
- No personal food can be stored in the kitchen.
- Residents are responsible for bringing and removing their own cooking utensils, pots, pans, etc.
- No personal dishes or cooking apparel can be stored in communal kitchen.
- Fire doors are to remain closed.

If a resident is found to be negligent towards the kitchen, he or she will be processed through the Residence Handbook. Sanctions may include loss of access to the kitchen, educational programming, or monetary fines.

## ***1.14 Repairs and Alterations***

All repairs and alternations to accommodations must be carried out by the University staff. Residents are prohibited from repairing or altering their rooms or units and should report any required repairs to the Residence Services' office.

## ***1.15 Rights Reserved by Residence Services***

Residence Services subscribes to the principle that residents have a right to privacy in residence rooms. Residence Services reserves the right to enter rooms, terminate contracts, repossess rooms or re-assign students, and take other steps necessary and advisable for the safety, security, and well-being of UFV residents and UFV assets. Except for emergency situations, 24 hours' notice will be given prior to UFV staff or contractors entering individual suites.

### **Room Entry**

The university reserves the right to enter a resident's room, whether or not the resident is present, under the following conditions:

- In case of emergency, safety, sanitation, or general upkeep
- After giving 24 hours written notice to the residents of the intention to enter the resident's room. Entry time shall be during daylight hours, or as specified by the notice
- Where the resident has voluntarily given written or verbal consent for a specific purpose or occasion
- Residence Services will provide access to a student's room to facilitate maintenance or repair to any personal or third-party property (e.g., private cleaning), but only if that access has been authorized in writing. A written work order form will constitute consent
- No room will be searched except by appropriate legal agencies, with a warrant, or with the resident's permission
- Bring in any outside furniture into his or her unit

## ***1.16 Room Transfers***

You are not permitted to transfer or change rooms without written permission from Residence Services. Since you are held responsible for damages and cleaning to your room, it is in your best interest to follow the proper procedures before transferring rooms. A room transfer request form is available at Front Desk. There is a \$50 transfer fee. Fee may still be charged if transfer is cancelled without proper notice.

**Transfers must be completed within 72 hours of notification of approval from Residence Services, or additional fees may be assessed.**

When a student transfers rooms, professional cleaners are required to clean the room. The student is responsible for these costs. The costs including HST are applied to the student's account as follows:

<b>Room Transfer Cleaning Charges</b>	
.25 Hour	\$15
.30 Hour	\$25
.45 Hour	\$45
1 Hour	\$50
1.25 Hours	\$62.50
1.50 Hours	\$75
1.75 Hours	\$87.50
Deep Clean (More than 1.75 Hours)	\$100

## **Consolidation**

Residence Services reserves the right to move students in order to improve residence functioning, to allow for new arrivals, or to make space available for needed guest accommodation. Individual housing is not offered. Residents living on their own must be prepared to receive a roommate at any time.

### ***1.17 Important Dates***

As a resident, there are important deadlines to remember. Ensure you are up to date with all contractual obligations by checking your student.ufv.ca email regularly. All Residence Services information will be e-mailed out and residents are responsible for keeping themselves informed. You can also check out our website for a list of important dates at [www.ufv.ca/residence](http://www.ufv.ca/residence).

### ***1.18 Refunds***

Refunds consist of the \$300 damage deposit minus any necessary damages or cleaning fees. Please review the move out procedures (Appendix II) for other possible charges. Refunds are processed after the unit inspection which happens once the student has vacated. After a refund is submitted for issue, it may take 2–6 weeks for the refund to be received.

## 2.0 Community Standards & Housing Policies

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Your privileges are yours to maintain by respecting the rules. As a citizen of this community you acknowledge, in a responsible way, your rights, responsibilities, and privileges as well as the rights and privileges of others. It means you participate in this community in a positive way: you respect people, privacy, and property. You abide by the rules and you do your part to create and maintain an environment that encourages academic success and social growth.

This section of your handbook establishes RIGHTS and RESPONSIBILITIES of all residents, as well as your privileges.

The objective of the Community Standards is to:

- Help students make more positive, self-directed choices
- Bring student behaviour into compliance with established Community Standards
- Have students accept responsibility and accountability for their actions.

Students are expected to be responsible for their actions whether acting individually or in a group. Students must make legal and responsible decisions concerning their conduct. The university treats students as free to organize their own personal lives, behaviours, and associations as subject to:

- University policies and regulations, municipal bylaws, and provincial and federal legislation
- The peaceful and safe enjoyment of the university campus and facilities, including the peaceful and safe enjoyment of its residents
- The freedom of members of the university community to participate reasonably in the university and its activities.

Creating and maintaining a civil campus climate involves more than imposing and enforcing a set of rules. The intent of this program is not punitive. It provides opportunities to educate residents about the impact of their disruptive actions on themselves and the community, and to hold them accountable for those actions. Membership in this community implies acceptance of the principle of mutual respect for the rights, responsibilities, dignity, and well-being of others as well as a readiness to support an environment conducive to the intellectual and personal growth of all who study, work, and live within it. The residence community promotes the responsibility of all students regarding their own behaviour, and provides a safe environment free of discrimination, injustice, and violence. Residents who do not regulate their behaviour according to these standards are encouraged to learn from their mistakes and modify their behaviour through the residence discipline process.

## ***2.01 Students Rights and Responsibilities***

### **Confidentiality**

The importance of confidentiality of each student's non-academic and disciplinary university record is recognized and will be protected in accordance with policy obligations and within provincial privacy acts.

### **Responsibilities**

It is the responsibility of UFV Residence Services to inform students of their rights and responsibilities under the residence contract, the residence handbook, UFV's Code of Conduct, relevant city municipal bylaws and fire safety plans.

### **Right to a Fair Process and Natural Justice**

Any person that believes that a student (or his/her guest) has committed an offence, as outlined in this residence handbook, may submit a signed statement or report to the Residence Services' office. When a Residence Life staff responds to an incident, an Incident Report (IR) shall be completed and submitted to the Housing Assistant—Residence Life within 24 hours of the incident.

Every student who is alleged to have committed a non-academic offence has a right to know the case against him or her, and to present a defence. The Housing Assistant — Residence Life or a designate will issue a 'Notice of Meeting' for the residents involved in the incident; this could include all individuals present at the time of the alleged Offence, regardless of involvement. The student has 24 hours from the date of the letter to set up a meeting with the Housing Assistant — Residence Life, failure to meet will result in the disciplinary process continuing without the student's input.

In particular, every student has a right:

- To be promptly informed in writing of the nature of the charge
- To be treated with procedural fairness and natural justice
- To refuse to answer questions in a hearing or official meeting related to the misconduct process, with the understanding that with this refusal an adverse inference may be drawn
- To know, respond to, and seek clarification of evidence presented by witnesses
- To seek advice from and be accompanied by an advisor from the UFV community when appearing before a decision maker
- Residents are members of the residence community and are governed by key documents and the laws of Canada. The residence contract summarizes contractual obligations between the student and UFV. The residence handbook provides information on policies and procedures, community standards and community life. You have the privilege of enjoying social activities as long as they do not conflict with the rights of other students to

pursue academic endeavours. Residence Services reserves the right to prohibit any activity that interferes with the pursuit of academic endeavours.

## **Statement of Rights and Accompanying Responsibilities of the Individual within the Residence Community**

The well-being of the Residence community rests on the balance of the community's ability to meet the needs of the individual and vice-versa. This balance is best achieved when everyone is aware of his or her rights and accompanying responsibilities to him or herself, others, and the community. The following guideline principles describe the rights and accompanying responsibilities of the individual within the residence community:

- Every person in the community can expect consideration and respect for his or her feelings and needs, and in return has the responsibility to conduct him or herself in a civil manner and to show respect for the rights of every other person in the community
- Every person in the community can expect to live in an environment where his or her possessions and the communal space are shown respect by every other person.

