

# Luther Residence Handbook 2016-2017

Thank you for choosing Luther College Residence at the University of Regina Campus as your home away from home.

This handbook serves as a guide to answer any questions you may have about the Residence. If you need further clarification, please contact the Residence Services Office, LC 110, at 1.306.585.5333 or [Luther.College.Residence@uregina.ca](mailto:Luther.College.Residence@uregina.ca)

## **Luther College Residence**

The Luther College Residence features dorm-style accommodations with furnished, single occupancy rooms including laundry, internet and phone, and the convenience of an unlimited dining meal plan, which is required.

To live in the Luther College Residence, students must be enrolled in full-time or part-time studies at Luther College, the University of Regina, Champion College, First Nations University of Canada, Saskatchewan Polytechnic or any other post-secondary institutions.

## **Luther College Staff**

### Residence Services Officer

If you have any questions or concerns regarding the Residence, please visit the Residence Services Office, LC110 or contact Theresa Stoehr at 1.306.585.5333 or [Luther.College.Residence@uregina.ca](mailto:Luther.College.Residence@uregina.ca)

### Residence Assistants

The Residence Assistants (RA's) are university students who live in the Residence. The RA's are responsible for the day-to-day activities and needs of the students living in the Residence. They are available 24-hours a day, seven days a week with two RAs always being on duty. The RA cell phone number is posted in the residence lobby: 306.537.6730 (please call for assistance, do not text).

### Senior Residence Assistant(s)

Senior Residence Assistants (SRA's) are also university students who live in the Residence. The SRA's are responsible for supporting and mentoring the RA team as well as working closely with the Manager of Residence and Conference Services to plan Residence programming and respond to the needs and concerns of both the RA's and students in the Residence.

### Manager of Residence and Conference Services

The Manager of Residence and Conference Services, Rhonda Litzenberger, is responsible for working with the SRA's and RA's in the planning of Residence programming, offering support, and responding to residents and RA's/SRA's needs and concerns. Rhonda is located in the Residence Services Office, LC 110 or can be contacted at 1.306.585.5029 or [Luther.College.Residence@uregina.ca](mailto:Luther.College.Residence@uregina.ca).

### Manager of Dining Services

The Manager of Food Services and staff are responsible for providing students, faculty and staff with healthy and nutritious meals. Each year students living in the Residence are treated to a variety of special suppers for example: Thanksgiving, Christmas, Chinese New Year's and Mardi Gras.

If you have any allergies, special diet requirements or concerns, please talk to Moe Mathieu, Manager of Dining Services. He is located in Office LC 103 or can be contacted at 1.306.585.5033 or [Luther.Cafeteria@uregina.ca](mailto:Luther.Cafeteria@uregina.ca).

### Maintenance Department

The Manager of Physical Plant, Kerry Stoehr, and staff are responsible for performing routine maintenance, doing repairs, and all work to the Luther buildings. To send a work order to Kerry, go to <http://www.lcres.info/support/>

The Supervisor of Caretaking and Housekeeping Services, Theresa Stoehr, and staff are responsible for sanitation of the Luther College Residence and Academic Wing on a daily basis. Residents are still responsible for cleaning up after themselves, ensuring the washrooms, shower rooms and lounge areas are kept clean and tidy.

### Chaplain and Peer Chaplains

The faculty and staff at Luther College represent many religious faiths and denominations, and we encourage you to explore your own spirituality. The Chaplain and Peer Chaplains are available to explore questions of faith no matter what your background is and encourage spiritual reflection through one-one one discussion and events such as Sunday evening services and Tuesday "Time-Out" services, Bible studies, and retreats. Although you are not required to attend any of the events, you are encouraged to participate as they are fun ways to get to know yourself and other fellow students. Pastor Sean Bell is available for conversations.

### **Luther College Residence Contract**

Your contract with the Luther College Residence starts on the day you sign the agreement or move in day, and ends 24-hours after your last final exam of the current semester. All requests for alternate arrangements must be submitted to, and approved by, the Manager of Residence and Conference Services. If at any time during the semester your student status changes, you must inform the Residence Office immediately.

NOTE: Luther College and the University of Regina campuses are closed during the Christmas break. Any students living in the Residence for both the Fall and Winter semesters, may leave their belongings in their room over this holiday break or can apply to stay in the Residence over the Christmas break.

