

WELCOME TO RESIDENCE AND EXPERIENCE THE DIFFERENCE!

As the Director of the King and Newnham Campus Residences, it is our hope that your time at College is not only educational, but also an enjoyable experience that includes the excitement and diversity of living in Residence!

Our mission is to provide a positive environment that supports the academic and social development of our residents. Time management, conflict resolution, accountability, and respect for others are but a few of the learning experiences gained from living in a community environment. You will have the opportunity to establish new and long-lasting friendships while discovering self-reliance and independence. Moving to a new community and a new way of living can be a challenge. Our Residence Staff and Residence Life Program are in place to help your transition to be as smooth as possible.

Your stay in residence will be one of the most memorable and rewarding aspects of your College career. We look forward to meeting you, helping you enrich your College experience and leaving you with memories that will last a lifetime.



Scott Woods

Director of Residence Operations
Seneca College Residence

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IMPORTANT DATES TO REMEMBER

ACADEMIC TERM 2018-2019

Academic Term Fees Deadlines, Option 1, 2 & 3	June 22, 2018
Academic Term Move-In Day	September 1, 2018
Academic Term Residence Fees Deadline, Option 3	October 5, 2018
Study Week	October 22 – 26, 2018
Fall Move-Out Forms Available	November 15, 2018
Academic Term Residence Fees Deadline, Option 2	November 23, 2018
Winter Term Applications and Residence Fees Due	November 30, 2018
Fall Move-out Forms & Break Extension Letters Due	December 1, 2018
Exam Week	December 10 – 14, 2018
Winter Break Begins / Residence Closed	December 15, 2018
Winter Break Room Inspections	December 17 – 20, 2018

WINTER SEMESTER 2019

Winter Semester Residence Fees Deadline	November 30, 2018
Residence Re-opens	January 6, 2019
Winter Semester Move-In	January 6, 2019
Academic Term Residence Fees Deadline, Option 3	January 25, 2019
Study Week	February 25 – March 1, 2019
Summer and Academic Term Application Available	March 1, 2019
Winter Move-Out Forms Available	March 1, 2019
Winter Move-out Forms & Extension Letters Due	April 1, 2019
Exam Week	April 12 – 18, 2019
Winter Move Out/ Residence Closed	April 19, 2019 (Good Friday)

SUMMER SEMESTER 2019

Summer Applications Open	March 1, 2019
Summer Semester Move-In Day	May 6, 2019

THE RESIDENCE LEADERSHIP TEAM

They are responsible for the day-to-day operations of the Residence, including the Residence Life Program, Building Services (Housekeeping and Maintenance), Safety and Security of Residents, Staff and Guests and Facilities management. They are committed to making your time in Residence a positive and memorable experience that will benefit you for life.

RESIDENCE LIFE STAFF

RESIDENCE LIFE MANAGER

The Residence Life Manager (RLM) is responsible for overall operations of the Residence Life Department. In conjunction with the Residence Life Coordinators, the Residence Life Manager ensures that our mission statement and principles are met in a fair and consistent manner.

Tammy Douglas

Residence Life Manager

Tel: 416-491-8811 x5001 **Fax:** 416-491-0486 **Email:** tdouglas@senecaresidence.ca

RESIDENCE LIFE COORDINATOR

The Residence Life Coordinator (RLC) provides direct leadership to the Residence Life Staff. The RLC also participates in an on-call rotation, takes a leadership stance with emergency and crisis intervention, room assignments and general direction of the Residence Life Team.

Elizabeth McGaughey

Residence Life Coordinator – King Campus

Tel: 905-883-1650 x5008 **Email:** emcgaughey@senecaresidence.ca

RESIDENT ADVISORS (RA)

Your Resident Advisor is here to help you transition into your new community. Their role in the community is to plan academic and social programs, assist you with academic and personal concerns, and ensure the safety and security of the building. They are here for you to make your residence experience the best that it can be.

All RAs have a @senecaresidence.ca email which includes their first initial and last name. For example, if your RA is John Smith their contact email would be jsmith@senecaresidence.ca.