### **Overview**

The University of the Fraser Valley is committed to ensuring that all the members of the university community are able to study and work in an environment of tolerance and mutual respect free from harassment and discrimination. The standards and regulations stated here strive to protect the well-being, safety, and security of residents, and contribute to a residence community that is conducive to residents' academic success, personal growth, and development. These standards are applicable on or about all residence property (which includes, but is not limited to, the Residence's parkade, patio, and surrounding grounds) during all Residence-related events, even if these events occur outside Residence property.

Living with others in a residence is different than living on your own in an apartment. What you may feel comfortable doing in a private apartment may not be appropriate in a shared residential environment.

## ***2.02 Procedures for Handling Misconduct***

Non-academic discipline in the residence falls under the jurisdiction of Residence Services staff.

The existence of these procedures does not preclude any individual from proceeding under the laws of the land, nor does it preclude safety and security from carrying out its responsibilities. Legal representation will only be acceptable at the appeal stage of a residence discipline process that would have serious repercussions on the student's endeavours.

At each stage of decision-making under this code, the onus of establishing that there has been a violation of the code or misconduct by the student shall be on the university's authority. In considering evidence, the Residence Staff will use the standard called "clear and convincing evidence". This means the evidence has to show that it more likely than not that the alleged violation occurred. Outcomes of the discipline system may be appealed (see Appeals section).

### **Decisions**

If the alleged misconduct constitutes an offence, the Housing Assistant — Residence Life or designate will:

- Notify the student in writing of the alleged violation and provide opportunity for student to respond within 24 hours
- Investigate the alleged violation
- Determine, based on evidence of probability, whether or not an offence has been committed
- If it is determined that an offence has been committed, levy a sanction up to and including those listed under the Fines section and notify the student in writing of the decision and the student's right to appeal in accordance with this document.
- If the student chooses to appeal the decision, notify the student in writing.

Recommendations for eviction are heard by the Manager of Housing—Residence Life. If the offence is evictable, the recommendation for eviction is sent to the Manager for a decision.

In addition to being investigated and acted upon by the Housing Assistant — Residence Life, incidents may be:

- Referred to Safety and Security and investigated under the university’s student code of conduct
- Referred to the University’s Human Right and Conflict Resolution office Investigated under any other applicable policy of the university
- Referred to police

## 2.03 Offence Levels

<b>Minor Offences</b>
Advertising
Alcohol — Area of Consumption
Appliances
Building Entrances
Cleanliness Standards
Commercial Use
Disruption
Failure to cooperate with Staff and Others
Floor/Community Meetings
Noise
Non-Residence Furniture
Pets
Visitors/Guests

<b>Major Offences</b>
Alcohol — common Sources, Drinking Games, Excessive Drinking, Public Intoxication, Underage Drinking
Community Damages & Vandalism to Property
Cooking with prohibited appliance
Drugs
Elevator Tampering
Evacuation
Explosive Materials
False or Vexatious Charges
Fire Safety
Harassment, Hazing/Initiation, Human Rights
Noise During Exam Periods
Repeated or accumulation of Minor Offences

Safety
Smoking and Incense
Subletting
Theft/Unauthorized Possession
Unauthorized Access
Verbal/Physical Abuses, Threatening Behaviour, and Dangerous Activity
Visitors/Guests

## ***2.04 Levels of Sanctions***

<b>Minor Offences</b>
Verbal Warning
Written Warning
Fine(s)
Educational Fines — paper, poster, presentation, letter of apology
Restitution — for damages, theft
Community Service
Behavioural Contract

<b>Major Offences</b>
Any of the sanctions listed for Minor Offences
Communication Ban
Probations
Room Transfer for disciplinary reasons
Denial of re-admission or banned from visiting if non-resident
Recommendation for Eviction

***Sanctions — Repeat minor offences will result in probation and possible eviction.***

***Fines can be assessed to a maximum of \$200, as determined by the Housing Assistant***

***— Residence Life.***

## Sample Sanctions

### Minor Offence

Violation	Fines/Sanction
Advertising	\$25 + Removal of Advertisement
Alcohol–Area of Consumption	\$50 + Confiscation
Appliances	\$50 + Confiscation
Cleanliness Standards	Cost of minimum 4 hours cleaning
Commercial Use	\$50 + Dismantling Business in Residence
Cooking with prohibited appliance	\$25 + Confiscation
Disruption: First Offence Second Offence	\$50 \$50 + Probation
Failure to Cooperate with Staff and Others: First Offence Second Offence	\$50 \$50 + Probation
Floor/Community Meetings	\$50
Noise: First Offence Second Offence	\$50 \$50 + Probation
Non-Residence Furniture	Cost of removing furniture from building by external contractor
Pets	\$25 + Removal of pets from Residence

### Major Offences

Violation	Fines/Sanction
Alcohol First Offence - Common Sources - Drinking Games - Excessive Drinking, Public Intoxication, Underage Drinking Second Offence	\$100, confiscation of liquor/drinking game materials  \$100, confiscation of liquor/drinking game materials + Probation
Building Entrances	Involvement of UFV Safety and Security department.
Community Damages & Vandalism to Property	Cost of Repairs, Replacements, Labour
Drugs	Referred to Abbotsford Police. Criminal offence. Involvement of Department of Safety and Security.
Elevator Tampering	Referred to Abbotsford Police. Criminal

	offence. Involvement of UFV Safety and Security department.
Evacuation	Involvement of Department of Safety and Security.
Explosive Materials	Referred to Abbotsford Police. Criminal offence. Involvement of UFV Safety and Security department.
False or Vexatious Charges	Communication ban, referred to Safety and Security department, &/or Human Rights and Conflict Resolution Officer.
Fire Safety	Referred to Abbotsford Police. Criminal offence. If false alarm, Fire department will charge community or individual \$750 per truck attending. Involvement of UFV Safety and Security department.
Harassment, Hazing/Initiation, Human Rights	Communication ban, referred to Safety and Security department, &/or Human Rights and Conflict Resolution Officer
Illegal Entry	Referred to Abbotsford Police. Criminal offence. Involvement of UFV Safety and Security department.
Noise during exam periods: First offence Second offence	\$100 + Probation Eviction (Removal from residence)
Repeated or accumulation of minor offences	Eviction
Safety	Eviction
Smoking in unit: First offence Second offence	\$100 \$100 + Probation
Subletting	Eviction
Theft/Unauthorized Possession	Referred to Abbotsford Police. Criminal offence. Involvement of UFV Safety and Security department.
Unauthorized Access	\$100 + Probation
Verbal/Physical Abuses, Threatening Behaviour, and Dangerous Activity	Eviction

## ***2.05 Recommendation for Eviction***

If a resident has been recommended for eviction, the Manager of Housing will gather a panel. If a panel is not possible, the Manager of Housing will meet with the resident, and all involved, and may decide to do one of the following:

- Uphold the findings and/or sanctions
- Reverse the findings
- Reverse or modify the sanctions.

The Manager of Housing will provide a written decision within two day of the hearing.

## ***2.06 Hearing Panel***

If a hearing panel is possible, it shall include the following people:

- a) Manager of Housing
- b) Representative from the Student Union Society
- c) Representative from the Baker Housing Residence Hall Association
- d) Housing Assistant — Accommodations (recorder)
- e) Resident Assistant

The resident and the person making the recommendation may call a maximum of two witnesses. Witnesses must be identified at least three days prior to hearing. If either party cannot attend, the written documents will be used in his or her absence.

Information packages will be created for each member of the panel and the resident at least two days prior to the hearing.

The hearing will include:

- a) Statements from the appellant
- b) Statements by the witnesses — either in person or written submissions submitted prior to the hearing
- c) Statements by the respondent
- d) Questions by the panel members to all of the above.

A decision will be reached by the panel in relation to the written appeal, and will deal with the following:

- Did the behaviour occur?
- Was the decision taken reasonable for the offence?

The Manager of Housing will provide a written decision within two days of the hearing.

## ***2.07 Appeals***

### **Appeals that are not evictions**

Appeals that do not entail eviction are to be filed in letter format and submitted within five days of receiving the decision to either the Manager of Housing and Residence Life or designate. The appeal must contain full documentation — grounds for the appeal, the outcome sought, and any relevant supporting documentation.

