



RESIDENCE STUDENT HANDBOOK

2025-2026



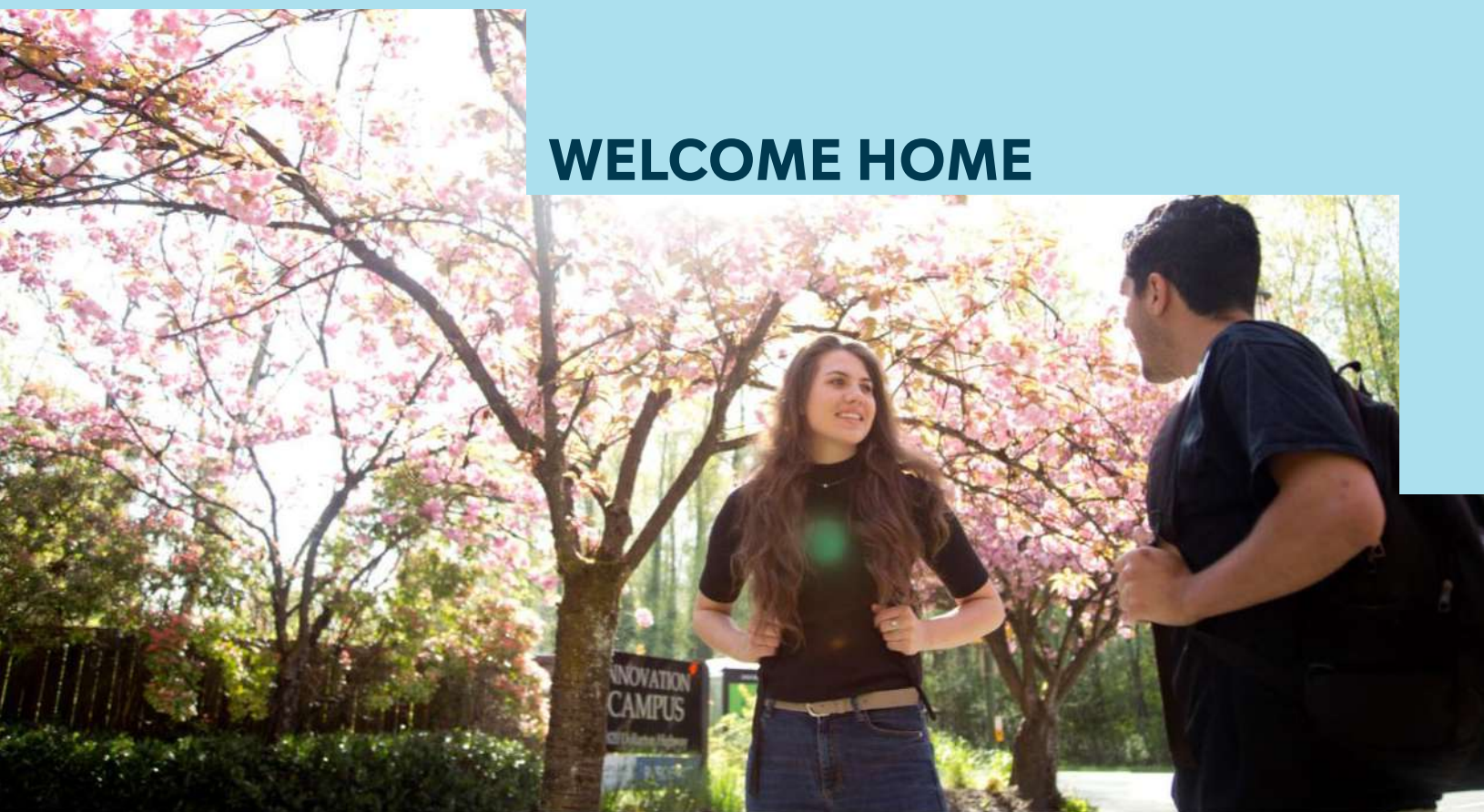
CAPILANO
UNIVERSITY

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WELCOME HOME



WELCOME TO THE CAPU RESIDENCE COMMUNITY!

On behalf of our Student Housing Services Team at CapU welcome home!

Living in residence will be an opportunity for you to learn and grow, build connections, and engage with your community while you study at Capilano University. Our team is here to support you in achieving academic and personal success, all while you take part in an exceptional experience at CapU Residence.

As a part of our residence program, you have the unique opportunity to help us create a community that is unlike any other at CapU. In doing so, we encourage you to take an active and engaged role in forming a community that is based on mutual respect and accountability.

This handbook outlines the responsibilities and community values we expect of all our community members and is designed to help guide your experience while in residence.

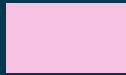
We look forward to seeing what you contribute to our community,

Best wishes for a great year!

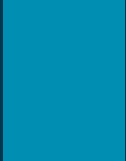
John Umunna

Director, Student Housing and Food Services

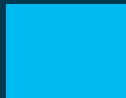
IMPORTANT DATES



August 27, 2025: Fall Move-In Day
August 28- August 30, 2025: Residence Orientation



September 3, 2025: Fall Term Commences
September 22, 2025: Residence Fall Fee Payment Deadline
September 30, 2025: National Day for Truth and Reconciliation (University Closed)



October 1, 2025: Spring Residence Applications Open
October 13, 2025: University Closed (Thanksgiving)



November 1, 2025: Last Day To Cancel for Spring 2025
November 8, 2025: Fall Reading Break
November 11, 2025: University Closed (Remembrance Day)



December 1, 2025: Residence Application Deadline for Spring 2025
December 1, 2025: Last Day of Fall Classes
December 3-12, 2025: Final Exam Period
December 14, 2025: Fall Move-Out Day
December 14, 2025 to January 2, 2026: Residence Closed (Holiday Break)
December 24, 2025—January 1, 2026: University Closed (Holiday Break)



January 2, 2026: Spring Move-in Day
January 5, 2026: Spring Term Commences
January 26, 2026: Residence Fee Payment Deadline



February 1, 2026: Summer Application Open (Fall/Spring Application Currently Open)
February 16, 2026: University Closed (Family Day)
February 17-20, 2026: Spring 2025 Reading Break



March 1, 2026: Residence Application Deadline for Fall/Spring 2025-26



April 1, 2026: Residence Application Deadline for Summer 2026
April 3—April 6, 2026: University Closed (Easter)
April 10, 2026: Last Day of Spring Classes
April 14-23, 2026: Final Exam Period
April 24, 2026: Spring Move-Out Day





RESIDENCE CONTACTS



Matt Girard

Manager, Student Housing
Services

Grouse 101

P | 604.990.7953

E | matthewgirard@capilano.ca

Shubhangi Chatterjee

Residence Life Facilitator
Grouse 101

P | 604.990.2515

E | shubhangichatterjee@capilano.ca

Dobrinka Dimitrova

Student Housing Assistant
Grouse Hall Front Desk

P | 604.990.7951

E | housing@capilano.ca

OFFICE HOURS

Residence Front Desk

Monday to Friday | 9:00 am to 4:30 pm
Grouse Hall Lobby

Student Housing Office

Monday to Friday | 9:00 am to 4:30 pm
Grouse 101 (by appointment only)

EMERGENCY NUMBERS

Police, Fire & Ambulance - 9.1.1

For any emergencies requiring protective
services or medical response.

Residence Security, Front Desk - 778.686.4318

Available from 4:30 pm to 8:30 am Monday to
Friday and 24/7 on weekends and holidays.

BC Crisis Line - 1-800-784-2433

For mental wellness support. Available 24/7.

Residence Advisor On Call—604.313.5099

Available from 7:00 pm to 7:00 am.

THE STUDENT HOUSING SERVICES TEAM

Residence Life is about more than just where you sleep — it's about who you become while you're here. It's your support network, your community, and your place to grow. At CapU Housing, Residence Life is rooted in learning, connection, and care.

Our team is here to help you navigate everything from roommate relationships to adjusting to university life. Through social events, leadership opportunities, and everyday interactions, we aim to create a community where you feel supported, safe, and inspired to thrive.

These are the staff that you will be most likely to see during your time in CapU Residence. They are here to support and help address any concerns that you may have. Depending on what situation you are facing you may need help from different staff, so take a minute to learn about what we do.

Residence Advisors (RAs)

Residence Advisors (RAs) are student leaders who live in the community and are here to support you. They're trained in conflict resolution, mental health support, and community building. You can go to your RA for anything — from helping mediate a roommate conflict to recommending campus resources, or even just to chat. They also plan events and help maintain a respectful and inclusive environment. Think of them as your go-to support while living in residence.

Residence Life Facilitator (RLF)

The RLF supervises the RAs and is responsible for events and programming in residence. They live in the community and are on-call 24/7 in the event of an emergency. The RLF also follows up when there are violations of this handbook and provides support and resources to students in residence on a regular basis.