RESIDENCE OPERATIONS STAFF

Shaun Freeman

Residence Services Manager

Tel: 905-883-1650 x5003 **Email:** sfreeman@senecaresidence.ca

Shannon Doll

Residence Services Supervisor

Tel: 905-883-1650 x5004 **Email:** sdoll@senecaresidence.ca

Michael Sulkers

Residence Services Lead

Tel: 905-883-1650 **Email:** msulkers@senecaresidence.ca

RESIDENCE SERVICES REPRESENTATIVES

The Residence Services Representatives (RSR) are here to help you with any questions you may have about the Residence and the surrounding area. You can find the RSRs at the Front Desk or at extension 5000.

HOUSEKEEPING AND MAINTENANCE STAFF

Housekeeping staff are responsible for the upkeep of all common areas in Residence. Housekeepers access suites on a bi-weekly basis to complete a regularly scheduled supplementary cleaning of the kitchen surfaces and bathroom area and report any concerns that require attention from the management team.

The Maintenance team assesses work requests and performs repairs as required. Maintenance staff also conduct preventative maintenance on Residence facilities to reduce the probability of deficiencies that may cause inconveniences to our residents, staff and guests.

RESIDENCE SERVICES

PRINT AND COPY SERVICES

To access copy services a resident is required to come to the front desk with materials they wish to copy. To access print services a resident is required to email the front desk their material, USBs will not be accepted. Staff does reserve the right to refuse to copy materials based on content and purpose. If you wish to use this service, a cost will be applied. The following rates apply for copying; Applicable taxes apply to above charges:

Each Page (Black and White) \$0.10
Each Page (Colour) \$0.25

Applicable taxes apply to above charges.

MAIL SERVICES

Canada Post delivers mail straight to the Front Desk. Please ensure you stop by the Front Desk to check if you have mail. All parcels or mails will be delivered to the Front Desk for you to pick up. Residents who are picking up mail items at the Front Desk are required to have photo identification with them and sign for the item(s). Please be aware that Residence Staff will sign for packages from Purolator, UPS, Canada Post or other delivery companies, but will not however, sign for Cash on Delivery, C.O.D.'s, or items that have any duties, taxes or fees payable on them.

For any mail or packages to be sent to the Residence use the following address:

Your Name
Seneca College Residence
13980 Dufferin St.
Room #
King City, ON
L7B 1L7

ACTIVITY/GAME SUPPLIES

A variety of games and supplies are available through the Front Desk. Items can be borrowed by a resident with valid Seneca One Card. The following is a list of items available:

- Ping Pong Paddles and Balls
- Pool Cues and Balls
- Volleyballs, Soccer Balls, Footballs, and Hockey Sticks
- Board and Card Games

GARBAGE / RECYCLING

Residents are responsible for removing their own garbage from their suite. King Campus has a garbage bin located outside of the Residence. If the bin is full, please contact the Front Desk. A recycling program is in effect at the Residence, and all residents are encouraged to do their part and recycle.

GUEST SIGN IN/OUT SERVICES

All guests must be signed in by a current resident through the Guest Sign-in Area and collect their Guest ID from the Front Desk. Guests are required to remain with this resident at all times. Proper Canadian or English language photo identification is required.

Accepted photo identification includes:

- Valid Student Card (High School or Post-Secondary)
- Valid Driver's License
- Valid Provincial Photo Identification

Please note we are not able to accept Passports or Health Cards as a valid form of identification. Please note that guests are not allowed during Orientation, during the Winter break, or Exam period. Please see the Residence Community Living Standards for more information on the Guest Policy.

RESIDENCE INTERNET SERVICES

Seneca Residence offers high speed internet as part of your Residence Fees. If you have any problems with the network, connecting to the network or need troubleshooting assistance please call Point of Presence technical support at 1-866-883-9898.

LOST AND FOUND – Available through Front Desk

Items considered to be a lost and found item will be recorded and stored for a period of one (1) month at the Residence. Any residents wishing to place a lost and found request may do so at the Front Desk.