The manager meets with the student to hear his or her appeal. The manager also reviews the file and meets with appropriate parties to form a decision. After reviewing the case, the manager considering the appeal may:

- Uphold the findings and/or sanctions
- Reverse the findings
- Reverse or modify the sanctions.

All appeal decisions shall be communicated to the student in writing, and shall be advised of any further right to appeal. A copy of the decision will be sent to the Housing Assistant — Residence Life.

### **Residence Appeal Process for Evictions**

Appeals of evictions are heard by the Director of Student Services or designate. The appeal must contain full documentation — grounds for the appeal, the outcome sought, and any relevant supporting documentation.

### **Appeal Regulations**

Appeals will only be taken into consideration on the grounds of:

- Lack of procedural fairness or bias/unfair treatment or discrimination
- Improper investigation
- The sanction does not suit the infraction/behaviour
- New information has come to light rendering the original decision unreasonable due to new evidence.

All appeal decisions shall be communicated to the student in writing and shall be advised of any further right to appeal. A copy of the decision will be sent to the Manager of Housing.

A record of a finding against a student shall be retained as follows:

- Minor offence — until the end of the current academic year
- Major offence — for a maximum of two years following the decision
- Major offence resulting in eviction — for a period of seven years from the date of the decision.

A finding against the student does not result in a notation on the student's academic transcript. However, a resident's behavioural history, depending on the severity of the offence, may remain on the student's residence history for a number of years and may be considered when reviewing re-application.

## 3.0 Residence Community Standards

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You are expected to use reasonable foresight to choose actions that do not place the safety or well-being of yourself or others at risk. These standards and regulations are an important part of your contract. Violations or actions that contribute to, or facilitate, the violation of any of the following regulations are a breach of your residence contract and may result in sanctions, eviction from Residence, as well as other actions described in this handbook. The university will not accept ignorance, anger, alcohol or substance abuse as an excuse, reason, or rationale for violation. If you choose to be a part of a group that is violating residence standards and regulations you may collectively and individually be held responsible for the violation.

### Progression of Negative Behaviour

The Residence Community Standards are based on the principle that negative behaviour can be characterized into X levels. The X levels outline the progression of student behaviour, and allow space for the fact that the compounding severity of one particular set of behaviours can result in a higher degree of disruption. For example, ongoing noise violations, while classified as “disruptive”, become increasingly serious and threatening as the behaviour continues. It is at the discretion of the university staff to determine the escalation of these ongoing, repeated, and “disruptive” behaviours.

## ***3.01 Advertising***

### **Advertising in Residence**

In keeping with UFV's compliance with the Canadian Human Rights Code: a person must not publish, issues or display, or cause to be published, issued or displayed, any statement, publication, notice, sign, symbol, emblem or other representation that:

- Indicates discrimination or an intention to discriminate against a person or a group or class of person
- Is likely to expose a person or a group or class of persons to hatred or contempt because of the race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation or age of that person or that group or class of persons.

It is an offence to publish or display obscene matter, described as having as a dominant characteristic the undue exploitation of sex, or of sex together with crime, horror, cruelty, or violence.

Advertised events and programs must meet the following criteria:

- Offer a discount or exclusive benefits to residents
- Be sponsored by a UFV campus organization or department
- Off-campus hosted events must be sponsored by a campus organization or department.

Prohibited advertising includes:

- Non-university related general commercial advertising
- Alcohol advertising

Solicitation on residence property is prohibited. If an individual, group, or department wishes to post or distribute material in residence, or a department wishes to post or distribute material in residence and is eligible under the criteria above they may attain an approved posting stamp from the Baker House Front Desk.

The stamp is required for all postings in residence. Posters are not to be pasted on any door, exterior window, or walls. Posters are to be posted on corked surfaces or areas approved by Residence Services. Notice-holders located on stairwell doors and in the elevator are for Residence Services use only.

## ***3.02 Alcohol use in Residence***

The residence community has unique, social, and developmental needs. Individual actions have direct effects not only on the individual but also on the entire community at large. Residents are obligated to use alcohol responsibly and legally, and are fully accountable for their own actions as well as the actions of their guests.

Overall, it is the intention of Residence Services to emphasize that the safety of residents and their guests is paramount, and that the safety must be ensured where alcohol is present.

### **Drinking Age**

Possession or consumption of alcohol by individuals less than 19 years of age in British Columbia is a violation of provincial law and University policy. Students and their guests are responsible for knowing, understanding, and complying with both standards. No resident shall furnish alcoholic beverages to any person under the age of 19.

### **Public Intoxication**

Alcohol consumption is not an excuse for disruptive or unacceptable behaviour. Residence Services and Campus Security are responsible for the enforcement of this policy.

### **Areas of Consumption**

Alcohol is only permitted in units in which both residents are of legal drinking age.

Alcohol is prohibited in all other areas including stairwells, hallways, common rooms, main lobbies, elevators, parking garage, and any area outside of the building, including the patio. Concealing open alcohol in water bottles, cups, thermoses, etc. is still considered open alcohol and is not permitted.

Residents may only transport alcohol in closed, inaccessible containers. Open alcohol is any alcoholic beverage whose factory seal's top or cork is removed or has previously been removed. If alcohol is being carried in non-original containers, that container must be sealed so that the beverage cannot spill or be accessed in the hallways.

## Common Sources

Alcohol may not be sold or brewed in residence. Common sources of alcohol are not permitted in the residence including, but not limited to, kegs, mini kegs, bubbas, beer bong, punch bowls, Jell-O shooters, and funnels.

## Excessive Drinking

Residence Services considers excessive drinking to be consuming alcohol to the point of impairment of mood, judgment, mobility and body.

Examples of excessive drinking include, but are not limited to, persons exhibiting:

- Vomiting
- Loss of mobility
- Aggressive or strong mood behaviours
- Failure to respond to directions
- Highly impaired speech
- Verbal acknowledgement of depression or self-harm
- State of unconsciousness
- State of being is lost and confused in a familiar setting.

Determining excessive drinking is at the discretion of the Residence Services staff.

## Licensed Events

See UFV's Alcohol Policy (110.22)

**Note:** *Intoxication is never grounds for leniency. Rather, drinking and/or use of controlled substances are subject to sanction, notwithstanding and in addition to sanctions imposed for student non-academic misconduct associated with the drinking/controlled substance.*

## 3.03 Building Entrances

Propping open doors and entrances, and allowing people into side doors to residence is prohibited. It is a security risk and puts other residents and their property at risk.

### ***3.04 Cleanliness Standards***

Residents are expected to keep their shared living areas and the exterior of their room/unit doors clean. Failure to do so may result in cleaning charges and/or further action, as may be deemed appropriate by Residence Services. Common area damage or unreasonable mess may result in shared assessments, relocation of the residents of the floor/unit, and/or denial of future residence assignment.

### ***3.05 Commercial Use***

The use of a residence room, mailbox, telephone, or internet connection for any commercial purpose is prohibited.

### ***3.06 Cooking Regulations***

Residents are not permitted to use appliances that have an open element anywhere in the residence outside of the communal kitchen located on the first floor due to fire safety regulations.

### ***Barbecuing and Outdoor Grilling***

Barbecuing and outdoor grilling are only permitted in the patio barbecue. Residents may only use this barbecue pit for barbecuing their own food for their own use. Residents may not store personal barbecues or propane tanks for barbecues on the patio, or anywhere else in residence. Residence-owned barbecues may be used only in designated areas determined by the Residence Services. If you want to borrow the barbecue, please see Front Desk.

### ***3.07 Cooperation with Staff and Others***

Residents and guests shall cooperate with requests from staff members, emergency personnel, and police. Failure to cooperate with, verbal harassment, physical harassment, or abuse of a staff member (residence staff, housekeepers, facilities, contractors, emergency and/or police, etc.) may result in standards actions, eviction, and/or referral to the university's disciplinary process.