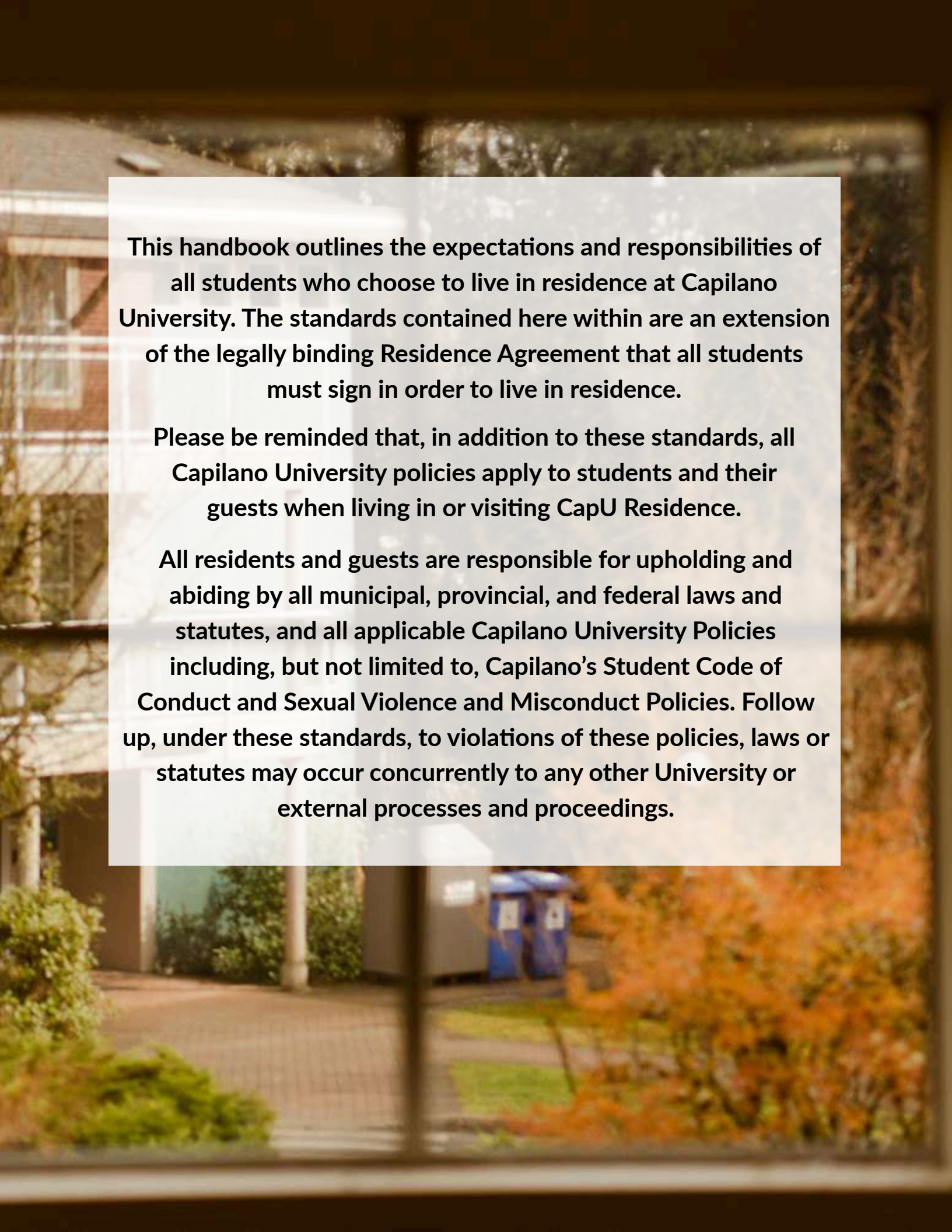
Student Housing Assistant

The Student Housing Assistant is responsible for administrative tasks involving applications, and room assignments. You've likely been in contact with them while making your application to live here. They work at the front desk and respond to most phone calls and emails. They are the best person to ask if you have questions about applications, payments, maintenance, and mail.

Manager, Student Housing Services

The Manager oversees the operation of CapU Residence, including the student housing team, as well as maintenance, cleaning, and dining services contractors. They support the work of the other team members listed here and become involved when there are escalated emergencies, complaints, or appeals.





This handbook outlines the expectations and responsibilities of all students who choose to live in residence at Capilano University. The standards contained here within are an extension of the legally binding Residence Agreement that all students must sign in order to live in residence.

Please be reminded that, in addition to these standards, all Capilano University policies apply to students and their guests when living in or visiting CapU Residence.

All residents and guests are responsible for upholding and abiding by all municipal, provincial, and federal laws and statutes, and all applicable Capilano University Policies including, but not limited to, Capilano's Student Code of Conduct and Sexual Violence and Misconduct Policies. Follow up, under these standards, to violations of these policies, laws or statutes may occur concurrently to any other University or external processes and proceedings.

RIGHTS & RESPONSIBILITIES

PHILOSOPHY & PRINCIPLES

At CapU Residence, we believe that a strong, supportive community begins with shared standards that promote the well-being, safety, and enjoyment of all who live here. Living in residence is more than just having a place to stay — it's a unique opportunity to engage in a vibrant, inclusive environment where every individual's experience matters.

As members of this community, residents are expected to uphold the standards outlined in our handbook. These expectations are in place not only to maintain order but to foster a respectful and welcoming atmosphere for everyone. Residence is a privilege, and with that privilege comes the responsibility to contribute positively to the shared living experience.

Our team of dedicated Residence Advisors play an essential role in shaping a community grounded in respect, integrity, and mutual understanding. They work proactively to build connections among residents and support each student in navigating the challenges and opportunities of communal living.

We know that our community thrives when residents have a clear understanding of what is expected of them and feel supported in meeting those expectations. Together, we can create a safe and positive space where everyone feels at home — a community where individual needs are balanced with the collective well-being of all.



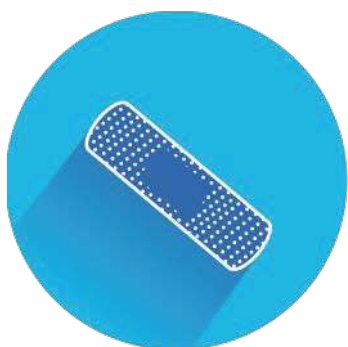
SAFETY AND WELLBEING

PERSONAL SAFETY

CapU Residence has personal safety support services available 24/7. During regular office hours (M-F, 8:30–4:30), please visit the residence front desk for assistance. After hours, Residence Security (778.686.4318) and the RA On-Call (604.313.5099) are both available to assist you.

CapUSafe APP

The CapU Safe App is recommended for all students, employees, and visitors. It offers ready connections to emergency contacts and services, as well as updating subscribers with push notifications in case of emergencies. Download it to stay safe around campus and residence.



PHYSICAL HEALTH

Living in a dense community means that germs and illness can spread much easier. We ask that all residents take steps to limit the spread of germs. If you are experiencing symptoms of an illness that may be contagious we ask that you see a physician immediately and follow all health recommendations.

Medical Emergency? Contact 9-1-1 immediately.

MENTAL HEALTH

The Student Housing Services team is trained to provide support and resources to students struggling with their mental wellbeing. Residence Life staff are available 24/7 to assist you in accessing resources, help you work through a personal crisis, or if you are just looking for someone to talk to. Capilano University's Counselling Services are available to all students and offer both scheduled and drop-in appointments from Monday to Friday. We would be happy to provide a referral should you find it beneficial.

SEXUAL VIOLENCE

All members of the CapU Residence community have the right to work, teach, study and live in an environment that is free from all forms of sexual violence and misconduct. Safety and security at Capilano are top priorities and any form of sexual violence and misconduct will not be tolerated. CapU expects all members of the community to abide by all laws and University policies.

All members of the Student Housing Services team are trained to provide support and resources to students who have experienced any form of sexual violence. For more information, please visit: <https://www.capilanou.ca/student-life/support--wellness/sexual-violence-and-misconduct/>

SAFETY AND WELLBEING

Substance Use Awareness & Responsible Drinking in Residence

Staying Safe in Residence

Living in residence is an exciting part of your university experience. To ensure a safe and supportive environment for all, it's important to be informed about substance use, including opioids and alcohol. This guide provides essential information to help you make informed decisions and know how to respond in emergencies.

Opioid Awareness & Overdose Prevention

Understanding the Risks

British Columbia is currently facing a public health emergency due to the increasing toxicity and unpredictability of street drugs, including opioids like fentanyl. Even a small amount can lead to an overdose, and substances may be contaminated without your knowledge.

Responding to an Overdose

If you suspect someone is experiencing an opioid overdose, call 911 immediately. You are protected under the Good Samaritan Drug Overdose Act, which means you won't face charges for simple possession when seeking help during an overdose emergency. After contacting emergency services, notify Residence Security for further support. If available, administer Naloxone—a fast-acting, life-saving medication that temporarily reverses opioid overdoses. It is safe to use even if you're unsure whether the person is overdosing. Naloxone kits are available across Residence:

- In the dining hall beside near Automated External Defibrillators (AEDs)
- Security office Grouse Hall Front Desk Building #500
- Residence Advisor on-call bags

Responsible Drinking

Residents are expected to drink responsibly and behave in ways that do not disturb others. Fast or excessive drinking and activities that encourage it—such as drinking games—are not permitted. Student Housing Services may remove items that negatively impact the community.

Areas of Consumption

Alcohol may only be consumed by those of legal age, and only in private residence rooms. It must be sealed when transported and is not allowed in public or shared spaces such as lounges, hallways, bathrooms, outdoor areas, or the dining hall.

Proper Containers

Alcohol must be in individual-sized containers—no larger than 355ml for beer/coolers and 1L for wine or liquor. Kegs, mini-kegs, beer bongs, Jell-O shots, and other communal drinking items are not allowed.

Recognizing an Overdose

Be alert to the following signs:

- Unresponsiveness or unconsciousness
- Slow, irregular, or no breathing
- Choking or gurgling sounds
- Blue or gray lips and fingernails
- Tiny pupils
- Cold, clammy skin

SAFETY AND WELLBEING

FIRE SAFETY

CapU residence is a high-density living environment with increased risk of loss due to fire. As such it is the responsibility of all residents that their actions do not impact the safety of those in the community.

Open Flames, Smoke and Vapor

Open flames, smoke, and/or vapor are not permitted inside or within 10 meters of any residence building. This includes, but is not limited to, candles, incense, cigarettes, vaporizers, hookahs, and e-cigarettes. Products that produce smoke or vapor are only permitted to be used in the designated smoking area.

Fire or Smoke

If you witness fire or smoke that is uncontrolled and no fire alarm is sounding do not try to approach the fire without the proper equipment, such as a fire extinguisher. If you do not feel comfortable using this equipment, activate one of the fire alarms yourself and evacuate the building.