HOUSEKEEPING & MAINTENANCE SERVICES**MAINTENANCE SERVICES**

Should you require a routine service of any kind, including but not limited to, electrical, mechanical, heating or plumbing repairs, please fill out a maintenance request form located on your Housing Portal.

The maintenance request form authorizes our maintenance team to enter a room, between the hours of 8:00AM – 4:00PM (unless in an emergency situation). Plugged toilets and sinks are the responsibility of the Resident. Plungers are provided to each suite at the beginning of the year. Damages to the common areas of your suite are the collective responsibility of you and your

roommate unless damages can be traced to an individual. Damages caused by your guests remain your responsibility.

LIGHT HOUSEKEEPING SERVICES

Bi-weekly housekeeping services are provided. A housekeeper will come to the suite and provide a basic cleaning of your kitchenette surfaces and bathroom area. Please be aware that the housekeeping staff are not permitted to enter your bedroom and therefore cannot complete any cleaning requirements of your bedrooms.

Housekeepers are also not permitted to touch any personal belongings of the residents. Therefore, they are unable to clean your dishes or remove them from the sink during their cleaning. To prepare your suite for this cleaning, please ensure your counter, sinks, shower, floors and cabinets are clear of any dishes, appliances and/or any other personal items. Please ensure garbage and recycling is removed from your suite on a regular basis.

In the event that your suite is in an unacceptable state, your housekeeper will report this to a member of the management team who will follow-up.

LAUNDRY SERVICES

The laundry room is located on the first floor and is available 24 hours a day, seven days a week. Laundry machines are supplied and maintained by Sparkle Solutions. You can purchase reloading laundry cards for \$5.00 which provides access to our laundry machine system. Laundry Card loaders are located beside the entrance of the Residence Life Office. You must load your laundry card prior to use. Residence and Sparkle Solutions are unable to refund money for lost or stolen cards. This laundry card is your property after purchase, and can be kept to reuse for the entire duration of your stay at Residence.

The following rates apply for laundry:

Wash	Cold	\$2.00
.....	Warm	\$2.25
.....	Hot	\$2.50
Dry	\$2.00

Laundry machines are supplied and maintained by Sparkle Solutions. There are step-by-step instructions in each laundry room. Please read these carefully before doing your laundry.

VENDING MACHINES

Coin operated vending machines are located outside the Residence Life Office. They offer snacks and beverages. Questions, comments and/or concerns with vending services can be directed to the Front Desk. Please contact the vending services provider directly for any refunds.

PARKING PERMITS/PASSES – Available through Seneca Parking Services

Parking Permits can be purchased through Seneca Parking Services at senecacollege.ca/parking/. Parking questions can also be directed to 416-491-5050 ext. 55074 or by going to the One Card office on the lower level of Garriock Hall across from the cafeteria.

SHORT TERM PARKING

Short term parking is available and is paid at the gate when you exit the parking lot. A map of all college parking is available here: senecacollege.ca/parking/maps-stations.html.

RESIDENCE CARDS**RESIDENT CARD**

During the move-in process, residents will be given their Resident Card, card created specifically to gain access to their suite and the building. The Resident Card must be returned to the Front Desk at the end of your stay. Residents who have misplaced or lost their Resident Card may obtain a replacement card at a cost of \$20.00.

LOCK OUT CARDS

Residents who have locked themselves out of their suites, by misplacing or forgetting their keycards, may obtain a Lockout Card through the Front Desk. Residents must either provide photo identification, or provide information to verify their identity. This Lockout Card is available at a cost of \$5.00 per lockout. Lockout Cards are created specifically for a Suite and are only able to be used once.

PHONE SERVICES

Each suite is equipped with a telephone and an extension which is accessible by both yourself, and your roommate. Your extension is 5 followed by your suite number. For example, Suite 389 would be extension 5389.