## ***3.08 Damages and Vandalism to Property***

### **Damage and Destruction of Property (under \$1000.00)**

No student shall:

- Misappropriate, destroy, or otherwise damage university property
- Misappropriate, destroy, or otherwise damage any property not the person's own while on University property
- Deface the inside or outside of any building or property of the university

All damages and vandalism should be immediately reported to the Front Desk. If you are found to be responsible for causing damage either intentionally or through misuse of residence facilities, you will be billed for the cost of repairs.

**Damages that are traceable to an individual or group of individuals will be billed directly to those responsible. Fees must be paid within 14 days. Outstanding accounts are forwarded to the UFV Finance department, and a hold is placed on your UFV account.**

All charges for damages to common areas in residence (e.g. laundry rooms, the elevator, hallways, common rooms etc.) will be split equally among the occupants of the building or floor, provided that such damage cannot be traced to those directly responsible.

## ***3.09 Disruption***

No student shall engage in disruptive conduct affecting any activity or service of the university or its members. This may include, but is not limited to:

- Relocating any UFV furniture (including cushions from the common rooms)
- Installing or using water beds or hot tubs
- Installing or using satellite dishes or other telecommunications equipment or services not approved by Residence Services
- Tampering with the cable, cable splitting or splicing, diverting the signal, or attempting any other access
- Falsifying, distorting, or otherwise misrepresenting information at any point in the application of this policy
- Disrupting or interfering with the orderly conduct of a student's non-academic misconduct hearing
- Falsifying an incident report on another student purposely

- Attempting to discourage an individual's proper participation in, or use of the student's non-academic misconduct process
- Attempting to influence the impartiality of a member of the residence community prior to and/or during the student non-academic misconduct process
- Harassing (verbally or physically) and/or intimidating or attempting to intimidate a member of the residence community prior to, during, and/or after a student non-academic misconduct process.

### ***3.10 Drugs***

Possessing, using, trafficking (which includes manufacturing, selling, giving, administering, transporting, sending, delivering, distributing) or offering to do anything related to the possession, use, or trafficking of illegal drugs (including marijuana) is prohibited. Any involvement, direct or indirect, in any illegal drug or drug-related activity is prohibited. These activities will result in eviction and possible referral to the RCMP.

**PLEASE NOTE:** *Even the smell of marijuana will open an investigation and is considered substantial evidence in these cases.*

### ***3.11 Elevator Tampering***

Tampering with elevator safety systems, or engaging in activities that may damage, or interfere with the operations of the residence elevator, is prohibited and will result in an assessment for the cost of repairs and possible eviction from Residence.

### ***3.12 Evacuation***

Residents are required to evacuate the Residence building in the case of an active fire alarm. When an alarm is heard, residents must immediately leave the building and proceed to the noted evacuation point. Students who fail to leave immediately will be automatically sanctioned under the Community Standards.

### ***3.13 Explosive Materials***

Possession of explosive or flammable material including, but not limited to, firecrackers, ammunition, fireworks, dynamites, gasoline, or other such materials is not permitted on residence property. Possession of the same may result in eviction. Propane tanks or butane are not permitted in the residence building.

### ***3.14 False or Vexatious Charges***

No student shall knowingly bring a false or vexatious charge against any member of the Residence university community.

### ***3.15 Fire Safety***

No student shall:

- Set off false fire alarms.
- Tamper with or render inoperable emergency equipment.
- Fail to leave the building during fire alarms.
- Set fires or burn open flames.
- Smoke in residence or on patio. All smokers must be at least five meters away from the building, open windows and intake equipment.
- Burn candles or incense or have an open flame in any area of residence.
- Use hookahs, barbeques, or any coal burning device in the building or on the patio.
- Bring in or keep firecrackers, gunpowder, shishas, flammable solvents, or other forms of explosive or volatile material in the residence.
- Fire any weapon or item that is created or intended to cause harm, or could be seen as intimidating. Examples include, but are not limited to, restricted weapons, fencing foils, ceremonial or decorative swords, and paintball guns.
- Cook in rooms or use electrical or other cooking appliances, including but not limited, to hot plates, ovens (toaster ovens), grills (including George Foreman grills and sandwich makers), electric frying pans, deep-fryers, and other appliances that have open elements. Exceptions include steamers, slow cookers, rice cooker, toaster, electric tea kettle, coffee pot, and hairdryers.
- Keep bicycles or motorized cycles in units, stairwells, hallways, lounges, or other common areas in residence.
- Install or use halogen lamps.

### ***3.16 Illegal Entry***

Residents must have written permission to enter another's room and do so only with authorized use of the prescribed key without manipulating the lock, door, or the window. Possession of devices or apparatus that can be used for gaining entry to another's room are strictly prohibited and may result in eviction. Unauthorized entry for any reason is prohibited, and may result in eviction and referral to the Abbotsford Police.

### ***3.17 Harassment***

No student shall exhibit aggressive or threatening behaviour that is inappropriate and unwanted and which would be considered by a reasonable person to create a negative environment for work, study and other University related activities.

### ***3.18 Hazing/Initiation***

Initiating or hazing activities that single out particular residents and /or create mental or physical discomfort, and/or exposes another to undue embarrassment or ridicule, and/or maybe physically or emotionally harmful to others, including but not limited to hazing, are prohibited. Encouraging, initiating, participating in and/or supporting such activities are prohibited and may result in eviction.

### ***3.19 Human Rights***

Activity (verbal, written, graphic, and/or physical) that is threatening, racist, sexist, homophobic, or any form of discrimination, harassment, sexual harassment or unwanted sexual attention, is prohibited. This can include, but is not limited to, posting or distributing material and/or behaving in a manner that is offensive and may contribute to an intimidating, hostile or uncomfortable environment; putting offensive posters/pictures in areas available to public view, including windows or common areas; using e-mail, or other electronic messaging, voice mail, message boards, mail, computer networks or other mediums to convey nuisance, obscene, or otherwise objectionable messages or materials; writing graffiti in residence buildings or encouraging or engaging in offensive acts or behaviour; repeatedly following or attempting to make unwanted contact with another person.

For more information, please visit the website:  
Human Rights & Conflict Resolution Office  
Office: Abbotsford Campus, Building A, Room 273  
Telephone: 604.864.4660  
[www.ufv.ca/hrco](http://www.ufv.ca/hrco)

### ***3.20 Floor/Community Meetings***

Resident Assistants host floor/community meetings to provide important information to residents. They are usually held every two weeks unless exceptional circumstances arise. Residents are required to attend mandatory floor/community/emergency meetings unless they are able to provide the Resident Assistants with sufficient rationale for their absence prior to the meeting.

### ***3.21 Internet Connection/Modem***

Tampering with the cable, cable splitting or slicing , diverting the signal, or attempting any other unauthorized access to cablevision is prohibited. Residents are to abide by Shaw, Inc. Acceptable Use Policy found at: <http://www.shaw.ca/en-ca/AboutShaw/TermsOfUse/AcceptableUsePolicyInternet.htm>

### ***3.22 Keys and Access Cards***

Keys and access cards are the responsibility of the resident. If a key or access card is lost or stolen, it must be reported immediately to the Baker House Front Desk.

### **Lost, Stolen, Unauthorized Possession and/or Use**

For the protection of your personal possessions, you are advised to lock your doors when leaving your room. Lost bedroom or unit keys must immediately be reported to Residence Services. If a resident loses his or her key, a spare will be issued for up to seven days so that the original key can be found. However, after seven days, the lock will change at the resident's expense of \$25.00 per key, and a \$100.00 locksmith charge. Loss of an access card will result in an immediate \$10.00 charge and a replacement must be obtained at the Campus Card office.

Any key or electronic access device (fob, access card, or garage door opener) that you are assigned from Residence Services is solely for your use. Residents are not permitted to share, lend or give these items to anyone else for the safety and security of the Residence. Keys and electronic access devices are the property of UFV.