Fire Alarm & Evacuation

All residents are expected to evacuate a building during a fire alarm. Residents must evacuate immediately except in the case of those who require assistance to do so. Residents are expected to follow the direction of university representatives and emergency responders at all times during a fire alarm and should not return to the building until directed to do so by authorized personnel.



Fire Safety Equipment

Each building at CapU residence is equipped with a number of fire safety devices and systems to ensure the safety of the community. Discharging, tampering with, or operating any fire safety devices or systems for any purposes other than those intended during an emergency may pose a significant risk to residents in the community. Any such actions will be considered to be a serious violation of these standards and may result in eviction.

In the event of a fire...

1. Pull the fire alarm. Call 9-1-1.
2. Evacuate using the closest emergency exit
3. Proceed to the designated assembly area (located at the entrance to CapU Residence by the flag poles).
4. Wait for all-clear signal before re-entering the building.

MICROWAVE SAFETY

- All lounges in residence have at least one microwave. These can be great for late night snack but, fire alarms in the early morning hours are not fun for anyone. Additionally some things pose a significant safety threat when in the microwave. Here's list of things to avoid microwaving for the safety of the rest of the community.
- Tinfoil / Aluminum Foil
- Instant Noodle Bowls with lids
- Cutlery
- Styrofoam Containers

SAFETY AND WELLBEING

ACTIVE SHOOTER

Though the odds are that you will never encounter an active shooter during your time at Capilano, we want you to be prepared in the event that you do face this situation, whether it is here or elsewhere. An active shooter is a person actively shooting at people, usually at random, in a confined or populated area. In most cases, there is no pattern or method to their actions. These situations develop quickly and tend to be over in about 10 to 15 minutes. Make sure to subscribe to the CapU Safe App to receive all emergency updates.

In an active shooter situation you should prioritize running from the area if it is safe to do so. If you feel you cannot leave the area safely, hide from the shooter. Only if you have exhausted these two options should you try to fight the attacker.

EARTHQUAKES

BC is an area prone to earthquakes that may occur at any time so it is important to be prepared in case of such an event. Keep in mind to not store heavy objects on high shelves as these can present a security risk. We also recommend that all residents keep an emergency supplies kit with food and water.

Being familiar with the procedures in case of an earthquake such as those outlined by Shake Out BC can help with the preparation in event of emergency.

For more information, visit: <https://www.shakeoutbc.ca/>

STAY SAFE

During an earthquake follow the below steps to stay safe:

- Drop, Cover, and Hold on under your desk table, or against a wall until the shaking stops.
- Prepare for aftershocks; you may have to take cover again.
- Count to 60 (wait 1 minute)
- Evacuate if there is any sign of immediate danger. (ie. Gas leaks, fire, imminent collapse)

UNAUTHORIZED ENTRY

All residents and their guests have a responsibility to respect the personal space and belonging of others. As such, it is an expectation that residents and guests do not enter or remain in residence rooms that are not their own or without the permission of the occupant(s).

Restricted premises such as, but not limited to, rooftops, maintenance rooms, and offices, should not be entered, whether locked or unlocked, without authorization from Student Housing Services.

Guests of residents living on single-gender floors should refrain from using washrooms designated for gender identities that do not match their own.

Theft/ Break In

To prevent thefts and break-ins all students are highly encouraged to keep their doors locked at all times, especially when they are not in their room. If you do experience theft during your time at CapU Residence you should immediately report this to Residence Security and the North Vancouver RCMP.

COMMUNITY LIVING

MOVING IN

Residents scheduled to move-in on Residence Move-In Day (August 27, 2025) will be able to check in during the time window that is sent to them in late August. Residents moving in on any other date

should ensure that they arrive and check in between 9:00 a.m. and 4:30 p.m. Student Housing Services is generally unable to accommodate weekend move-ins. As stated in the Residence Agreement, all residents must check in no later than 7 calendar days past their scheduled move-in date. Requests to check-in outside of these dates/times (due to travel time, flight arrivals or other extenuating circumstances) must be sent to Student Housing Services at housing@capilano.ca in advance of arrival and cannot be guaranteed.

Personal belongings cannot be mailed to and/or stored by Student Housing Services in advance of a resident's scheduled move-in date.

Requests to move-in prior to Residence Move-In Day will be considered by Student Housing Services on a case-by-case basis and may include an additional per night fee.



Essentials	Toiletries	School Supplies	Cleaning	Personal
<ul style="list-style-type: none"> • Blanket • Sheets (Twin extra long) • Pillows and pillow cases 	<ul style="list-style-type: none"> • Towels • Shampoo and Conditioner • Soap • Toothbrush, toothpaste, floss and mouthwash • Deodorant • Shaving supplies • Bath Shoes/Flip Flops • Personal Cosmetics • Nail clippers/file • Hair dryer • Personal first aid kit 	<ul style="list-style-type: none"> • Laptop & Charger • Headphones • Mobile charger • Pencils, pens, markers and erasers • Backpack 	<ul style="list-style-type: none"> • Disinfectant • Garbage bags • Paper towels 	<ul style="list-style-type: none"> • Passport/ID • Shoes/boots • Umbrella • Bathrobe • Jackets/coats • Winter gear • Bathing suit • Clothing hamper • Laundry detergent • Hangers

COMMUNITY LIVING

DECORATING & BELONGINGS

Since our buildings experience a lot of residents there are some special requirements we ask you to follow to keep the buildings in good shape. There are a few other standards to keep in mind when deciding how to make your room feel like home.

Q: Can I hang anything on the walls?

A: Yes, but be sure that wall hangings do not obstruct smoke detectors, fire alarms or sprinklers. Please be careful when affixing posters or pictures to the walls; we recommend using blue sticky tack or command strips (tape and tacks are not permitted). Strip lights are not permitted as they cause major damage to the walls. **Please note that any damage to walls will be charged to you at the end of the year after you move out.**

Q: Can I cook or have appliances in my room?

A: Residence is not able to accommodate students who wish to cook in their room or in common rooms. Appliances, other than those provided by Student Housing Services, such as, but not limited to, microwaves, toasters, hotplates, barbecues/grills, rice cookers, air conditioners and/or space heaters are not permitted to be used or stored anywhere in the residences. Students are welcome to bring a small (no greater than 4 cubic feet) fridge, provided that it is purchased or rented new. Only one refrigerator is permitted in each room. Canadian Standard Association (CSA) approved kettles and coffee makers may be stored in student rooms and used only in common lounges.

Q: Am I allowed to make my room smell nice with incense or diffusers?

A: Strongly scented items including, but not limited to, mothballs, camphor, incense, diffusers, personal scents or fragrances and some aerosol products, may trigger allergies and sensitivities in some community members. As such, we ask that all residents refrain from using these products and follow any additional directions from Student Housing Services regarding scents. Candles, are not permitted in residence.

Q: Can I bring my own furniture?

A: No, you are not permitted to bring outside furniture into residence (i.e. beds, couches, chairs). You are responsible for the condition of the furniture in your room. Any damages found on move-in day should be reported in your room condition form. All furniture within the residence community is assigned to specific areas. Removing or moving any residence furniture from residence rooms is prohibited. Thin mattress pads/toppers may be used provided they are new.

Q: Is there anything else that I can't bring?

A: To ensure the safety of the residence community possession/storage of any weapons, ammunition, or items resembling weapons whether legal or illegal, is strictly prohibited. This includes weapons used or kept for the purposes of sport. Items that are highly flammable or explosive are not permitted in residence. This includes, but is not limited to, firecrackers, fireworks, propane tanks, lighter fluid and/or gasoline canisters.

MOVING OUT

COMMUNITY LIVING

Residents are required to vacate their assigned room and return all residence keys to Student Housing Services by 12:00 pm on their scheduled move-out day. To avoid additional charges, all residents must check out by this time. All students moving out must complete a move-out inspection with their RA. **An RA will reach out to all students and schedule time for this inspection.** Residents should ensure that their room is left clean and tidy at the time of check-out. Personal belongings must not be left in rooms or common areas. All garbage and recycling should be taken to the appropriate containers outside of the buildings. Roommates occupying double rooms are equally responsible for the condition of their room after move-out. Items left in residence after 12:00 pm on their scheduled move out day will be removed and discarded. Any costs associated with removing these forgotten items will be charged back to the resident. After residents have moved out, Student Housing Services will inspect rooms and common areas. The costs associated with cleaning, missing items and repairs (excluding those documented on the Room Condition Form) will be charged to residents in accordance with the Residence Agreement.

Winter Interim Break

During the Winter Interim Break Period (December 14, 2025 to January 2, 2026), residence will be operating at reduced service levels. The Dining Hall and Student Housing Services Desk will be closed during this time and students who are approved to stay will be responsible for their own meals.

Only residents who have been approved and have paid the associated fee for residence during the Winter Interim Break will be allowed into the buildings during this period. All other residents will be required to vacate their room. Personal belongings may be left in rooms, but cannot be accessed during this time. The buildings will be open to all residents on January 2, 2026.

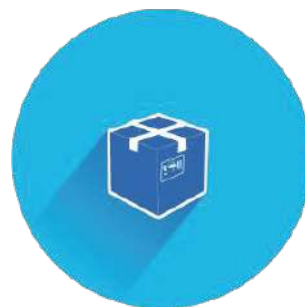
Late Move-Out Requests

Requests to remain in residence after your scheduled move-out date will be considered by Student Housing Services on a case-by-case basis and will include an additional per-night fee. These requests should be communicated to the housing office via email by December 1st (winter term) and April 1st (Spring term).

TIPS FOR A SMOOTH MOVE-OUT

At the end of your stay you will have to leave everything as you found it. Here are a few tips to help you:

- **Start Early:** When you pick out things you will be needing over the last couple of weeks and start packing up the rest it can save you a lot of stress on move-out day.
- **Take a last look:** Make sure your room is tidy and you're not leaving anything behind as you will not have access once you hand in your keys
- **Report maintenance concerns early:** Avoid charges by making sure to address all maintenance concerns that happen during your stay early.