### **Residence Fee Payment**

Luther College Residence fees are listed at <https://www.luthercollege.edu/university/residence-food-services/residence/fees-meal-plan-pricing/luther-residence>. You are required to pay for your damage deposit and first month's rent upon arrival. Fees can be paid prior to arrival by visiting the Residence Services Office, LC 110, by contacting 1.306.585.5333 or 1-800-LUTHERU between 8:30 a.m. – 4:30 p.m during our business days. We accept cash, cheque, debit, VISA, or MasterCard.

If you arrive before the designated move-in day or stay past 24-hours after your last final exam, a daily fee will apply. Late arrival or early move-out does not affect your fees; however, no refund will be given.

## **Late Payments**

It is important to pay your fees as scheduled, as late payment penalties are applied to outstanding accounts.

**6 – 10 days** – Food fob turned off

**11 – 29 days** – Locked out of room and \$25 late payment charge

**30 days** – Evicted from Residence

Your Residence contract may not be renewed if, during your stay in Residence, there have been two or more irregularities in your payments. "Irregularities" means returned cheques, late payments and/or outstanding debt.

If you have an outstanding balance, you will not be able to register for courses the following semester.

In accordance with University policy, your transcript and/or diploma will be withheld until you have paid all outstanding fees.

## **Check-In and Check-Out**

### Check-In Procedure:

A Residence Assistant (RA) will:

- take you to Residence Services Office LC110 to pay your fees;
- show you to your assigned room and give you your room keys;
- review the Room Condition Report (RCR) with you;
- provide instructions to have a meal plan photo taken;
- answer your questions and show you around.

### Check-Out Procedure:

- check out with Residence staff within 24 hours after your last final exam;
- remove all of your possessions from the room;
- make sure the room is clean, tidy and undamaged;
- call a Residence Assistant to return your keys, provide credit card information for damage deposit refund and forwarding address;
- Housekeeping staff will assess your room within 2 -3 business days

You will be responsible to pay for any uncleanliness, damages and/or missing items from your room including any items or glue stuck on walls, nails, screws or tacks driven into the walls or furniture, etc.

## **The Residence Building**

Luther College Residence consists of eight quads on four floors. Each quad has:

- 26 to 28 rooms
- two large shower rooms with three showers each
- four separate washrooms
- a lounge with balcony as well as cable TV, a VCR and DVD player, and storage rooms

Each furnished room contains:

- a single bed with mattress and mattress pad (sheets NOT included)
- desk with bookshelves, chair and light
- a large clothes closet with mirror, shelves and towel bar
- a night stand
- a large fresh-air window with blinds
- a waste basket
- smoke detector
- a phone with local phone service with personal voice messaging service
- high speed internet access
- a heating/air conditioning unit with individual temperature controls

NOTE: Although your room is furnished, you will be required to bring sheets and bedding for your mattress (single size 36" x 78").

Ironing boards are available for residents to use.

Students living on each quad are responsible for the condition and cleanliness of the common areas and lounges. Charges will be assigned to all students of a quad for uncleanliness, damages, and/or missing items from these areas.

### The Cellar

Each resident has 24-hour access to The Cellar, which is a multi-use area located in the basement level of the Residence. There is a TV, pool, foosball table, and air hockey table available to all residents. Microwaves in The Cellar kitchenette are also provided for residents to make popcorn or other snacks.

**NOTE: During our residence renovations, there will still be access to laundry and microwaves, but not to other areas, for your safety.**

### **What Not to Bring with You for Your Room**

You are NOT allowed to bring the following items for your room:

- Microwaves, toasters, kettles, or any cooking appliances (NOTE: Microwaves are provided in The Cellar kitchenette for residents to use for snacks.)
- Space heaters and/or air conditioners
- Candles, incense, open flame items, hookah pipes and shishas
- Kegs, mini-kegs or other large quantities of alcohol
- Large furniture
- Halogen and/or fuel burning lamps
- Pets
- Large audio/visual equipment, satellites and/or unapproved communications equipment
- Weights and/or exercise equipment
- Large aquariums and/or any item that stores a large quantity of liquid
- Any illegal, dangerous and/or volatile items that could compromise the safety of others
- Any items that could obstruct a hallway or emergency exit
- Any illegal substances

## Other Important Residence Information

### Your Room

**Do not give out or duplicate your room key and/or fob.** If you lose your key and fob, please report it to any member of the residence staff right away. A replacement cost of \$50.00. When leaving your room, make sure to close your window, turn off your lights, and lock your room door. Remember to turn off your alarm clock if you are going to be away on a weekend!