### **Tampering with Locks**

Tampering with or disabling a door's locking mechanism or propping open a locked door and leaving it unattended, is prohibited.

### **3.23 Lock Outs**

If a resident is locked out of his or her room, he or she must contact the Front Desk or the on-call Resident Assistant to let them in. I.D. will be required. Residents locked out more than 3 times per semester will be charged a \$15.00 lock out fee each time thereafter.

### **3.24 Noise**

Residence Services' mandate is to ensure that residents can study and sleep in residence. Residence is a densely populated community and some reasonable noise is to be expected. Residents are expected to be considerate 24 hours a day, seven days a week. An individual's right for reasonable, quiet study and sleep supersedes others' rights to make noise.

### **Quiet Hours**

In addition to being considerate at all times, quiet hours are those times during which residents are prohibited from making noise which can be heard outside their unit or may disturb the resident's roommate in any way, or which can be heard outside the Residence building and may disturb a resident in the building.

In cases of dispute, the Residence Life staff will determine what is reasonable. If someone asks that you be quiet, respect that person's wishes and reduce your noise. There may be no loud playing of radios, televisions, stereo or other audio equipment or musical instruments except during approved programs.

#### **Regular Quiet Hours**

Sunday–Thursday	11 pm–8 am
Friday and Saturday	1 am–9 am

#### **Final Exam Quiet Hours**

During final exam periods, starting no later than the second day following the last day of classes and through to the last day of exams, quiet hours are in effect for 24 hours.

### ***3.25 Non-Residence Furniture***

External furniture is not permitted. All furnishings should be supplied by Residence Services in residence rooms and common spaces. If a resident has extenuating circumstance and requires specialized furniture, the resident must obtain approval in writing from Residence Services prior to arriving on campus.

### **Musical Instruments**

Musical Instruments are welcome as long as they do not violate another policy (i.e. Noise)

### ***3.26 Pest Control***

Residence Services has contracted a pest control company to regularly inspect residence suites twice per month to look for pests. Residents will be given 24 hours' notice prior to entering the suite. Please report any pests (rodent/insect) found in any part of the building (bedroom, kitchen, bathroom, common rooms, hallways, elevators, laundry rooms, etc.) immediately to Front Desk.

### ***3.27 Pets***

Pets are not permitted: no fur, fins, feathers, or scales. Assistance dogs for persons with relevant, documented disability are the only exception. Residents must register with UFV Disability Services to obtain permission. If a resident is found with a pet, he or she will be required to remove the pet immediately and will be assessed a fumigation fee if necessary.

### ***3.28 Room Decoration***

Residents may personalize their rooms with posters, plants, additional lighting, or any other fixtures they may wish to bring.

Students may not:

- Mount any poster on the outside of the door to the unit or facing the outside of the window of the room that is sexist, racist, or otherwise offensive (as determined by Residence Services)
- Remove, move, or alter assigned furniture (moved furniture must be replaced at end of term)
- Bring common room furniture or fixtures into their rooms

- Damage walls or paint
- Use electrical appliances with exposed wires (must have original factory casement or replacement casement).

### ***3.29 Safety***

No student shall:

- Engage in activities that compromise the safety and/or security of residents, his or her belongings, or the residence building
- Throw or drop anything from balconies, windows or rooftops
- Participate in potentially destructive activities that may cause personal injuries or property damage (Examples include, but are not limited to, pranks, water fights, indoor sports, skateboarding or using roller blades or bicycles in the building).

### ***3.30 Smoking and Incense***

UFV is a non-smoking campus and Baker House is a non-smoking building. Smoking is not permitted on the patio or near the doorways and windows. All smokers must use the gazebos provided on campus and not smoke within five meters of any doorway to the building. People who violate this UFV policy are reported to Campus Security. People who are suspected of smoking in their unit are investigated and, if sufficient evidence is found, recommended for eviction.

### ***3.31 Subletting***

The subletting of residence rooms is prohibited.

### ***3.32 Theft or Unauthorized Possession***

No student shall:

- Possess university property or the property of any member of the university community without the permission of the rightful owner
- Use, possess, or distribute firearms, explosives — including fireworks, other weapons, or dangerous chemicals on university premises

### ***3.33 Unauthorized Access/Entry and/or Presence***

No student shall:

- Enter into or remain in any private university premises without proper authority, or remain in any premises when asked to leave by an officer of the university
- Provide unauthorized access to non-residents
- Invite or admit a guest who has trespassed or is banned from the area or facility
- Make unauthorized room or roommate changes
- Interfere with or render inoperable, security, CCTV, and access control systems, door hardware, and locks
- Enter another resident's room or disturbing another resident's property without his or her permission
- Be on the roof of residence except in emergencies
- Tamper with electrical or mechanical services, telecommunications equipment, vending and laundry machines, or push carts
- Make unauthorized entry or meddle with contents of university store rooms, offices, residence desks, cafeterias, mechanical rooms or construction areas, or have possession of unauthorized keys

### ***3.34 Verbal/Physical Abuses, Threatening Behaviour, and Dangerous Activity***

No student shall:

- Verbally, whether in writing, electronically, or orally threaten harm to any member of the University community
- Physically abuse, threaten or cause any other member of the university community to reasonably fear physical abuse
- Create a condition which endangers or threatens the safety of themselves or others
- Possess or maintain weapons (see definition) of any kind on university property

**PLEASE NOTE:** *Such conduct directed at officers of the University safety/security in the active pursuit of their duties may merit great sanctions than those which might otherwise be imposed.*

## **Violence Prevention Policy**

The University of the Fraser Valley fosters an environment conducive to learning and teaching in a community based on civility and respect. UFV considers individual safety to be of primary importance and at the same time seeks to foster respect for UFV property. Accordingly, the University of the Fraser Valley will take all reasonable measures to ensure the rights and safety of those involved in University activities.

The University of the Fraser Valley will maintain a Violence Prevention Policy Protocol defining the responsibilities of students, faculty, staff, administration, and other members of the UFV community to recognize, prevent, and, where necessary, respond to violent or potentially violent behaviour.

### ***3.35 Visitor/Guests***

Residents are limited to four guests at one time. Any guest arriving past 8 pm must register at the Front Desk.

Overnight guests are permitted for no more than eight nights per month. Guests must be 18 years old or older. Guests under 18 require written parental approval. Permission from your roommate to have an overnight guest is required prior to guest arrival. Overnight guest forms can be obtained from your Resident Assistant or at the Front Desk. Overnight guests are prohibited during Orientation Week and exam periods.

The resident bringing an individual into Residence is responsible for that person's behaviour. The resident acts as "host", and must be present during the visit. Any social conduct violations by a visitor will result in consequences being assigned to the hosting resident. Visitors who break the rules and regulations established in residence could also be barred from visiting.

## ***4.0 Services, Facilities, and Amenities***

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### ***4.01 Cable Television Services***

Individual bedrooms and common rooms have cable TV provided by Shaw, Inc. Please call Front Desk at ext. 4063 if you need help with your television services.

### ***4.02 Equipment Sign-out***

Residents may sign out a variety of items at the front desk including games, video cords, hairdryer, vacuum, and a large mop and bucket etc.

**PLEASE NOTE:** Items not returned within 24 hours will result in a replacement charge.

### ***4.03 Fax Machine & Photocopier***

There is a fax machine available at Front Desk for resident's use. Prices are \$0.50 per page sent within Canada, or \$1 per page sent internationally. There is a photocopier located in the lobby; residents can make copies for \$0.10 a page using funds from their Baker House Resident Card. Money can be put onto your Baker House Resident Card using the machine located in the library or the campus bookstore. Residents can also request printing and photocopying from Front Desk for \$0.10 per page.

### ***4.04 Garbage, Recycling & Composting***

Students are responsible for the disposing of garbage from their units. Garbage should be put in the outside garbage bins located on either side of the Residence building. DO NOT dump your garbage in the common rooms or in the receptacle outside of the front entrance and patio! Residents who dump garbage in those areas are fined \$30. Please note that common rooms are equipped with surveillance cameras. **There is a cardboard recycling bin located outside at the North end of the building.** Students can put flattened cardboard in this bin, or any recycling that is in a blue bag. There are also paper recycling and bottle/can recycling bins in each common room. Please remove the lids and rinse the bottles/cans out before putting them in the recycling.