COMMUNITY LIVING

ACCOMMODATIONS & ACCESS

CapU Residence is an inclusive community that welcomes students with a wide variety of experiences and needs. We are committed to ensuring that our community meets the needs of all CapU Students.

Accessibility Needs

Our single occupancy rooms are prioritized for students who indicate an access or medical need for one on their residence application. If you require this type of accommodation, please ensure that you select the “I have a special requirement for accommodation” option when completing your application and follow the steps to provide as much detail as possible to help us meet your needs. We may also ask you to provide documentation to our Accessibility Services department to help us better respond to your request.

Transgender & Non-Binary Students

The roommate matching portal allows students to connect with others based on shared preferences. Trans and gender-diverse students are encouraged to indicate their preferences and can be matched with others who share similar experiences. If you are transitioning and would feel more comfortable living with another student who is also navigating a similar journey, please contact Student Housing Services — we will do our best to support your request. We have limited single-room availability, requests are welcome and will be reviewed based on availability.

Band/Nation Sponsored Indigenous Students

Excepting the \$50 application fee, our residence fee schedule can be modified to meet the payment schedule of your band or nation. Typically, this means that your \$500 confirmation payment will be deferred so that it can be included in the payment from your band or nation during the term you are living in residence. If you have received an offer to live in residence and will be receiving sponsorship from a band or nation, please contact housing@capilano.ca for further instruction.



LIVING WITH ROOMMATES

COMMUNITY LIVING

Living with someone new can be both exciting and challenging — and that's completely normal. Sharing a space with a roommate is often a big adjustment, especially if it's your first time living away from home or with someone who has a different lifestyle or habits. While it may not always be easy, most roommate challenges can be worked through with open communication, mutual respect, and a little support along the way.

At CapU Residence, we're committed to helping you build a positive and cooperative living environment. That starts with having a conversation. If you and your roommate find it hard to get on the same page, your Residence Advisor (RA) is here to help. They can support you in creating a Roommate Agreement — a guided conversation where you'll discuss things like cleaning responsibilities, guest expectations, quiet hours, and how you'll handle conflicts if they arise.

All students living in a shared double room are expected to complete a Roommate Agreement, facilitated by their RA. These agreements help set the tone for the year and ensure that both roommates feel heard and respected. Within the first few weeks of the semester, your RA will reach out to schedule a meeting with you and your roommate to complete this process. Like any relationship, living with a roommate takes effort, patience, and a willingness to communicate honestly. It's important to approach each other with openness and respect — and to remember that disagreements are a natural part of sharing space. What matters is how you navigate them together.

Living with a roommate also brings the opportunity to form a unique bond, create shared memories, and maybe even build a lifelong friendship. And if things don't go smoothly? That's okay too. The Residence Life team is here to support you — no judgment, just help — every step of the way.

WAYS TO BREAK THE ICE

- Have either of you lived with a roommate before? What was your experience?
- What is your definition of noise? Of cleanliness?
- Will you and your roommate share anything? Is there anything that is completely off limits?
- Are you allowed to have guests? What about overnight guests?
- Do either of you have any pet peeves that the other should be aware of?

Room Switch Policy

Room switch requests are reviewed by the Residence Life Facilitator after all other options (like roommate agreements, mediation, or maintenance requests) have been tried. Approval depends on the situation's urgency and available space. Residents should ensure that the room (or their section of the room) is clean and free of personal belongings after moving. Single rooms and empty double rooms will be cleaned by Student Housing Services prior to new move-ins, however double rooms that are half-occupied will not be cleaned by Student Housing Services. Issues with cleanliness or room condition should be reported immediately to Student Housing Services. In certain situations, residents may be permitted to switch rooms with one another, provided that all parties involved (including roommates who are not moving) agree. This may only be done with the express pre-approval of Student Housing Services. Unauthorized switches will result in charges.

Room Inspections

Room inspections are conducted at least once per semester, including during the summer term. Students will receive a minimum of 48 hours' notice. During inspections, Student Housing Services staff check for cleanliness, damage, and unauthorized items. If a room does not meet cleanliness standards, students will be given a chance to address the issue before a re-inspection; unresolved issues may result in a cleaning fee. If prohibited appliances are found, staff will follow up with the student and may hold the item until the end of the term.

GET INVOLVED!

There are many meaningful ways to get involved in the CapU Residence community, whether you're looking to lead, support others, or build new skills. Here are some key opportunities:

Residence Education

Refers to the intentional learning and community-building that takes place within residence life. It includes programs, events, workshops, and initiatives designed to support students' personal growth, academic success, and overall well-being while living in residence. Res Ed focuses on areas like wellness, diversity and inclusion, healthy relationships, conflict resolution, sustainability, and life skills — all aimed at helping students thrive both in and out of the classroom.

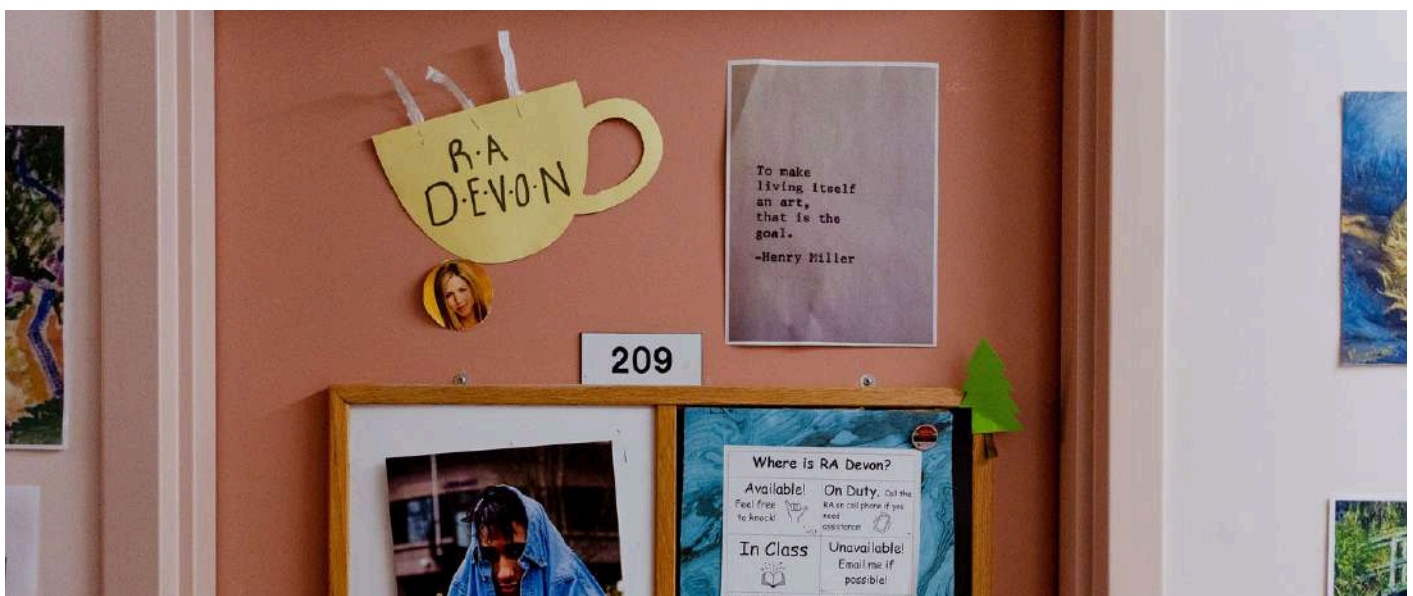
Residence Advisor (RA)

RAs are student leaders who live in residence and help foster a safe, inclusive, and supportive community. They plan events, assist in conflict resolution, and serve as a resource for fellow residents.

Student Ambassador

Student Ambassadors support the comfort and upkeep of residence by assisting with inspections, minor repairs, maintenance reports, and mail collection.

Keep an eye on your inbox during our hiring periods — we post calls for applications throughout the year. Don't miss your chance to join the team and make a difference!



GET INVOLVED!

Living Learning Communities

A Living Learning Community (LLC) in a university residence is a specialized housing option that brings together a group of students who share common academic interests, goals, or majors. The purpose of an LLC is to create a unique and immersive living experience that extends beyond the traditional classroom setting. Students in an LLC live in proximity to one another within a designated residence hall or floor, and they engage in a variety of structured activities, programs, and events that are tailored to their specific academic or personal interests. Currently we have three LLC's at CapU Residence: Expressive Arts, Healthy Living, and MOPA. Each Living Learning Community (LLC) is located within a residence building and is supported by a member of the Residence Life team who delivers customized extracurricular activities and educational experiences.

House Council

The CapU Residence House Council is a student-led leadership group dedicated to creating a vibrant and engaging community for all residents. Made up of four key roles—President, Programming Representative, Sustainability Representative, and Dining Hall Representative—the Council works together to represent resident voices, build community, and support meaningful initiatives throughout the year.

We recruit at the beginning of each academic year through a selection process that includes an application, a short presentation, and an interview.

Past initiatives have included a Residence Talent Show, a residence-wide Volleyball Tournament, and improvements to the dining hall feedback system. If you're excited to make a difference in residence life, House Council might be the perfect fit for you!





GETTING TO CAMPUS

By Car Share

Evo is a local car sharing service. Sign Up is available online or via app. This is also a great option for carpooling.

Visit www.evo.ca for more information.