### Insurance

You are responsible for insurance coverage on all of your personal possessions. Luther College assumes no responsibility for personal lost, stolen or damaged items under any circumstances.

### Parking and Bus Service

To apply for a parking spot, you must contact the University of Regina Parking Office at 1.306.585.555; you can also apply online at <http://www.uregina.ca/fm/parking/parking-permits/permit-types/resident.html> . Be sure to indicate that you are a Luther Resident.

There is a City of Regina bus stop in the parking lot on the south side of the Luther Residence as well as other bus stops around the campus. For information on bus fares and schedules, visit the City of Regina's Transit Services site: <http://www.regina.ca/residents/transit-services/> .

### Maintenance and Housekeeping

Students are prohibited from providing their own maintenance and/or alterations. You are responsible for the ordinary cleanliness of your room and all areas of Luther. To keep the Residence in proper working order, please make sure to do the following:

- Put all tied-closed garbage bags from your room into the large metal garbage can with the lid found in your quad kitchenette.
- Vacuum cleaners can be found on each quad.
- Put rinsed empty drinking cans and bottles in the recycling bin on your quad for recycling.

If you notice something in need of repair, please fill out an online work order form found at [www.lcres.info](http://www.lcres.info) or talk to residence staff.

### Dining Services

Each resident has a photo meal plan to identify them and their meal plan. You must present your meal card at each meal. You cannot share your meal plan with anyone. If you have any questions about your meal plan, please talk to the dining services manager.

Food **must** be consumed in the Luther Cafeteria except for separately purchased items and approved bagged lunches. If you are unable to come to the Cafeteria because of an illness, you may arrange for food to be brought to your room. Please contact your RA or a member of the Dining Services Staff to make these arrangements. Do not remove any cutlery and/or dishes from the Cafeteria.

We request that you do not wear any of the following items in the Cafeteria: halter tops, bra tops, muscle shirts, short shorts, swimwear and sleepwear/pajama-like clothes. Luther Dining Services and Residence Staff have the right to request that anyone wearing clothing deemed as inappropriate or offensive leave the Cafeteria.

## Security and Guests

Each resident is responsible for any person that they let into the building at all times. **It is very important that you only let people you know into the building. Never open a security door to a stranger or prop open any doors.** If you notice a person hanging around the Residence, who is not the guest of another resident, please report them immediately to your RA or the Residence Staff.

If you wish to invite a friend or family member to stay overnight, you must get permission from your RA and the Manager of Residence and Conference Services. You are responsible for your guest. Any guests acting inappropriately will be asked to leave the premises immediately and you will be held responsible and/or fined for any unacceptable behaviour or damages caused by your guest.

## **Policies and Procedures**

Violations of Luther policies may lead to disciplinary action by Luther College. Where such action is necessary, residents may also face civil or criminal prosecution. The Manager of Residence and Conference Services, senior Residence Assistants, Residence Assistants, Administrative Clerk, security personnel, and all other Luther College staff serve as authorized officials.

## Community Living Standards

Each resident is responsible for acting with respect to maintain our community living standards and agrees that:

1. If there are any actions by the resident or his/her guests that adversely affect people in the Luther community, the resident will cooperate with the Residence Staff and affected persons in attempting to resolve the difficulties. Failure to cooperate with, or verbal or physical abuse of any Luther staff member or other residents will result in eviction.
2. Disruptive or improper conduct of any resident or his/her guests may result in eviction or prosecution. Improper conduct includes negative comments of a sexual, racial, religious, ethnic, bullying, threatening or any other inappropriate nature.
3. Each resident has the responsibility to respect the person and property of other residents and of Luther College. Residents and their guests will respect all Luther Staff, residents and guests. Residents and their guests will not tamper with, take, nor vandalize Luther property.
4. The only pets allowed in the Luther Residence are tropical fish less than 10 cm in length in a small (15 gallon or less) tank with prior approval of the Manager of Residence and Conference Services. Any fish or other life form deemed dangerous or poisonous are not allowed.
5. Use and possession of non-medical/illegal drugs are not allowed, and anyone found with them will be evicted immediately.
6. Residents of legal age (19 years in Saskatchewan, Canada) are allowed the privilege to use alcoholic beverages only in their rooms and only as long as it does not infringe on the rights of others. Kegs are prohibited. Alcohol cannot be legally consumed in public areas, and this

includes all areas of the Residence except inside the assigned rooms. All unsealed alcohol found in a public area will be confiscated and disposed of. (A public space is accessible to everyone at all times, such as hallways and lounges. A private space is an area where accessibility is determined by one person, such as your room.)