## THINGS THAT CAN BE RECYCLED:

### Paper

- Phonebooks
- Newspapers
- Office/school paper

### Glass bottles & jars

- Food/condiment jars

### Tins & Aluminum

### Plastics

- Rigid #1, #2, and #5 containers
- Bottles, tubes, and milk jugs

### Cardboard

- Corrugated/cereal boxes
- Tissue
- Cracker boxes

## THINGS THAT CANNOT BE RECYCLED:

- Plastic bags
- Compost
- Bathroom waste
- Pop cans (these are placed in another form of recycling)

## Composting

There is a container available for composting materials in the Communal Kitchen on the first floor. Residents are encouraged to use this bin to dispose of their compostable items.

## THINGS THAT CAN BE COMPOSTED:

- Pasta
- Bread
- Fruit
- Vegetables
- Tea bags
- Coffee filters
- Small amounts of meat & bone
- Paper cups
- Paper towels

## THINGS THAT CANNOT BE COMPOSTED:

- Metal
- Plastic
- Styrofoam
- Animal waste

## **4.05 Internet Services**

The common rooms are wireless and serviced by UFV's ITS Helpdesk (ext.4610). Residents' bedrooms have hardwired internet services by Shaw, Inc. and a provided Ethernet cord. If you are having any problems with the hardwire internet connection, please contact Shaw at either of the numbers listed below:

Customer Service: 604-629-8888

Technical Support: 604-629-3000

The account number is 'Baker House'. You may be asked to provide further information, so be prepared with both the serial number from your modem and the address for Baker House residence: 1385 McKenzie Road. Residents are to abide by SHAW, Inc. Acceptable Use Policy found at: <http://www.shaw.ca/en-ca/AboutShaw/TermsOfUse/AcceptableUsePolicyInternet.htm>

## **4.06 Laundry**

Laundry rooms are on floors two, three, and four, and the machines are operated with your UFV Campus Card. Your UFV Campus Card can be loaded with funds at the UFV Campus Bookstore: \$1.25 for wash and \$1.25 for dry. Please use liquid detergent only, and wash in cold water to help reduce energy consumption.

### **Instructions:**

STEP 1: Select machine using Reader's numeric keypad and press ENTER.

STEP 2: Swipe card within 10 seconds.

STEP 3: The transaction is deducted from the cardholder account.

Cancel Transaction: press the Cancel button before swiping card.

### **To add dry time:**

Additional dry time may be added before or during dry cycle.

STEP 1: Select machine using Reader's numeric keypad and press ENTER.

STEP 2: Press the Add Time softkey to display the cost and time (in minutes) of additional cycle.

STEP 3: Swipe card within 10 seconds.

Having troubles? See Front Desk staff.

## ***4.07 Mail & Packages***

**For mail or dry cleaning delivery, the address is:**

University of the Fraser Valley  
Baker House  
(Your name)  
33844 King Road  
Abbotsford, BC Canada V2S 7M8

**For couriers, such as FedEx or Purolator, and food delivery:**

University of the Fraser Valley  
Baker House  
(Your name)  
1385 McKenzie Road  
Abbotsford, BC Canada V2S 7M8

Mail is sorted by the Front Desk and placed in your mailbox. Packages are kept behind front desk and a slip is left in your mailbox to come and sign for your package at Front Desk. Mail that is not properly addressed will not be delivered. When a resident moves out, mail will not be held or forwarded.

## ***4.08 Meal Plan Information***

Students living in Residence are not required to purchase a meal plan for the academic year. Residents who are interested in purchasing a meal plan can contact Residence Services or by accessing <http://www.ufv.ca/Dining.htm> to find out more information.

Students have until the end of the second week of the semester to switch their meal plan funds to Cascade free of charge, minus the HST. Any requests after the second week will be subject to a \$25 administrative charge and HST.

## ***4.09 Telephones***

Each unit is equipped with a telephone with voice mail, call display, and free local calling.

## ***4.10 University 101 Course***

University success courses have been shown to improve the chances of succeeding in university. Baker House residents have the opportunity to take this two-credit course at no extra cost to them. Residents can register for this course in the fall semester. For more information, go to the Front Desk.

## ***4.11 University House***

University House (U-House) is located in Building F of the Abbotsford campus, and is a space entirely for students. It features a lounge with couches, tables and chairs. For entertainment there is a TV, foosball table, and ping pong table. U-House also features a full kitchen for student use, including a stove and oven. Residents may use the kitchen for cooking meals, but please remember to clean up! There are also meeting spaces that students may book through the University House Front Desk. Contact U-House at ext. 6338.

## ***4.12 Vending***

There are two vending machines located in the second floor common room in Baker House: a snack vending machine and a drink vending machine. The university bookstore also operates a convenience store called Le Press. Cascade Dollars can be used for food and non-food purchases at Le Press.

# ***Appendix I: Definitions***

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## **Community Standards**

Standard of behaviour within the Residence that accepts the principle of mutual respect for the rights, responsibilities, dignity, and well-being of others, and a readiness to support an environment conducive to the intellectual and personal growth of all who study, work, and live within it.

## **Community Service**

A voluntary service agreed to by the recipient which will be performed as all, or part, of a sanction imposed. If possible, the service will be related to the incident with the purpose being constructive and allowing the student to give back to the residence community and/or University community.

## **Sanction**

A sanction is any consequence assigned as a result of a violation of the Residence Handbook. Fines will be determined by the Housing Assistant — Residence Life or designate. Individual monetary fines will not exceed \$200 and fines collected will be remitted to Residence Life Fund to support community initiatives.

## **Guest**

A person who is on campus or in residence as the result of an invitation by a student, faculty, or staff member.

## **Harassment**

Aggressive or threatening behaviour that is inappropriate and unwanted and which would be considered by a reasonable person to create a negative environment for work, study and other university-related activities.

Harassment policy available at: [http://www.ufv.ca/visualarts/Policies\\_and\\_Safety.htm](http://www.ufv.ca/visualarts/Policies_and_Safety.htm)

## **Hazing**

Any act which endangers, or could reasonably be seen to endanger the mental or physical health or safety of a student, for the purpose of initiation, admission into, affiliation with, or as a condition for continued membership in a group or organization.

## **Misconduct**

Actions by a student that are in violation of their responsibilities in the Residence Handbook or Residence Contract.

**Multiple Violations**

Three or more minor offences, per term, are treated as major offences.

**Offence**

Form of misconduct identified in the list of offences in the Residence Handbook and the Residence Contract.

**Probation**

Probation is a contract that stipulates any further violations of the Residence Handbook or Residence Contract that will lead to a recommendation for eviction.

**Residence Contract**

A formal contract which explains the expectations and responsibilities of students living in residence. A student will sign a Residence Contract when they accept a room offer for the upcoming school year.

**Restitution**

Reimbursement for damage or misappropriation of property.

**Student Host**

A student who has a guest on university premises.

**Vexatious Complaint**

A complaint by a student towards another student that is instituted maliciously and without probable cause, or one not based on factual grounds but with the intention of the complainant to be vindictive, as can reasonably be determined.

**Weapon**

Anything used, designed to be used, or intended for use in causing death or injury to any person; or for the purpose of threatening or intimidating any person and without restricting the generality of the foregoing, includes a firearm.

## ***Appendix II: Move-Out Procedures***

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- You are financially responsible for any damage or losses to your unit and room or its contents, and also for its cleanliness during the school year and upon vacating.
- Students assigned to suites are jointly responsible, with the other occupant of the suite, for damage or losses to the shared areas of the suite
- All charges for damages to common areas in residence (laundry rooms, elevator, hallways, common rooms, etc.) will be split equally among the occupants of the building or floor, provided that such damage cannot be traced to those directly responsible. See **Community Damages/Vandalism** section.
- You will be invoiced for losses, damages, special cleaning, or maintenance required as a result of your occupancy. You will have 14 days from the date on the invoice to make the payment; otherwise there will be a hold put on your UFV student academic account.