Transit

CapU student fees include a U-Pass, giving students unlimited access to TransLink bus, rail and ferry services. To get between campus and residence, students catch the #212 OR #215 bus to Phibbs Exchange and change to the #245 bus to CapU. The total trip takes about 20 minutes. The #212 bus provides service every 30 minutes, and the #245 bus provides service every 10 to 12 minutes. Visit Translink Mobile Services for

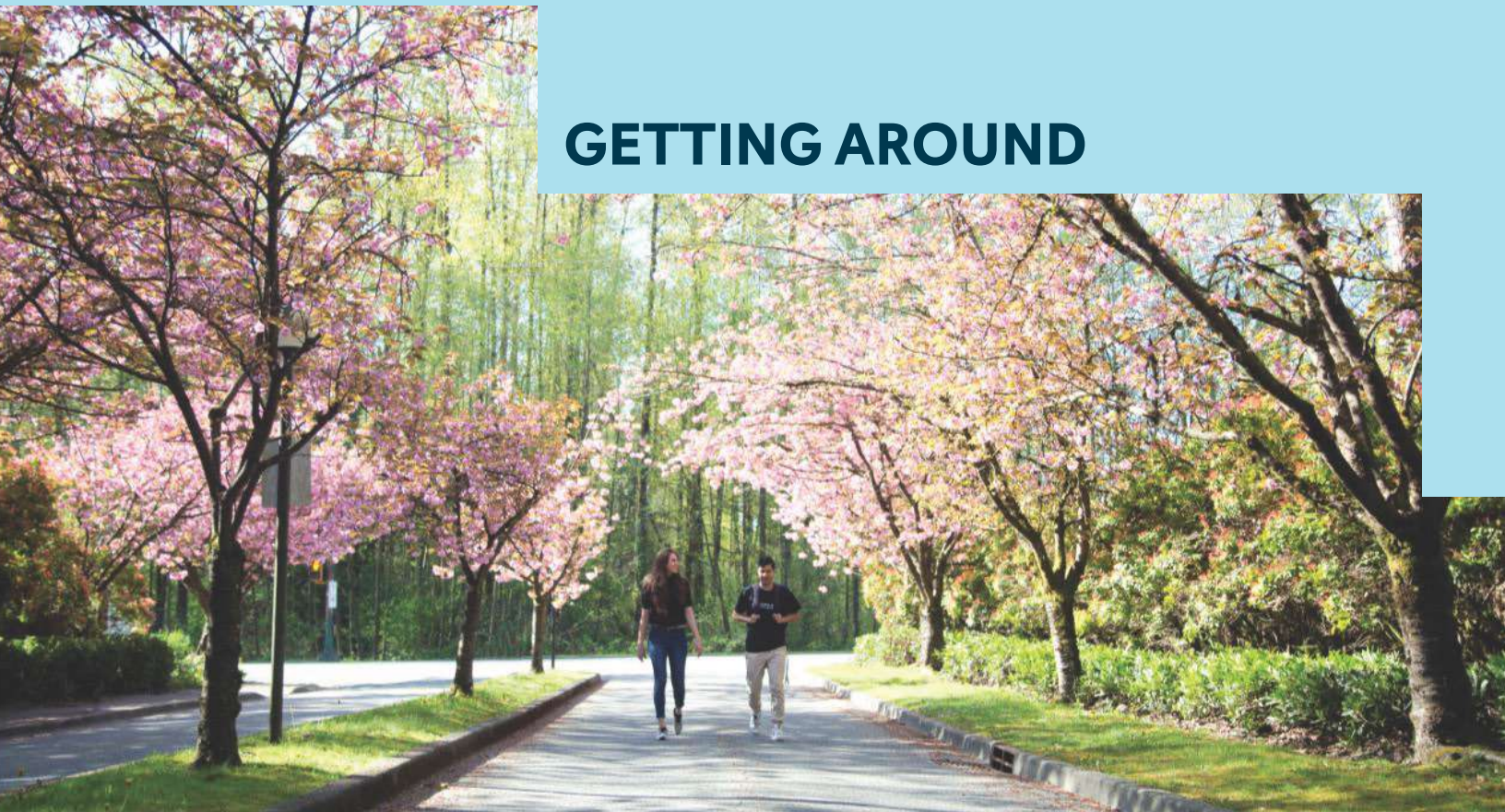
Walking/Biking

An on-street bike route connects the campus with the Dollarton CapU Residence. Convenient outside bike storage is provided [on campus](#) and in residence. Students are not permitted to store bikes inside their rooms as it poses a fire safety risk.

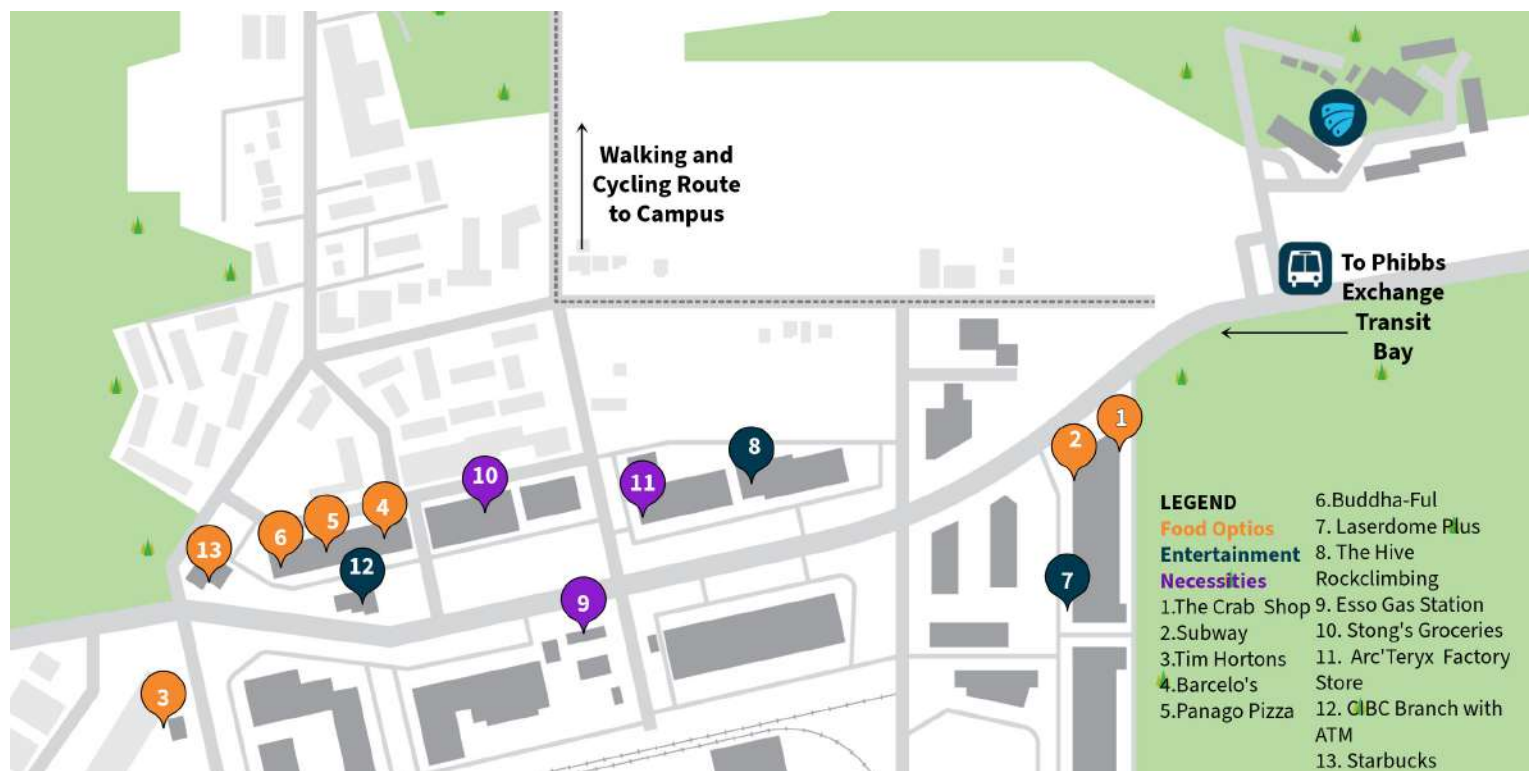
By Car

Limited parking is available via lottery throughout the summer. Though parking is free in residence, students are still responsible for paying at Capilano parking lots on campus. It is important to note that demand for parking spaces may, at times, exceed the space available. All vehicles must be registered with student

GETTING AROUND



There are lot's of places around CapU Residence to explore. Whether you're looking for a place to take a date for dinner, somewhere to get your sweat on, or a place to pick up an emergency snack, you can find it all within walking distance. If you're feeling a bit lost, take a look at the map below.

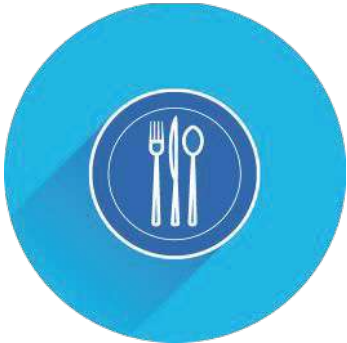


RESIDENCE DINING



THE MEAL PLAN

The meal plan at student housing is a mandatory declining balance meal plan. Enrollment in the meal plan is mandatory to ensure that all residents have access to regular meals during a busy academic year. The residence meal plan provides a rotating menu of healthy and hearty options to ensure that students can choose from a variety of options during each meal time. **Unspent meal plan dollar amounts remaining at the end of each term will expire and are not refundable or transferable.**



Dining Dollars

As part of the residence meal plan, each resident receives \$500 dining dollars per term to cover meals on campus when residents are unable to return to residence during a meal time. Dining dollars can be used to purchase meals and snacks at any of the food vendors located on our North Vancouver campus. Dining dollars are for individual use only and cannot be used to purchase food items or provide Dining Hall access for friends or other parties. **Unspent dining dollars remaining at the end of each term will expire and are not refundable.**

How It Works

Items will be individually priced or priced as a combo. When you make a purchase from the dining hall, you will pay using your student card. The cost of each item purchased will be deducted from the amount you have in your card. Your student card will work like a debit card.

If you run out of funds before the end of each month and wish to add more funds. You should contact housing to add additional funds to your student card. This additional funds will be charged to your student account as an additional charge and will not be deducted from a future month addition.