LOCAL CALLS

To make a local call dial 9 then the number

LONG DISTANCE CALLS

To make a long-distance call dial 9 then 1 before the 10-digit number

TO REACH THE FRONT DESK

Dial 5000

Residents are able to make local and long-distance calls to Canada and the United States free of charge from the phone provided in their residence room. All other international phone calls can be made with a phone card. Residence cannot accept collect calls.

Your phone number is: 905-883-1650 (+ Extension Number)

OUR BUILDING

FRONT DESK – 1st Floor – Main Lobby

The Front Desk is staffed 24 hours a day, 7 days a week and offers the following assistance to our residents:

- Mail Services
- Print & Copy Services
- Residence Lost and Found
- Residence Keycards (Lockouts)
- General Inquires
- Guest Sign In/Out Services
- Provide Secure Access

RESIDENCE LIFE OFFICE – 1st Floor

The Residence Life Office is located on the first floor of the building in the hallway behind the Front Desk. This office is where you can come to meet with the Residence Life Coordinator and/or Residence Life Manager. This office is open on weekdays from 9:00 am and is a great resource for any questions or concerns you have during your stay in residence!

FLOOR LOUNGES – Located on each floor across from the elevators

Available throughout the building, these lounges are designed for individual or group use. These lounges are required to be signed out at the Front Desk and are available daily. Supplies for games are available through the Front Desk.

GAMES ROOM – 1st Floor

The first-floor lounge is equipped with tables and chairs; pool table; ping pong table; couches and a large flat screen TV. These lounges are open from 8:00AM - 11:00 PM Monday – Sunday.

RESIDENCE KITCHEN – 1st Floor

This kitchen is equipped with stovetops and ovens. The kitchen is open 24 hours, seven days a week and is used by residents, staff or guests who may require it. The kitchen is also equipped with counter space and a sink to wash pots and pans promptly.

MOVIE THEATRE – 2nd Floor

The Movie Theatre lounge will provide residents with a full theatre experience. Residents can sign out times for the lounge, and can bring in their own to watch on the big screen.

QUIET STUDY LOUNGE – 2nd and 3rd Floors

Small study spaces are available throughout the residence and are specifically designed for individual or group study.

CONFERENCE ROOM – 3rd Floor

This space provides a room for residents to work on group assignments or can be used as a meeting space for group study sessions.

RESIDENCE LIFE

OUR MISSION

Our mission and commitment is to promote a social and supportive community, with a strong emphasis on self-growth and development. We will implement quality programming and promote a safe environment with high community standards which reflects our diverse community.

GETTING INVOLVED

In joining Residence, you have a unique chance to be involved in a community of student leaders. We have many opportunities and a variety of ways in which everyone can join and be part of it all! Below you will find a list of all the ways residents can become more involved!

SUPPORTING YOUR SUCCESS – PERSONALLY & ACADEMICALLY

Moving into residence is an exciting time, but it can also be difficult. Our Residence Life program offers you many different resources and services to help you be successful. Go to our website to learn more about these programs at www.senecarez.ca.

RESIDENT ADVISOR (RA)

A Resident Advisor (RA) is a student staff member in Residence who facilitates community building through academic and social programs, and ensuring the safety and security of the building.

If you are interested in becoming an RA, or any other leadership opportunity in Residence, please contact the RA in your community.

SENECA KING RESIDENCE COUNCIL (SKRC)

The SKRC is your student representation in residence. SKRC's main functions are to provide community events and leadership opportunities within residence. SKRC is made up of the Executive Council, which includes positions such as President, Vice President, Director of Finance, etc. and are elected into their positions in March (General Elections) or September (Bi-Elections). Any student has the ability to join or participate in Residence Council. This council works alongside and in collaboration with the Residence Management Team in order to provide superior service to the students of residence.

RESIDENCE COMMUNITIES

When moving to residence you are offered the opportunity to be a part of a community that welcomes a variety of students in different programs with a range of interests. Resident Advisors will plan numerous events, ranging from academic to social focuses, to support a student's transition and growth.