**PLEASE NOTE:** *When damages are assessed, it includes the external door and three feet around the door frame and hallway carpet.*

- When vacating, all personal belongings must be removed, all garbage must be disposed of properly, and the room must be in the same condition as when you took possession.
- We do not accept responsibility for the storage or safekeeping of property abandoned in residence rooms. Property left behind for longer than 30 days will be considered abandoned and removed at the occupant's cost of \$30.00/bag, and may also be destroyed or otherwise disposed of.

Questions? Concerns? At any time, please come to the Front Desk or see your RA for the information/forms that you may need.

### **Contract End Date**

Your contract expires 24 hours after you have completed your final exam. If you need to remain in residence past this time, please see Contract Extension 1.05. Failure to move out by this time can result in an **improper checkout penalty of \$100 and replacement of keys, with a charge of \$25.00/key**. In addition, you are subjected to a \$100 charge if you do not hand in your garage door opener.

**To avoid extra cleaning charges, please complete the following before vacating your room and turning in your keys:**

- Vacuum floors and dust furniture
- Unplug and defrost fridge
- Wash down all walls and cupboards
- Remove all posters, stickers, tape, hooks, etc. from the walls and ceilings
- Check drawers and closets for personal items
- Ensure all furniture is moved back into its original position
- Clean outside of your room door as well as the walls on both sides of the door, and remove any items on the door
- Bag and dispose of all garbage and recycling in the bins on both sides of the building
- Close all windows and turn off all the lights and heat
- Lock door and return keys to Front Desk.

## **Final Unit Condition Report (UCR) Check**

A Unit Condition Report of your room/suite and its contents will be conducted by Residence Services after you move out. You will be billed for any deficiencies noted that are not normal "wear and tear" and extra cleaning charges. If you wish to be present during the check, please confirm at Front Desk.

## **Cleaning Fees**

For anything above or beyond one hour of professional cleaning, each student will be automatically responsible for the cost of the cleaning. If the resident is vacating before the date of the contract, the resident will be responsible for the entire cleaning cost.

**PLEASE NOTE:** *If a notable attempt has been made to clean the unit, the basic cleaning charges applied to the account may be split with both residents in the room. If there has been no attempt to clean the unit, each resident will be responsible for the entire cleaning charge attached to the unit.*

The costs applied to the student's account are as follows:

### **Basic Cleaning Charges + HST:**

1 Hour — \$50 (no charge if contract is fulfilled)	
1.25 Hours — \$62.50	1.50 Hours — \$75
1.75 Hours — \$87.50	Over 1.75 Hours — \$100

### Extra Cleaning Charges That May Apply:

- Defrosting the fridge — \$50
- Removal of garbage — \$30 per grocery sized bag
- Removal of adhesive material — \$25 per patch
- Moving furniture back to original position — \$25
- Replacing mattress cover — \$25
- Repair or repaint of walls — \$30 to \$750

### Possible Replacement Charges:

- Missing flashlight and charger — \$40
- Missing Shaw modem — \$50
- Missing Ethernet cord — \$25
- Replacing window screen — \$10

### Items that must be left in your room:

- Mattress, mattress frame, and mattress cover
- Chairs and table
- Blinds
- Desk and hutch
- Telephone
- Ethernet cord, Shaw internet modem and cables
- Microwave and mini fridge
- Nightstand and dresser
- Flashlight and charger.

Please use the move-out envelope available at Front Desk. You will be asked to fill out the information required and return the keys in the envelope.

### Damage Deposit Refund

Your room will be inspected for damages and cleaning once you have moved out. Students can expect their damage deposit refunds within 4–6 weeks after move out. This will be mailed to you at the address you provide on your move-out envelope.

**PLEASE NOTE:** *If your room does not meet the University of the Fraser Valley Residence standard, cleaning and damage charges will be billed to your account and deducted from your damage deposit. If the charges on your account exceed your damage deposit, you will be invoiced for the amount outstanding. This must be paid within 14 days, or a hold will be placed on your University account. This means you will not be able to access your University transcripts, or register for any classes until your balance is paid in full. UFV Residence Services is NOT responsible for anything left in the unit.*

## ***Appendix III: Emergency Information***

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### **Emergency Preparation**

When disaster hits, you won't have time to shop or search for supplies. There are basics you should stock in your room. Store your kit in a convenient place, keep items in air tight plastic bags, change your stored water supply every six months so it stays fresh and rotate your stored food items every six months. Keep the items that you would most likely need during an evacuation in an easy-to-carry container.

#### **Assemble an Emergency Supplies Kit. This may include:**

- At least a three-day supply of non-perishable food
- Water — minimum of four litres per day per person
- A whistle to signal for help
- Foods that require no refrigeration, preparation or cooking and little or no water
- Pack a manual can opener and eating utensils
- Pack toiletries, medications
- Avoid salty foods, as they will make you thirsty
- Choose foods you will actually like to eat
- Mess kits or paper cups, plates and plastic utensils
- Large Flashlight/Lantern, extra batteries
- Battery operated radio
- Surge protector for computers

All Baker House bedrooms have a wind-up flashlight and charger. Keep the flashlight charged. The flashlight also has a high pitch alarm if you need help.

#### **Items in Baker House Front Desk Emergency Supply Kit:**

- Front desk maintains six bottles of water for water cooler.
- Baker House will maintain a supply of frozen burgers, veggie burgers and buns for a minimal cost.
- First Aid kit

#### **Other Resources available during closures**

- University House opens
- Natural gas barbecue at residence with two side burners

### If you discover a fire:

- a) Leave the fire area
- b) **Immediately** sound the fire alarm by activating the nearest red alarm pull station.
- c) Call the Fire Department. **Dial 9-911 from your unit phone.** Tell them you are reporting a fire at: **1385 McKenzie Road, Abbotsford, BC**
- d) At your discretion, attempt to control the fire with available fire equipment
- e) Close doors behind you, leave the building by the nearest safe exit
- f) **DO NOT USE THE ELEVATOR**

### If you hear the fire alarm:

- a) Leave the building immediately by the nearest safe exit
- b) Close doors behind you
- c) Remain calm
- d) When you have reached the outside, move away from the building
- e) Call the Fire Department. **Dial 9-911.** Tell them you are reporting a fire at: **1385 McKenzie Road, Abbotsford, BC**
- f) Go to the designated assembly area
- g) **Do not go back into the building for any reason.** The Fire Department will advise when it is safe to do so

**Designated assembly area for Baker House if Parking Lot 10.**

## Flood Procedures

In the event of a flood, (i.e., over-flowing toilet, plugged sink, broken water line, water dripping from ceiling):

- a) **Immediately** shut the water off at the shut-off point
- b) Contact the **Resident Assistant**, or the **Front Desk at ext. 4063**
- c) For a broken water line, immediately contact the Resident Assistant who in turn will contact the appropriate person on the Facilities Emergency Contact List
- d) Remain calm
- e) Cease using all electrical equipment
- f) Move to safety
- g) Warn others of the hazards until Facilities personnel respond to the situation
- h) If necessary, evacuate the building

## Earthquake Procedures

In the event of an earthquake at UFV, Baker House staff and residents shall react in the following manner:

- a) During the shaking, protect yourself by taking cover under a table, desk, or crouch against an interior wall (do not stand in a doorway). Do not stand under light fixtures, near book shelves, etc. If possible, predetermine a safe location to take cover in, prior to an earthquake
- b) Do not leave cover until instructed to do so
- c) After a major shock, evacuate the building as in a fire, if so directed by Emergency Response Persons. REMEMBER, additional shocks or tremors may occur
- d) Keep calm. Do not run outdoors. Watch for falling debris or electrical wires when leaving the building
- e) Proceed to the designated assembly area in Parking Lot #10, if it is safe to do so
- f) If fire occurs, activate the nearest fire alarm pull station as system may still be functional
- g) If qualified, render first-aid. If not qualified, assist those rendering or requiring first-aid
- h) Report any missing persons to Emergency Response Persons as they will relay information to the Fire Department
- i) Telephones are to be reserved for emergency use only

## Active Threat on Campus: What to do

Although rare, shootings and other extreme threat incidents on campus are difficult to predict and virtually impossible to defend against. Those threatened during such incidents are motivated by an instinct for self-preservation. These instructions are intended to help you, as UFV students, consider how you can respond during an active threat incident on campus in order to stay safe. Having a plan in mind is critical to remaining calm and focused during such an incident.