Students who wish to share their account balance with others must be physically present in the dining hall and must purchase and pay for the items they wish to give to another student.

RESIDENCE DINING

Meal Plan Breakdown

Meal Plan - Fall 2025

Dining Dollars	\$1850
Flex account	\$500

Meal Plan - Spring 2026

Dining Dollars	TBA
Flex account	TBA

THE DINING HALL

Take-Out Option

Students are allowed to eat in the dining hall or take their meals to-go



Dietary Restrictions

The Residence Dining Hall is able to accommodate a number of different dietary restrictions and preferences. As the meal plan is mandatory, our dining services team works with the residents to ensure that their requirements are met during each meal time. Incoming residents who have dietary restrictions or needs that may require additional considerations are encouraged to contact Student Housing Services prior to their arrival to arrange for a consultation with our dining services team.



RESIDENCE DINING



Accessing the Dining Hall

In order to access the meal plan and dining dollars, residents will need to present their CapCard (the photo student ID card that is issued to all students of Capilano University). The meal plan and dining dollars are stored on the card's barcode and can be scanned at any food vendor on campus as well as in the residence dining hall. Lost or stolen cards should be reported to Student Housing Services immediately so that the card can be cancelled. Students must replace their card within one business day of losing their card. Upon receiving a new card, the student is responsible for updating Student Housing Services with the new barcode to transfer the balance of the meal plan and dining dollars to the new card. Any change in dining dollar balance as a result of the loss or theft of a CapCard is the responsibility of the resident.



Feedback and Questions about Dining Hall

Tamara Teranmarco

Dining Hall Operations Manager

Email: Marianat.Teranmarco@compass-canada.com

The Dining Hall Operations Manager oversees the day-to-day functioning of the residence dining hall, ensuring meals are served safely, efficiently, and in line with student needs. They work closely with culinary staff and Student Housing Services to support a positive dining experience for all residents. If you have any questions, concerns, or feedback about the dining hall, please connect directly with the Dining Hall Operations Manager – they're here to help!

SUSTAINABILITY IN RESIDENCE

Capilano University encourages, appreciates, and actively promotes environmentally sustainable behaviors among our students, staff, faculty, administration, and the broader community. Two key ways we've supported this commitment include:

Friendlier Program

The Friendlier program is a residence-wide reusable container initiative at Capilano University designed to reduce single-use waste and promote sustainable habits among students. Through this program, students can opt for reusable containers instead of disposable ones when dining on residence.

Last semester, CapU students reused over 10,000 Friendlier containers, resulting in significant environmental impact. These efforts helped divert 580 kilograms of plastic waste, conserve 80,000 litres of water, and reduce emissions equivalent to over 6,000 kilometres of driving.

FeedBC Initiative

Feed BC is a provincial initiative led by the Government of British Columbia that aims to increase the use of B.C.-grown and processed foods in public institutions, including post-secondary campuses. The program supports local farmers, strengthens the provincial food system, and boosts food security by making fresh, local food more accessible.

By sourcing food locally, Feed BC reduces the environmental impact associated with long-distance transportation, supports sustainable farming practices, and contributes to a lower carbon footprint. At CapU, participation in Feed BC aligns with our broader sustainability goals by promoting environmentally responsible food choices and reinforcing our commitment to supporting local communities.



RESIDENCE SERVICES



INTERNET

Wireless internet is available to all residents. The wifi extends throughout all of residence, including common rooms, individual rooms, and the dining hall.

Network: CAPU-HOUSING

Password: (provided upon check in)



MAIL

While living in CapU Residence your mailing address will be as follows:

Your Name

#500—2420 Dollarton Highway

North Vancouver, BC

V7H 2Y1

Your mail can be picked up at the front desk during and after office hours.

CLEANING

Responsibilities

All students are responsible for maintaining an adequate level of cleanliness in their personal spaces and for ensuring that they leave the common spaces in a clean state. Vacuums are available on each floor of residence for students to use. Washrooms and showers are serviced by Capilano cleaning staff. Capilano cleaning staff will also service the space, by taking out the garbage and recycling.

LAUNDRY

The laundry facilities in residence are free for all students to use and include washers and dryers. Laundry rooms are available on the 1st and 2nd floor of every building. Students are responsible for bringing their own detergent and other laundry supplies.



RESIDENCE SERVICES

MAINTENANCE

Regular Repairs and Maintenance

Student Housing Services is responsible for maintaining the buildings within the residence community and responding to maintenance issues or required repairs. From time to time, building maintenance may result in unusual or unexpected noise or interruption for students. Student Housing Services will work to ensure that, whenever possible, interruptions are minimal and considerate of important student events such as the exam period. Repairs, maintenance and alterations may only be completed by authorized University personnel. Residents are not permitted to repair or alter rooms and/or common spaces in any way.

Maintenance Requests

Residents are encouraged to promptly report any repair or maintenance issues to Student Housing Services by using the online maintenance system which can be accessed by visiting the residence portal at capilano.starrezhousing.com/starrezportal.

LOCKS AND KEYS

In order to respect the safety and security of all residents, keys are only to be possessed and used by residents to whom they are assigned and should not be shared for any reason. Keys to buildings and rooms are the property of Capilano University and may not be copied. Keys are only to be used in the locks to which they are assigned, and locks may not be tampered with for any reason.

Lost or Misplaced Keys

In the event of a lost key or keys, Student Housing Services may provide a temporary set of keys for a period of 24 hours. If the lost key or keys are unable to be located in 24 hours, the resident will be charged for a replacement key in addition to any required lock changes.

Lockouts

Students who are locked out of their room or building can seek assistance from the staff or security at the front desk. Students must show valid photo ID in order to be provided access when locked out. Student Housing Services tracks students who request lockout assistance and reserves the right to charge students who frequently use or abuse this service.

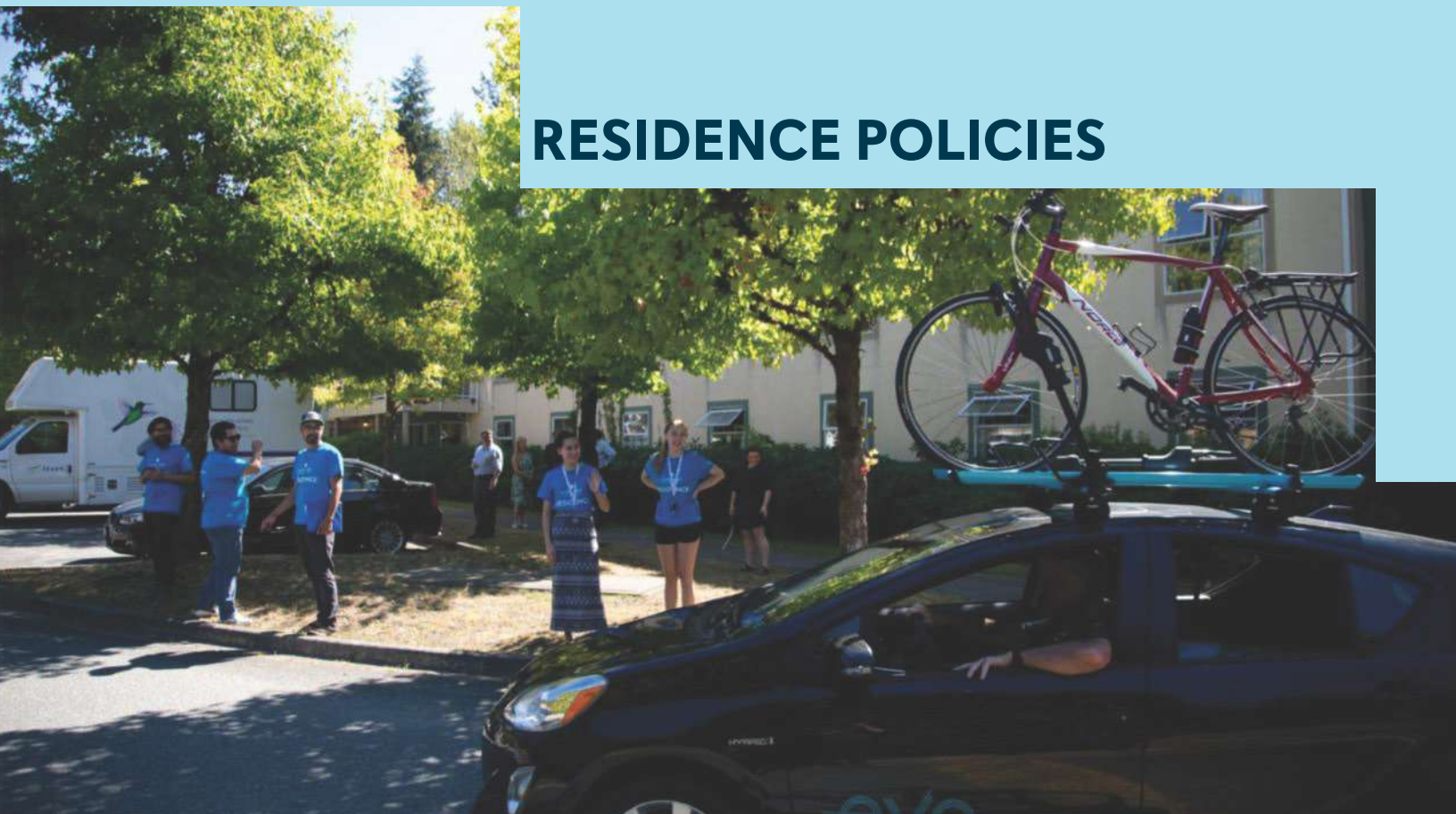
ROOM CONDITION FORM

Following move-in, residents will have seven calendar days to complete a Room Condition Form (instruction for which will be provided upon move-in). The Room Condition Form is an opportunity to document the condition of the room and any missing inventory items. It is essential that residents complete this form in order to avoid being charged for damages that existed previously, or items that were already missing at the time of move-in. Failure to complete this form before the deadline will result in the conditions most recently on file being recorded as the condition of the room.

