



GUEST ACCOMODATIONS HANDBOOK

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FRONT DESK

Summer Hours: Monday to Friday from 8:30 am to 7:30 pm. Saturday and Sunday from 12 pm to 4 pm.

- Check in and check out is done at the Front Desk.
- General assistance.

For assistances after hours, please contact Security Operations Centre: 1-855-239-7654 or Emil Fernandes, Manager, Conference Services: 604-308-4784.

For emergency situations, call 911 and/or Security Operations (1-855-239-7654)

WIFI

WIFI access is available on the *UFV-Res* network. Please see the Front Desk for the password.

LAUNDRY

- in UFV Student Housing, and on every floor of Lá:léms Ye EverGreen. Access to the laundry rooms and machines are included in your booking. Your key card will open the room.
 - **Use appropriate loads:** Wash **full—but not overfilled—loads** to ensure clothes get properly cleaned and machines are not strained.
 - **Check items before washing:** Remove **boots, heavy items, coins, and other foreign objects** that can damage machines.
 - **Be considerate of others:** Promptly **remove laundry when finished** and wipe up spills or lint so the room is ready for the next user.
- Detergent pods are available for purchase from the Front Desk for \$1.00 each (plus tax). Use no more than one detergent pod per load.
- Should you experience any problems with the machines please be sure to contact the Front Desk and a work order will be generated to repair the machine as soon as possible.

COMMUNAL LOUNGES/KITCHENS

- Communal lounges/kitchens are available for guest use.
- Guests are responsible for cleaning up after themselves and ensuring others are treating the kitchen with respect.
- Please keep the sink free of food and dishes, ensure floors remain dry and clean, and ensure surfaces of tables and counters are cleaned after each use. ***Dishes left on countertops and in sinks at the end of the night before closing are disposed.***
- Guests 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.
- Noise must be kept at a reasonable level while in the Common Rooms.
- Disposal bins are provided for composting, garbage, and bottle recycling.
- No personal food is to be left or stored in the kitchen. ***Food left in lounges/kitchens will be disposed.***
- Communal lounges/kitchens are equipped with TVs and microwaves.

ACTIVE TRANSPORTATION HUB (BIKE STORAGE)

Bike storage rental is available on campus. Please make arrangements ahead of time with the Conference Services department.

REPAIRS AND DAMAGES

All repairs must be reported to the Front Desk. Damages and vandalism should be reported to the Front Desk immediately. Damages which are traceable to an individual or a group of individuals will be billed directly to the individual or person(s) responsible for the group.

Right of Entry

We reserve the right to enter residential units as needed, including for urgent or emergency maintenance, inspections, or other operational purposes, at our discretion. Where possible and appropriate, notice will be provided in advance; however, immediate entry may occur when circumstances require prompt action.

OVERNIGHT PARKING

Outdoor parking for UFV Student Housing is available in Lot 10. Overnight parking is \$10/night when requested 72 hours in advance. Otherwise, parking can be paid for at the meter (\$15/night) inside the Envision Athletic Centre or through the [Pay by Phone App](#), site code 1925.

CAMPUS FOOD SERVICES

The Spirit Bear Café is located in Building A and Tim Horton's is located in Building G. Please check our Dining Services website for the summer hours of operation at <http://www.ufv.ca/dining/get-location-hours/>.

CHECK IN AND CHECK OUT

Check in is available during front desk summer business hours only unless otherwise arranged with Conference Services in advance. *Late check out must be approved by Conference Services*. Extra costs, up to the amount of one night's accommodation, can be charged to the guest's account should they exceed the check-out time without prior notice

SUPERVISION OF MINORS IN RESIDENCE

A minimum of one Chaperone is required for every 8 guests aged 7-14 years, and a minimum of one Chaperone is required for every 10 guests aged 15-18 years. Chaperones may not leave youth unsupervised, and Chaperones will act as a liaison between UFV staff and the youth in event of problems with discipline, noise, or destructive behaviour. The Chaperone is also expected to enforce UFV Code of Conduct. A signed Supervision of Minors document is required

LIABILITY FOR ROOM CONTENTS

Notwithstanding anything to the contrary, UFV, its officers, directors, employees and others for whom it is in law responsible are not liable, directly or indirectly, for loss or theft of personal property, or for damage or destruction of such property by fire, water or other cause, however caused. **UFV strongly recommends that you obtain insurance against such eventualities.** We do not purchase such protection for your property, **which should include liability coverage* for injury or damage.**

ACCESS CARDS AND KEYS

Lost cards and keys should be reported immediately to the Front Desk. Access cards and keys are replaced at a cost of \$50 each plus tax and this charge will be placed on their credit card. Credit will not be issued if the card and/or key is returned after the guest has checked out.