7. Only the resident whose name and photo appears on the meal plan can use the meal plan. Meals cannot be shared with others, as the resident has only paid for their own food on their own meal plan. Guests may pay for any meals they wish to eat in Luther's Cafeteria.

8. Weapons, firearms, firecrackers or explosives and/or anything that may be dangerous to others are not permitted in the Residence. Bicycles, weightlifting equipment and/or weights, vehicle parts, and other large, heavy or dangerous items are not allowed in Luther Residence.

9. No objects may be thrown off of, or out of, Luther's building, balconies or down stairs.

10. No objects are to be left in any rooms, lounges, hallways, stairways, and/or storage rooms that will impede walkways and/or emergency exits.

11. Residents will not participate in, or allow any, offensive or illegal acts in Luther College. Residents will not conduct any business in Luther College.

12. A kitchenette is provided in The Cellar for resident snack use only. Residents will not have any cooking or heating appliances in the rooms or on the quads. (No microwaves, toasters, hot plates, room heaters, etc.). A small fridge, clothing iron, hair dryer and hair iron are permitted.

13. Quiet time is in effect every day from 11:00 p.m. to 7:00 a.m. Any quad may extend its quiet hours in response to the demands of students during the semester. A 24-hour quiet is in effect during the university final exam period. Please note the City of Regina bylaw #6980: *NO PERSON SHALL make, continue or cause to allow to be made or continued any loud, unnecessary or unusual noise or any noise whatsoever which either annoys, disturbs, injures, endangers or detracts from the comfort, repose, health, peace or safety of other persons within the limits of the City, except to the extent it is allowed by this Bylaw.*

14. You have the right to privacy; others also have the same right. While your room is your own, living as closely as we do means your actions may infringe on another's right to privacy, to sleep or study. It is against College policy to have guests in your room or in your Quad areas from 3:00 a.m. to 10:00 a.m. each day. Shower room facilities are strictly for the use of the residents on that floor. (Please see the Luther Residence policy relating to guests). If you do have a guest visiting between 3:00 a.m. and 10:00 a.m., please socialize in the residence lobby or in The Cellar lounge area downstairs during this time (for noise and privacy reasons).

#### What to do if Community Living Standards are Being Broken

1. Politely speak to the person(s) involved about the issues or concerns.
2. If the offending action continues, ask your RA to help you talk to the offending person(s) at the time the issue is occurring.
3. If necessary, talk to the Manager of Residence and Conference Services and Senior RA.

### Misconduct Guidelines

Depending on the severity of the standards infringement as perceived by Luther staff, the following actions may apply:

**Strike 1:** Verbal warning from Luther staff.

**Strike 2:** Verbal warning from Luther staff.

**Strike 3:** Written warning of final contract notice and/or 48-hour suspension from the Residence at the discretion of the Manager of Residence and Conference Services.

**Strike 4:** The student's contract is cancelled and the student is permanently evicted from residence. No fees will be refunded for the semester. Visitation privileges are revoked.

**If Luther deems the Residence contract violation as severe, Luther reserves the right to terminate the contract immediately and evict the resident without any warnings.**

Failure to comply with Luther Residence rules and responsibilities may result in one or more of the following consequences (not in order, at the discretion of the Manager of Residence and Conference Services):

- warning letter
- fines (individual or group)
- termination of this contract
- eviction
- being prevented from re-applying for residence
- having reapplication priority adjusted
- being banned from residence visitation
- probationary period
- behaviour contract

### Room Entry and Guidelines

When you sign the Luther College Residence Contract, you agree that Residence Staff, Maintenance or Housekeeping Staff, or other authorized Luther College employees or contractors may enter your room or quad at any time for the reasons of health, cleanliness, safety or general welfare, for repairs or maintenance, to inspect for compliance with any rules, regulations or laws, or to show a room to a prospective student.