PARKING

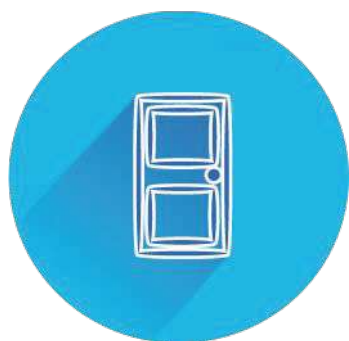
Parking in CapU Residence is limited, but free for students and their guests. To obtain a resident parking pass, students must apply for parking through the Residence Portal prior to moving in. Given the limited space, we give out parking passes based on a lottery system. There are spaces around Dollarton Hwy where you are able to park if you did not secure a spot in residence. Short-term, guest parking passes are available from Residence Front desk. Parking passes must be displayed at all times on vehicles parked in residence. Failure to do so will result in ticketing and towing. Failure to use a parking pass for a consecutive period of two weeks or longer may result in your pass being canceled and provided to a different resident.

RESIDENCE POLICIES



ROOM ENTRY PROTOCOL

Privacy is an important component of living in a community; however, there may be certain circumstances where entry into a resident's room is required. Authorized University personnel may enter a room, at any time, without prior notice for any of the following reasons:



- a) To ensure the health and safety of any individual;
- b) To provide access to emergency responders such as police, fire and ambulance in the performance of their duties;
- c) When there is probable cause to believe that a violation of the Residence Standards, University policies and/or applicable laws and statutes is being committed;
- d) To investigate or take action to address an ongoing source of disruption;
- e) To make or investigate the need to make emergency repairs or cleaning and/or to take any necessary action to mitigate the need for future repairs or cleaning;
- f) A resident has provided prior permission or requested that University personnel enter their room (i.e., through submission of a maintenance request).

Residents will be provided with 24 hours notice in the event that authorized University personnel are to enter a room for any reason other than those listed above (such as regular facilities inspections, routine and preventative maintenance, etc.). Outside of the circumstance listed above, anyone other than the current resident(s) of the room wishing to enter a residence room must have verifiable, written permission from the room's resident(s) and may only do so in the presence of a Student Housing Services staff member at the discretion of Student Housing Services.

RESIDENCE POLICIES

WILDLIFE

CapU Residence is located in a beautiful forested area near several local parks and green spaces. While this natural setting offers a peaceful and scenic environment, it also means that wildlife such as raccoons, coyotes, bears, cougars, squirrels, and deer may be present on or near residence property.

To help keep both residents and wildlife safe, it is essential that students do not feed wild animals and avoid leaving food or trash in outdoor areas, balconies, or hallways. Wildlife attracted to food and garbage can become habituated to humans, which increases the risk of dangerous encounters and may result in harm to both people and animals.

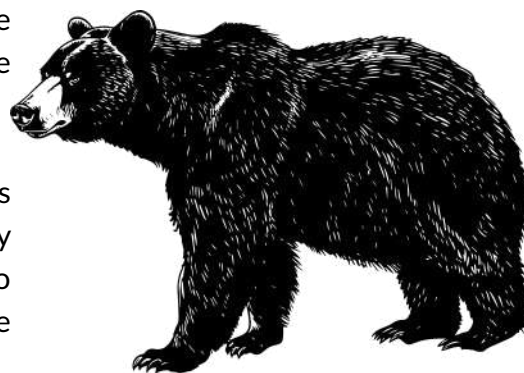
In the event of a sighting of dangerous or potentially dangerous wildlife, Student Housing Services will notify residents promptly and provide guidance on appropriate safety procedures. We also work in collaboration with local conservation officers to manage risks and ensure community safety.

Bear Safety & Garbage Sorting

Bears are especially attracted to strong scents, including food waste, unwashed containers, and improperly sorted garbage or compost. Improper disposal of these items can attract bears to residence areas, creating a serious safety hazard for the community.

To prevent this, it is critical that all residents sort waste correctly and use the designated bins for compost, recycling, and garbage. Please ensure containers are rinsed, organic waste is securely sealed, and no food items are left outside of bins. Residents are expected to follow all signage and guidelines for waste disposal provided in the residence and dining areas.

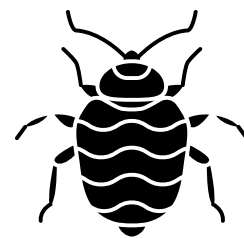
If you feel threatened, seek shelter indoors immediately and notify Security or Student Housing Services. By being aware and acting responsibly, we can help ensure that our residence remains a safe, respectful environment for all—both people and wildlife.



If you encounter a bear:

- Do not approach or run. Stay calm and back away slowly.
- Make yourself look bigger by raising your arms.
- Make noise to alert the bear to your presence.

RESIDENCE POLICIES



BED BUGS

CapU Residence is a high-density community, which can occasionally lead to issues like bed bugs. If you suspect bed bugs in your room, contact Student Housing Services immediately. We will arrange for an inspection with our pest control provider as soon as possible and follow their recommendations to resolve the issue quickly and effectively.

PEST CONTROL

Residents are expected to maintain a satisfactory standard of cleanliness in rooms and common spaces so as not to attract pests such as rodents, insects and other wildlife. Residents who suspect that their room or community is affected by pests should report this immediately to Student Housing Services. Student Housing Services, in partnership with our pest control providers, will take the necessary steps to address the problem and limit pest exposure within the community. Students should not tamper or interfere with any traps or devices designed for this purpose. Residents whose cleanliness is found to have contributed to issues with pests in the community may be responsible for the costs associated with cleaning and control.

SOLICITATION, COMMERCIAL USE, AND ADVERTISING

Any and all advertising within the residence community must be approved by Student Housing Services. Print advertisements, notices and/or posters may only be posted by Student Housing Services. Any unauthorized forms of advertising will be removed. It is an expectation that residence rooms, common spaces, telephones and internet connections are not used for commercial purposes. In keeping with this, solicitation is not permitted at any time within residence buildings. Student Housing Services may, from time to time, permit authorized groups to solicit in designated residence spaces.

USE OF INFORMATION TECHNOLOGY

The standards outlined in this document extend to actions that include the use of information technology including, but not limited to, computers, tablets, mobile devices, gaming consoles, and/or connected accessories. The use of internet services provided by the University to students in residence for the purposes of downloading content that is considered illegal or infringes on copyright is strictly prohibited. In addition, high-bandwidth activities, such as torrenting, are not permitted in residence as they may impact internet connectivity for others in the community. Residents found to have misused Internet Services may receive temporary or permanent device bans as deemed necessary by Student Housing Services.



RESIDENCE STANDARDS



The Residence Standards are in place to help create a safe, respectful, and inclusive living environment for all students in residence. They're not just a list of rules — they're a shared understanding of how we live well together in community.

By outlining clear expectations for behavior, communication, and accountability, the standards help ensure that everyone feels welcome, supported, and free to focus on their academic and personal growth. Whether it's being mindful of noise, respecting your roommate's space, or contributing to a clean and safe building, these standards are designed to help you and your peers have the best possible residence experience.

By reading and accepting your residence offer, you are agreeing to conduct yourself in a manner that shows consideration and respect for the health and safety of those around you.

RESIDENCE STANDARDS

RESPECTFUL CONDUCT

Respectful Conduct Toward Community Members

All residents have a right to a community built on mutual respect and acceptance that is free from any form of harassment or discrimination. In keeping with this, all residents have a responsibility to treat all members of the community with respect, acceptance and understanding, and to speak up if acts of harassment or discrimination occur in the residences.

In accordance with federal and provincial laws, the BC Human Rights Code, and university policies, residents are expected to refrain from any activity: whether verbal, written, graphic, or physical, that may be reasonably interpreted by another person as racist, sexist, homophobic or any other form of discrimination or harassment. Such activities may include, but are not limited to:

- a) Posting or distributing material and/or behaving in a manner that is offensive and may contribute to an intimidating hostile or uncomfortable environment;
- b) Putting offensive posters or pictures in areas where they may be viewed by other community members;
- c) Using email, phone, mail, social media, or other mediums to convey nuisance, obscene, or otherwise objectionable messages or material;
- d) Encouraging offensive acts or behavior;
- e) Discriminating against or indicating an intent to discriminate against a person or a group or class of persons;
- f) Following or attempting to make unwanted contact with another person;
- g) Any behavior that could reasonably be interpreted as bullying or hazing; and/or
- h) Pranks that jeopardize the safety or may reasonably be interpreted as hostile or offensive.

Respectful Conduct Toward Property

It is expected that residents treat all property within the residence community with respect and consideration. This includes property belonging to any community member and/or the University. Residents who are found responsible for or contribute to damages, whether intentional or unintentional, will be held accountable under these standards in addition to any replacement or repair cost deemed necessary. Theft or unauthorized removal of property belonging to another community member or the University is prohibited by law and will result in follow up under these standards. Stolen items should be reported to Residence Security and the RCMP.

Respectful Conduct Toward Staff

At CapU Residence we employ a variety of staff to ensure that you get the best experience here. From Residence Advisors to our dining hall staff, we all work to make your time in residence amazing. In order for everyone to do their jobs to the best of their ability it is expected that all members of the residence community interact with staff in a respectful manner. This includes interactions with University representatives and emergency responders. Residents and their guests are expected to cooperate with reasonable requests from those noted above. Providing false or misleading information or identification is also prohibited by these standards.

RESIDENCE STANDARDS

NOISE

All residents within our community have the right to an environment that is conducive to studying and sleep. Additionally, all members of the community have the right to request that excessive or unreasonable noise is minimized to a non-disruptive level. In keeping with this, all members of our community have a responsibility to ensure that noise is kept at a level that does not have a significant impact in the residence community. Consideration hours are in effect at all times within the residence community, including the exterior and common areas of buildings. At any given time, it is expected that noise will be kept to a level that contributes to an environment that is conducive to sleep and study. This means that volume should be limited to a level in which it cannot be heard clearly outside of a residence room.