ALCOHOL AND CANNABIS CONSUMPTION

Alcohol and edible cannabis are permitted at UFV provided the guests are of legal age of consumption as defined by the Province of British Columbia and only under the following circumstances:

- As indicated below, smoking of cannabis is prohibited on UFV campus grounds and in housing.
- Alcohol/edible cannabis is only to be consumed in the individual units.
- Alcohol/edible cannabis may **not** be consumed in public areas e.g. hallways, balconies, patios, outside of buildings.
- The carrying of unsealed or open liquor from room to room is not permitted.
- The safety of all students and their guests are paramount whenever alcohol and or cannabis is present. Students must use alcohol and/or edible cannabis responsibly and legally and are fully accountable for their own actions as well of the actions of their guests.

SMOKING

All UFV campuses, centres, and grounds are smoke-free environments. Smoking or vaping (tobacco and cannabis) are prohibited across all campuses and properties. Guests must walk off campus to McKenzie Road to smoke.

DRUGS

The possession, use, trafficking (which includes manufacture, sale, giving, administering, transporting, sending, delivery, distributing) or offering to do anything related to the possession, use, or trafficking of illegal drugs is prohibited. Any involvement, whether direct or indirect, in any illegal drug or drug-related activity is prohibited. Possession of paraphernalia that is associated with the possession, use or trafficking of illegal drugs is prohibited. These activities will result in eviction and referral to the police.

ANIMALS

Animals of any kind are not permitted in the guest accommodation building. If a guest is found with an animal in the building, they will be required to remove the animal immediately and will be assessed a fumigation fee if necessary. Comfort animals are not permitted in UFV Student Housing.

GUIDE & SERVICE DOGS

Guide or service dogs for people with disabilities are the only exception to our policy on animals in the accommodation. According to the Guide Dog and Service Dog Act of the Province of British Columbia, we require the guest bring their government issued certificate or other documentation showing the dog has been suitably trained.

- The dog must wear a “service animal identification vest” at all times while outside of the unit.
- The animal cannot be left unattended at any time in the room, the unit or the building.
- Guide or service dogs must be clean, well-groomed, free of offensive odours, and appear healthy.
- The dog should behave in an appropriate manner while on our campus, i.e., the dog should not show aggression or pose risk to others or property.
- You must pick up immediately after your dog has defecated on University property and throw away the feces in the appropriate manner.
- The dog should not solicit attention or food, run freely, urinate or defecate in inappropriate areas, disrupt other guests or our business in accommodation, or make unnecessary vocalizations (barking, growling, etc.).
- If we have concerns about the behavior of the guide or service dog or the dog continues to misbehave, we will ask you to check out of UFV Student Housing or remove your dog from our campus.
- Prior arrangements must be made with Conference Services before you check into UFV Student Housing if you are being accompanied by a guide or service dog.
- You will be required to sign a waiver at the time of checking in.
- Any damages caused by the guide or service dog will be charged to the owner.

- Comfort animals are not licensed service or guide dogs and thus not allowed in UFV Student Housing.

QUIET HOURS

Quiet Hours are from 11:00pm – 8:00am Sunday to Thursday and from 1:00am – 9:00am Friday and Saturday.

VISITORS

All visitors are the responsibility of their hosts (the guest staying in UFV Student Housing) and must abide by the rules and regulations established in UFV Student Housing or they could be barred from visiting. Visitors must be always accompanied by their host in the building. Visitors are not permitted to use the host's key(s) to access the building.

RULES (general and not all inclusive)