ROOMMATES & YOU

Moving into residence is an exciting time for everyone, and there are many different people to meet! The most important person you are going to meet will be your roommate. In most cases, you will not have met your roommate before this day! You will have many questions about who they are, what they are about, how they spend their time, and will you get along for the next eight (8) months? This part of the Handbook is devoted to making sure you have as much information as you need to get to know your roommate and adjust to this new life experience. Many residents come to college with great expectations about their roommate. Hopefully these impressions will be true, but stress levels have a tendency to increase during certain times of the year (e.g. Exams, Holidays, etc.). It is important to be aware and appreciate these stressful times as you and your roommate may experience some rough spots. It is very important that you communicate about things early so you can begin to understand each other.

COMMUNICATION TIPS

Communication is key to any relationship and it is no different with your roommate. Remember that communication is an ongoing process and that leaving those “small” things alone will eventually catch up with you. Make sure you discuss the challenges as they arise and deal with them in a mature and responsible way. Visit our website www.senecaresidence.ca and you will find a list of discussion points to have with your roommate when you move in. Remember it is up to you on how much you wish to share and how you choose to share it. Common rule of thumb is being upfront and honest and letting your roommate know what you are about and what limits you have. It is important to know your roommate and develop trust with them.

THINGS TO REMEMBER

- Keep communication open and be honest about how you feel and what you are thinking
- Be willing to make compromises
- Give your roommate the respect, consideration and understanding you want in return
- Discuss problems as they arise with your roommate, and not others.
- If things change, be sure to let your roommate know. It is normal for your ideas, feelings and even habits to change throughout the year. Situations change too!
- If you run into challenges speak to your Resident Advisor – they are there to help!

WHAT IF I DO NOT GET ALONG WITH MY ROOMMATE?

It is expected that during the first few weeks of residence, there is an adjustment period for you to get to know and understand your roommate. Therefore, during this period of time there will be no room changes granted. However, if you have problems with your roommate you will need to speak to your Resident Advisor. The Resident Advisors are trained to mediate and work with conflict. This is a necessary first step to ensure that every attempt to solve a conflict occurs. If this step is unsuccessful your Resident Advisor will begin the roommate mediation process.

ROOMMATE CONFLICTS

Try as you might, even the best of friends and roommates run into challenges. During the year you may have trouble understanding your roommate and why they do certain things. This is normal and you are not alone. Your Resident Advisors are there to help you get through any challenges that may come up. To help you understand the process in which the Resident Advisors are taking; below is the outline of the Roommate Mediation Process. Speak with your Resident Advisor who will take the following steps and complete a Roommate Conflict Report:

Step 1 - Will speak with you and discuss the conflict taking place

Step 2 - Will discuss the challenge and determine if further mediation is necessary

Step 3 - Will meet with both roommates separately (If Required)

Step 4 - Will meet with both roommates together and discuss the conflict (If Required)

Step 5 - Will take the appropriate steps to provide a supportive environment for both roommates

Step 6 - Will take the appropriate steps to solve the roommate conflict

If you have a challenge and/or concern with this policy please speak with your Resident Advisor. In a case where a roommate conflict is not able to be resolved, a Room Change will be processed, but due to limited space within the residence, a room change may not be granted immediately and may require some time.

DECORATING YOUR SUITE – Tips to Know

- You may not decorate the outside of your suite, unless for special occasions approved by the management.
- Decorations should be fire-retardant or flame-proof
- Strings of indoor lights should not be in direct contact with any flammable materials and should not be left on while the room is unattended
- Real trees/plants are not permitted in the Residence
- Artificial snow is not permitted in the Residence

FREQUENTLY ASKED QUESTIONS

Here are some common questions that are asked by our residents. If your question and/or answer is not here, please see any one of our staff members to assist you.

What is the Student Residence Agreement (SRA)?

The SRA is the agreement each of our residents are required to read, understand and sign prior to moving into the Residence. The SRA is a legal document that serves as the contract between you and the Residence which outlines your financial and social obligations for becoming a resident.

What is the purpose of the SRA?