Examination Periods

Additional consideration related to noise is a responsibility of all within the residence community during the December and April examination periods to ensure that the environment is conducive to studying.

Sound Systems

Speakers and sound systems designed to produce excessively loud music or bass such as sub woofers are not permitted to be used in the residences. Student Housing Services may require that such items be removed immediately or confiscated until the resident can arrange its removal from housing.



SPORTS & PHYSICAL ACTIVITIES

In order to ensure the safety of all residents and to reduce indoor noise, residents are not permitted to engage in physically active games/ activities inside residence buildings, including hallways and common rooms, and in exterior residence parking lots. These activities are permitted in other outdoor spaces provided that they do not impact the safety of persons property and/or results in excessive noise in the community.

PETS

No animals of any kind are permitted inside resident rooms or interior public spaces in the residence. Exceptions will be made in the case of service animals and emotional support animals provided that they are registered with Accessibility Services and approved by Student Housing Services.

RESIDENCE STANDARDS

ALCOHOL

Student Housing Services supports the safe and responsible practices regarding alcohol consumption by students who are of legal drinking age and make the choice to consume alcohol. The following information exists to discourage high-risk activities related to alcohol and to reinforce provincial and federal laws regarding alcohol consumption. **Please be reminded that the legal drinking age in British Columbia is 19. The sale or distribution of alcohol**

CANNABIS

The use of smoke or vapor cannabis products and/or distribution of cannabis is not permitted in CapU Residence. Students who are 19 years of age or older are permitted to possess and store up to 30 grams of cannabis provided that it is kept in a secure location and is sealed in a manner that contains the scent. The use of edible cannabis products that are obtained legally by students who are 19 year of age or older is permitted in

CONTROLLED OR ILLEGAL SUBSTANCES

In accordance with federal law, the possession, use and/or distribution of illegal drugs and/or medication for the purposes other than those which they were prescribed is not permitted in residence. Evidence in these cases may include drug traces, drug paraphernalia, and/or the distinct smell of prohibited substances.

PUBLIC AREAS/ OUTDOOR STORAGE

Indoor spaces intended for shared use, or any outdoor space such as hallways, are not appropriate spaces to leave personal items and/or food as it negatively impacts the ability of others to use the space and poses a fire safety risk. As such, storing any items outside of a resident's room, unit, or residence building is not permitted. The exception to this is the storage of bikes at the designated bike storage area in Grouse Hall).

RESIDENCE STANDARDS

GUESTS & VISITORS

Hosting guests is an exciting part of the residence experience but also a privilege extended to those who live in our community. A guest is defined as any person not holding a current residence agreement who has been invited into the residence community by a host who is a current resident.

Responsibilities of a Host

Residents who make the decision to host a guest must accept responsibility for the behavior of their guests including any follow up as determined under these standards. As such, it is important that hosts ensure that their guests are aware of and abide by these standards and do not engage in any behavior that may result in harm to themselves, others, or the community.



Parties and Gatherings

Any gathering that is deemed to be unsafe or disruptive to the community by Student Housing Services staff is prohibited. This includes, but is not limited to, events where alcohol is the focus.

Limitations

Residents are limited to hosting a maximum of two guests at any one time. Each resident may host an overnight guest for a maximum of seven nights each semester, not to exceed three consecutive nights per visit. Overnight guests are not permitted during Orientation from August 28 2025 to September 9 2025. If you are in a double room please make sure to check-in with your roommate about having an overnight guest. Student Housing Services reserves the right to revoke or modify guest privileges at any time to maintain safety and security.

TIPS FOR HOSTING RESPONSIBLY

- Remove any obvious hazards in your room
- Make sure to talk to your roommate about their comfort levels before hosting guests
- Remain sober to keep track of guests
- Use plastic instead of glass containers to reduce the risk of injuries
- Offer plenty of nonalcoholic beverages and food
- Make arrangements to get your guests home safely or stay overnight
- Don't be afraid to call the RA on call or Security if you feel like things are getting out of hand



RESIDENCE STANDARDS

VIOLATION OF A RESIDENCE STANDARD

Our residence conduct process exists to ensure a meaningful and appropriate response for addressing actions that negatively affect or threaten the safety of individuals or the community. Whenever possible, this process will place a focus on the learning and growth of those who participate in it for the betterment of individuals and the community. Violating any community standard may result in interim measures/restrictions being put into effect for you, pending a meeting with Housing Services staff.

If you are found responsible for violating community standards, particularly those that put the health and safety of our entire community at risk, sanctions could include (but are not limited to):

- a) Educational sanctions
- b) Fines placed on your account
- c) Jeopardizing future housing applications at CapU.
- d) Community restitution (e.g., apology letter, service hours)
- e) Cancellation of your current housing contract and eviction from CapU housing

RESIDENCE CONDUCT PROCESS

The residence conduct process exists to ensure a meaningful and appropriate response for addressing actions that negatively affect or threaten the safety of individuals or the community. Whenever possible (i.e. when safety and/or significant disruption are not a concern, this process will place a focus on the learning and growth of those who participate in it for the betterment of individuals and the community.

Decision Making and Standard of Evidence

When a report of a violation of the Residence Standards is received, Student Housing Services is responsible for ensuring that the incident is addressed with the resident(s) involved. Residents who are involved in an incident will be contacted by email by a Student Housing Services representative requiring them to attend a meeting. Residents will have the opportunity to respond to the reported violations and discuss their involvement and responsibility. The focus of the conversation will be on the impact of the behavior on the community. In most cases, residents will be given the opportunity to show accountability for their actions and take part in the decision making process related to outcome and next steps.

At each stage in the decision-making process, Student Housing Services is responsible for establishing that there has been a violation of these standards by a student. Decisions will be based on the balance of probabilities, which means that the evidence shows that it is more likely than not that the behavior occurred. The principles of natural justice and procedural fairness will be followed at all times during the Residence Conduct Process.

RESIDENCE STANDARDS

PROCESS OVERVIEW

Reported Incident

Student Housing Services receives a report regarding a potential violation of the Residence Standards



Follow-up and Reach out

The report and any relevant supporting evidence are reviewed by the Residence Life Management Team



Community Standards Meeting

A meeting will be held to discuss the incident allowing all parties involved to share their perspectives



Outcome and Appeals

A decision is made based on the incident report, supporting evidence, and the community standards meeting. Students have the right to appeal any decisions made (process outlined in P.41)

RESIDENCE STANDARDS

Outcomes and Sanctions

Whenever possible residents will have the opportunity to contribute to the discussion regarding their own outcomes and sanctions. Outcomes should always be educational in nature and focus on opportunities to address community and personal impact.

In certain situations, sanctions may need to be imposed by Student Housing Services in order to address continued, escalating, or serious behaviour. The table below outlines some of the common sanctions.

SANCTION	DESCRIPTION
Community Engagement	Focus on opportunities to repair harm done to the community, through event planning, community service, or apology letters
Educational	Focus on opportunities to learn from the behavior, through posters, workshops or presentations
Reflective	Focus on opportunities to further reflect on the incident in question through reflective activities such as journaling, guided activities or mentorship
Behavioral Contract	A formal document that outlines specific conditions under which the resident will be permitted to continue living in residence
Monetary Restitution	A charge for repair, cleaning, or replacement allocated to the resident's student account
Relocation	A requirement for a resident to move to another room, floor, and/or building in residence
Eviction	Termination of the resident's Residence Agreement and a requirement to permanently vacate residence with or without refund of residence fees.

OTHERS FEES

ITEM	CHARGE	DESCRIPTION
Improper Move-Out	\$50 (+ any additional costs)	Charged in the event that a student fails to move-out on time or leaves the room in very poor condition. Removal and disposal of items left behind by a student will be included in this charge. If improper checkout results in the displacement of an incoming resident, the costs will be included in this charge.
Early Move-In / Late Move-Out Fee	\$50 per night OR \$75 per night (without approval)	Without approval means that the resident has not received prior approval from Student Housing Services.
Late Cancellation Fee	\$500	Charged to students who cancel their contract for the Spring 2026 semester after November 1, 2025
Winter Interim Fee	\$200	Charged to students who are approved to stay during the Winter Interim Break.
Summer/Fall/Spring Interim Fee	\$300	Charged to students who are approved to stay during the Summer/Fall Interim Break.
Lost Keys	The greater of: The actual cost OR \$50 (minimum charge)	A charge will be for the cost of a replacement key or set of keys and any necessary lock changes .
Frequent Lock-Outs	\$25	Charged for the fifth recorded lockout and every subsequent lockout in a particular term.

OTHERS FEES

ITEM	CHARGE	DESCRIPTION
Cleaning and Damages	The greater of: The actual cost OR \$50 (minimum charge	The actual cost includes any labor and materials cost associated with cleaning, repair and/or replacement before/after move-out or inspection.
Full Room Repaint	\$225	Applied when the room requires full repainting due to excessive wall damage, unauthorized painting, or significant markings that cannot be cleaned or spot-painted.
Broken Towel Bar	\$40	Charged for replacement and labor costs when a towel bar has been broken or removed due to misuse or damage beyond regular wear and tear.
Mattress Replacement	\$203.75	Applied when a mattress is returned with stains, structural damage, or other conditions rendering it unusable or unhygienic for future residents.
Missing/Damaged Mattress Cover	\$30	Charged when the provided mattress cover is missing, stained beyond cleaning, or damaged, requiring a full replacement.
Chair Replacement	\$300	Charged for broken, heavily damaged, or missing chairs.
Lamp Replacement	\$50	Charged for broken, damaged, or missing lamps.

***Note: Some costs listed above may vary depending on the extent of the damage and actual cost of repair or replacement.**



STUDENT HOUSING SERVICES

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