- You have the privilege of enjoying social activities if they do not conflict with the rights of other guests and students here to pursue academic endeavours.
- When notified of fire or other emergencies in the building, you must immediately leave the building and remain outside until permission to re-enter is given by safety/security personnel. Failure to comply may result in eviction from UFV Student Housing and termination of your reservation.
- For health reasons, food is to be stored in suitable enclosed containers to avoid contamination, vermin and odour.
- The following practices and activities are prohibited throughout the Accommodations system:
 - Firearms and any other weapon or item discharging, tampering with, or operating any fire prevention or detection apparatus for any purpose other than the control of fire. These activities may result in immediate eviction from UFV Student Housing;
 - Tampering with electrical or mechanical services, telecommunications equipment, vending and laundry machines or push carts;
 - Being on the roof of UFV Student Housing except in emergencies. Any individual found to be on the roof of the accommodation building may be subject to immediate eviction from UFV Student Housing;
 - Throwing or dropping anything from balconies, windows or rooftops;
 - Participating in potentially destructive activities that may cause personal injuries or property damage, *e.g. (but not limited to)*, pranks, water fights, indoor sports or using roller blades or bicycles in the building;
 - Entering another guest's room or disturbing another guest's property without the permission of the guest;
 - Bringing in or keeping firecrackers, gunpowder, flammable solvents or other forms of explosive or volatile material in the accommodation;
 - Unauthorized entry or meddling with contents of University storerooms, offices, desks, cafeterias, mechanical rooms or construction areas, and possession of unauthorized keys;
 - Cooking in rooms or using electrical or other cooking appliances, including but not limited to toaster ovens, hot plates, ovens, grills, etc., except in areas with approved kitchen facilities. Exceptions include steamers, slow cookers, electric tea kettle, and coffee pot and hairdryers;
 - Keeping bicycles or motorized cycles in stairwells, hallways, lounges or other common areas in the accommodation building, or public walkways;
 - Relocating lounge and dining area furniture into guest rooms or other common areas;
 - Installing or using water beds or hot tubs;
 - Installing or using satellite dishes or other telecommunications equipment or services not approved by Residence Services;
 - Installing or using halogen lamps;

- Engaging in activities that compromise the safety and/or security of the guests, their belongings, or the building;
- Using shisha, barbeques, any coal burning device, burning candles or incense in any area of the building is not permitted

The University has a responsibility to regulate the behaviour of guests living in the accommodation to the extent necessary to preserve good order and protect the overall interested of the accommodation community, the safety, rights and property of individuals and the property of the University.

EMERGENCY INFORMATION

IF YOU DISCOVER A FIRE

- Leave the fire area.
- **Immediately** sound the fire alarm by activating the nearest red alarm pull station.
- Call the Fire Department. **Dial 911.** Tell them you are reporting a fire at: **1385 McKenzie Road, Abbotsford, BC**
- At your discretion, attempt to control the fire with available fire equipment.
- Close doors behind you; leave the building by the nearest safe exit.
- **Do not use the elevator.**

WHEN YOU HEAR THE ALARM

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

THE DESIGNATED ASSEMBLY AREA FOR THIS BUILDING IS

- West side of the building, across the Campus Ring Road in **Parking Lot #10**

FLOOD PROCEDURES

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

- **Immediately** shut the water off at the shut-off point.
- Contact Security 1-855-239-7654
- For a broken water line, immediately contact the Operations Manager who in turn will contact the appropriate person on the Facilities Emergency Contact List.
- Remain calm.
- Cease using all electrical equipment.
- Move to safety.
- Warn others of the hazards until Facilities personnel respond to the situation.
- If necessary, evacuate the building.
- **Note:**
 - A flood is not always an emergency – it depends on the extent of the flood area.
 - Water should be shut off immediately by the occupant of the suite.
 - The most important thing in a flood situation is to limit the damage – shut the water off.

EARTHQUAKE PROCEDURES

In the event of an earthquake at UFV, UFV Student Housing staff and guests shall react in the following manner:

- 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 bookshelves, etc. If possible, predetermine a safe location to take cover in, prior to an earthquake,
- Do not leave cover until instructed to do so.
- After a major shock, evacuate the building, if directed by Emergency Response Persons. REMEMBER, additional shocks or tremors may occur.
- Keep calm. Do not run outdoors. Watch for falling debris or electrical wires when leaving the building.
- Proceed to the designated assembly area in Parking Lot #10, if it is safe to do so.
- If fire occurs, activate the nearest fire alarm pull station as system may still be functional.
- If qualified, render first-aid. If not qualified, assist those rendering or requiring first-aid.
- Report any missing persons to Emergency Response Persons as they will relay information to the Fire Department.
- Telephones are to be reserved for emergency use only.

ACTIVE THREAT ON CAMPUS

Although rare, shooting 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 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.

Instructions:

- Call 911
 - If you identify a threatening situation on campus involving a gun or other weapon, contact the Police using 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 Security Operations Centre, 1-855-239-7654.
- 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 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 others 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 every room.
- Move quickly during police-led evacuation
 - When asked to evacuate, move quickly, 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.

IMPORTANT PHONE NUMBERS

UFV Student Housing Front Desk604-557-4063
 Police, Ambulance, Fire911
 Campus Security1-855-239-7654 (Security Operations Centre)

For all external contacts below, dial 9 first to access an outside line

Poison Control Centre1-800-567-8911
 BC Nurse Line 24hr Health Information811

Transportation

Abbotsford Taxi	604-855-1111	E Bus Information	1-877-769-3287
Central Valley Taxi	604-859-1111	Abbotsford Airport	604-855-1001
Visitor Information Centre	604 859-1721	BC Ferries	888-223-3779