The SRA is in place to ensure the understanding of the responsibilities of the residence staff, as well as you, the resident. It is important to understand that as a legal agreement between both parties, each side has responsibility to ensure a secure, safe and pleasurable environment.

Do I need to get insurance?

You are responsible for arranging adequate insurance coverage for all of your belongings. The Residence insurance policy does not cover damage to or loss of your personal items. You should contact your family insurance agent to determine if you are covered under your parent/guardian's current insurance, and if so, for what amount.

What if I choose to leave Residence before the end of my semester/year?

If you find yourself in a situation where you can no longer live in the residence, you need to speak with the Housing Administrator. Moving out of residence does have financial penalties and you should understand these penalties prior to making the decision to leave. Please refer to the SRA for an explanation of our cancellation policies.

How is my room heated or cooled?

Each Suite is equipped with a single thermostat located in one of the bedrooms. This thermostat controls the temperature for the Suite. Residence recommends you speak with your roommate to determine a temperature that is appropriate for both of you. This thermostat (Fan Coil Unit) works the buildings heating/cooling methods. Residence operates on two systems, which operate at different times of the year. During the summer and early fall the building is on an Air-Conditioned System. Adjusting the thermostat will only control the amount of cool air that is entering the suite and not produce any heated air. During the late fall to spring the building is on a Heating system. Adjusting the thermostat at this point will only control the amount of hot air that is entering the suite and will not produce any cooled air. Please be aware that the Residence must follow municipal guidelines and cannot turn on the A/C prior to timelines provided by municipal law.

What are Room Inspection Forms and why are they important?

Room Inspection Forms allow the resident to note any damages or concerns with their suite. Upon applying for Residence, you placed a security deposit on your account. This security deposit is in place to cover any damages that may occur to your suite and/or bedrooms. To ensure that damages which you have not caused are not charged to your account, the Room Inspection Form is completed upon your move in. Residents are asked to complete a thorough check of their suites/bedrooms and are to note any damages and/ or concerns on this form. Room Inspections are to be completed within 24 hours after you have moved in and returned to the Front Desk. Residence Staff keep this form on file for the year and upon your move out, complete a Room Inspection. Any damages and/or concerns not noted on your room inspection form will result in a charge being placed on your account and your security deposit will be affected.

What Fire Safety Equipment is in my Suite?

Each of our suites is outfitted with a smoke detector and a heat detector. The smoke detector will activate an alarm that alerts you to the presence of smoke within your suite. This alarm is limited to your suite and does not activate the building alarm system. Please be aware that there are smoke alarms located in the hallways of the residence and in the event, you open your suite door with smoke present you will activate the building alarm system. If at any time you activate your smoke alarm and are unsure of what actions to take, please contact the Front Desk. The heat detector in your suite has a small metal disc located on the bottom of the alarm. In the event of an actual fire this disc will fall off the detector and activate the building alarm. If you touch, hit or tamper with the heat detector you will activate the building alarm.

Do I need to let you know what appliances I have?

No. If you bring in an appliance other than the fridge/freezer and microwave supplied in your room, a visible serial number and a CSA or UL identification tag must be present. If Residence Life Staff determine at any point that you have a non-CSA approved appliance, device, etc. in your room you will be held in violation of the Residence Community Living Standards. Appliances found in suites that do not have a CSA or UL identification tag will have to be removed from the Residence. **Please note: hot plates, open heat source appliances and mini fridges are not permitted.**

What Security features does the residence have?

During the academic year, Residence offers great security from the moment you pass through the controlled entrances, until you slide your electronic keycard into your suite door to let yourself in. We believe your safety is very important. To that end, we require that all visitors in the building be registered prior to entry and provide a valid piece of photo-identification. All visitors in the building will also be required to wear their guest ID and remain with their host at all times. All of the common areas are video recorded and we have staff on duty 24 hours a day. Seneca Security also provides us with additional safety by staffing our Residence Front Desk 24 hours a day during the academic year and offering a 24-hour safe walk program.