We respect your right to freedom from illegal or unreasonable searches and invasions of privacy. Nevertheless, the entry into or the search of the living quarters of a resident may be conducted when needed. Room inspections by Residence Staff may be scheduled or unscheduled, depending on the circumstances and the purpose of the inspection. The student shall be notified after the inspection has taken place.

Rooms and quads may be entered:

- By authorized Luther personnel to ensure that health, cleanliness, fire, safety or legal regulations are maintained, to make improvements or repairs, and to provide routine maintenance services, whether or not you are in.
- By authorized personnel without notice, in emergency situations to protect the safety, health and welfare of the residents, or to make emergency repairs to prevent damages to the property of the resident and of Luther.

- By authorized personnel without notice when there is a clear and present indication that a violation of regulations is being committed.
- By law enforcement officers in the performance of duties and in accordance with legally defined procedures.
- By authorized Luther staff without notice for check-in/check-out, safety and cleanliness checks and work orders submitted prior to occupancy. Policy violations in view will be referred for disciplinary action.
- By authorized maintenance personnel where a project is taking place. The residents involved are notified of such projects, when possible.

### Harassment

Harassment of any type, such as sexual, racial, or otherwise is a serious matter and will be treated confidentially. Luther College and the University of Regina have policies and procedures in place to deal fairly with these serious offences. You are welcome to talk with a Luther staff member about Luther's Harassment and Discrimination Prevention Policies as well as the policies for the UofR, or to talk with the campus Harassment and Discrimination Prevention Office.

Anyone identified as being involved in these acts will be referred for legal and disciplinary action.

Anyone being harassed or slandered should keep thorough written/printed documentation of the events and evidence and bring this to an RA or Residence staff. Other Luther and University of Regina staff members are available to offer support to residents that are affected.

### Noise Policy

Quiet hours are in effect from 11:00 p.m. to 7:00 a.m. daily. These hours can be extended when necessary. 24-hour quiet is in effect during the university final exam period.

All residents have the right to study and sleep in their room at any time, without unnecessary interruption. Residents are not allowed to cause or permit noise that disturbs others or exhibit disorderly conduct in the residence or on university grounds. If a problem should arise, please politely confront it at the time of the incident. If you need assistance, please call an RA immediately.

### Controlled Substances (Illegal Drugs)

You are not permitted to be in possession of, or associated with, the use or sale of illegal substances. Drug-related paraphernalia is not permitted. The use or sale of controlled substances is a serious offense and the resident will be asked to permanently and immediately vacate Luther College Residence without notice at the time of the incident.

### Alcoholic Beverages and Containers

Refer to the community living standards for information about alcohol.

If a resident has a suspected substance abuse problem, disciplinary action will be taken and counselling for the resident may be mandated.

### Fire Safety

Luther's fire safety equipment (smoke detectors) is very sensitive to protect residents and guests.

**Smoking and vaping is only permitted outside** away from the building. Any particulate in the air may be detected by sensors.

Any resident violating fire policies will be referred for disciplinary action and criminal prosecution, and may be evicted immediately.

Lamps with halogen bulbs and/or Torchiere style lamps, as well as cooking appliance and space heaters are not allowed for fire safety reasons.

### Suicide/Self-harm Policy

All suicide threats or attempts, behaviours putting yourself or others at risk, and potential threats of harm to yourself and others will all be considered serious events that require an intervention. Residence Staff may require the persons involved to have medical and/or psychological evaluation and treatment involving U of R Counselling Services or other professionals.

### Gambling

Gambling is not permitted in Luther College.

### Solicitation/Advertising

Solicitation in Residence is strictly prohibited. All advertising or posting of information must first be approved and stamped by the Student Services Office in Room LC 110.

### Windows, Screens, Roof, and Balconies

Residents are not allowed on outside ledges or roof areas of any Luther facility, except for on balconies in a safe manner. Any resident seen on the roof or elsewhere climbing, will be referred for disciplinary action and charged for damages. Climbing balconies is not permitted.

If you have any questions about Luther College Residence, please be sure to contact us.

**We hope you enjoy your stay at Luther College Residence!**