### Procedures for occupants:

- **Call 9-911 from a unit phone.** If you identify a threatening situation on campus involving a gun or other weapon, contact the Police using 9-911. Do not assume that someone else has done so already. Provide details such as location, description of suspect, and weapons used.

- **Call campus security.** Contact the on-duty Security Officer ext. 5050 or 1-888-504-7441 local 5050.
- **Evacuate or seek refuge.** Do not engage the person(s) involved. If you can, evacuate quickly, seeking refuge as far away as possible. Warn others to do the same. If you cannot, seek refuge in an office or classroom. Call 9-911 to inform the police of your location, the number of people with you, and whether there are injuries.
- **Barricade and hunker down.** If you are not in a classroom, proceed to the nearest room, directing passing students and colleagues to join you. Close and lock the door if you can. Barricade the door with furniture or heavy objects. Stay away from windows. Cover door windows and shut off lights. Keep quiet. Silence cell phones.
- **Stay put.** Do not exit your refuge point until directed to do so by the police. Police will neutralize the threat and conduct a systematic evacuation of all areas on campus, clearing each and every room.
- **Move quickly during police-led evacuation.** When asked to evacuate, move quickly and raise your hands above your head so police know you are not a threat. Move as far away from the buildings as possible; do not interfere with police operations.
- **Keep roadways clear.** Emergency response vehicles need clear roadways. Avoid adding your car to the congestion.
- **Watch for information.** When it is safe and practical, UFV Administration will communicate with employees and students. Information will be distributed via email, the web site, media statements, and in some cases in person or via phone.

**Be cautious about making comments to the media.** If you are asked for a statement, you can choose not to respond or to be factual about your own personal experience. Refer all UFV-related media questions and requests to the President's office.

## *Appendix IV: Medical Services in Abbotsford*

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Need to see a doctor? Visit a walk-in Medical Clinic: no appointment necessary.

<b>Abbotsford Village Medical Centre</b>	<b>Office Hours</b>
302-2050 Sumas Way	Mon–Fri: 9:00 a.m.–9:00 p.m.
604-504-7145	Sat & Sun: 9:00 a.m.–6:00 p.m.

<b>Bakerview Medical Clinic</b>	<b>Office Hours</b>
9-33324 South Fraser Way	Mon–Fri: 5:30 p.m.–9:00 p.m.
604-853-9853	Sat, Sun & Holidays: 9:00 a.m.–9:00 p.m.

<b>Clearbrook Family Practice</b>	<b>Office Hours</b>
172-2655 Clearbrook Road	Mon–Fri: 9:00 a.m.–9:00 p.m.
604-852-8030	Sat & Sun: Closed

<b>Dahlstrom Medical Clinic</b>	<b>Office Hours</b>
2-32442 Dahlstrom Avenue	Mon–Fri: 8:00 a.m.–5:30 p.m.
604-853-6667	Sat & Sun: 9:00 a.m.–3:00 p.m.

<b>Meadow Fair Clinic</b>	<b>Office Hours</b>
8-31940 South Fraser Way	Mon–Fri: 5:30 p.m.–9:00 p.m.
604-864-9082	Sat & Sun: 1:00 p.m.–9:00 p.m.

## ***Appendix V: Health Information***

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**BC Health Guide:** [www.bchealthguide.org](http://www.bchealthguide.org)  
(Online health advice and access to nurses)

**BC Health Guide Health Files:** [www.bchealthguide.org/healthfiles/index.stm](http://www.bchealthguide.org/healthfiles/index.stm)  
(Available in Chinese, French, Punjabi, Spanish, and Vietnamese)

**BC NurseLine:** [www.bchealthguide.org/nurseline.stm](http://www.bchealthguide.org/nurseline.stm) / 1-866-215-4700  
Talk to a registered nurse 24 hours, 7 days a week or to a pharmacist from 5 p.m. to 9 a.m. every day. Specially trained nurses answer questions about health topics and procedures, identify symptoms, and help you decide when to see a health professional. Information and referrals are also provided to other services. Pharmacists can answer your questions about medications.

**Note:** The nurse will ask for your Personal Health Number on your CareCard; you will not be denied service if you do not provide it.

**College of Physicians and Surgeons of BC:**  
[www.cpsbc.ca/cps/physician\\_directory/search](http://www.cpsbc.ca/cps/physician_directory/search)  
Search for doctors who are taking new patients. You simply enter the city and type of specialty. Most students would need a doctor who has a General Practice (GP).

**Healthy Eating: Cheap and Easy:**  
[www.health.gov.bc.ca/cpa/publications/HealthyEatingdoc.pdf](http://www.health.gov.bc.ca/cpa/publications/HealthyEatingdoc.pdf)  
It is not uncommon for students to gain weight in their first year of living on campus. Finding the time to cook balanced, healthy meals and study can be a challenge. Download this booklet that has helpful tips on having a balanced healthy diet, while keeping your costs low.

**STD Resource:** [www.stdresource.com](http://www.stdresource.com)  
This website lists common misconceptions about sexually transmitted diseases (STDs), how STDs are passed, as well as information and symptoms for different STDs. The focus is to help people make safer, educated sexual choices.

**Won't Get Weird:** [bc.wontgetweird.com](http://bc.wontgetweird.com) / 604-731-7803  
Confidential phone line staffed by registered nurses and trained volunteers. They are available to answer your questions about birth control, STDs & HIV, pregnancy options, sexual and/or gender identity or anything to do with sexuality or reproductive health.

**BC Mental Health Crisis Line:** 604-872-3311  
Feeling lost or out of place when starting at university can be common to many students. The Crisis Line is available to talk to 24 hours, 7 days for emotional support.

## Appendix VI: Quick Phone Directory

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UFV Department	Phone Number
Abbotsford Campus First Aid	Ext. 4400
Admissions & Records	604-854-4501
Campus Bookstore	604-854-4535
Career Centre/Co-op	604-854-4507
ITS Helpdesk	604-864-4610
Instructional Media Services (IMS)	604-854-4546
Student Union Society (SUS)	604-864-4613
Library	604-854-4545
Student Services (Counselling & Advising)	604-854-4528
International Education	604-854-4544
ESL Department	604-854-4581
Switchboard	604-504-7441

### Taxi Services in Abbotsford

Abbotsford Taxi	604-855-1111
Central Valley Taxi	604-859-1111

### Emergency Phone Numbers

If you require emergency assistance or wish to report an unusual event, please call On Campus Security (Abbotsford) at 604-768-0279.

#### For a life-threatening emergency, call 9-911.

For a non-life-threatening emergency:

Police	604-859-5225
Fire	604-853-3566
Ambulance	604-853-0119

### Baker House Phone Numbers

These numbers are pre-programmed on your unit telephone:

Front Desk	Ext. 4063 or 604-557-4063
RA on-call	604-302-2362

### Dial in Direct Numbers

Abbotsford—45\*\* – Start with 854|46\*\* – Start with 864

40\*\* – Start with 557|63\*\* – Start with 851

Chilliwack—28\*\* – Start with 795|26\*\* – Start with 702

Trades @ CEP in Chilliwack—54\*\*, 56\*\*, 57\*\* – Start with 847

Mission ~ locals now via Abbotsford—76\*\* – Start with 557

# Appendix VII: Abbotsford Campus Map

