Contents

Welcome to Residence at MacEwan University! 2
Life at MacEwan Residence 4
The Residence Team 5
Move-In 8
Withdrawal Process 9
Food Services 12
Guest Hotel Rooms and Suites 13
Housekeeping 14
Roommates 15
Safety and Security 16
Parking 18
Maintenance 19
Mail and Packages 20
Community Standards Incident Process 21
Move-Out 23
Important Dates 24
Charges 25
We’re thrilled that your student has decided to live on campus. Our Residence is a safe, secure, academically focused place to make new friends, build leadership experience, and grow as a student and as a person. All of that adds up to the perfect out-of-classroom experience.

This is your guide to Residence housing.

We know it’s stressful when a student moves away from home for the first time to live on campus. They’ll most likely need support and advice throughout the school year.

With this guide, you and your student can successfully navigate the ins and outs of housing at MacEwan University. It covers topics like roommate issues, conduct, move-out, and any other problems you might run into.

Have questions?

Contact Residence Services at 780-633-8000 or residence@macewan.ca. We will be happy to assist you.
Live where your life is.
Life in MacEwan Residence

Commitment to Diversity

We believe students can learn from each other, appreciate each other’s differences, and become better citizens — and better human beings. We also believe we’re responsible for the decisions we make.

When your student comes to live in Residence, they’re entering a space where people should interact with each other positively and respectfully. We don’t tolerate actions that hurt other people based on age, sex, physical ability, nationality, sexual orientation, or religion.

Anger, ignorance, alcohol, or drugs aren’t good reasons for violating this policy. We address violations under the Residence Community Standards, as well as University policy for Student Rights and Responsibilities, Harassment, Violence in the Workplace and Respectful Workplace.

Residence Programming

Our residents create and take part in a one-of-a-kind community. The Residence Life Program has everything from social events and activities to academic study groups and formal leadership opportunities.

Want more information? Just ask a Residence Life staff member or check out the events calendar in the lobby.
The Residence Team

Residence Services Team

Our Senior Manager of Residence Services knows everything there is to know about MacEwan Residence. They handle budgets and fees, policies and procedures, personnel, student conduct, marketing, Residence Life, student recruitment, and summer operations management.

Our Housing Manager creates policies and procedures that match up with the University’s student recruitment and admission strategies. They also manage student assignments and admissions, check-ins and check-outs, daily operations, and payment plans — and make sure customer service is always top-notch.

Our Housing Assistant handles room applications, assignments, changes, withdrawals, cancellations, and damage and cleaning appeals. They also send out Residence Services emails and make sure your student gets the answers they need, when they need them.

Our Manager of Resident and Guest Services manages day-to-day student issues through the front desk. They also take care of people staying at Residence through the building’s year-round Guest Accommodations business.

Our Accounting Technician is in charge of residents’ accounts and sends out letters pertaining to resident finances, account charges, refunds, and much more.

Our Front Desk Associates and Team Leads keep the Residence safe by manning the front desk 24/7. They do everything it takes to keep Residence running smoothly, like sorting and distributing mail, answering residents’ questions, receiving maintenance requests, signing out communal items, and managing guest sign-ins.

The front desk is staffed 24 hours a day, seven days a week by full-time staff members and part-time student staff.

Residence Life Team

Our Residence Life Manager (RLM) and our Residence Life Coordinators (RLCs) are full-time professional staff members in charge of developing a positive living environment and promoting academic and personal development for residents. Their responsibilities include policy and procedure administration, crisis intervention, student staff supervision, programming facilitation and direction, Residence orientation, and student conduct (Residence Community Standards).

Like residents, the RLM and RLCs live in the building, so your student can expect to see them during the day or evening, at various programs or activities, and working to ensure a quality Residence experience.
Residence Life Staff (RLS)

Our Residence Assistants (RAs) and Senior Residence Assistants (SRAs) are students who have been hired and trained to help your student during their stay. They’re role models who can help student adjust to Residence and university life, build the Residence community, and provide one-on-one peer support. Because Residence Life encompasses a variety of different activities, RAs work to find a balance between quiet study and fun social events to create a Residence community that’s productive and enjoyable for all residents.

RAs help uphold the Residence Community Standards by documenting incidents and violations. They also help ensure building security and share responsibility for on-duty rotation. They’re trained in peer counselling, conflict mediation, first aid, CPR, community development, leadership, and much more.

They know all about campus resources and can direct your student to available resources as needed.

RAs each hold regular office hours throughout the week, in addition to nightly coverage in the building. The RLS member on duty is available from 7 p.m. to 7 a.m. nightly to assist with any issues in residence or concerns your student may have.
Move-In

What to Bring

Storage is limited, so your student should only pack what they need. Check out the Residence website for a full list of items they might want to bring. The Packing and Unpacking section will tell you what to bring and the Suites & Amenities section will tell you what’s already provided in the room. You can also see a video tour of the Residence at MacEwan.ca/Residence.

Still have questions about what to bring and what to leave at home? Contact us at residence@macewan.ca.

Suite Condition Report

When your student moves in, we’ll give them the keys to their suite. They’ll also receive instructions on how to complete their Suite Condition Report which allows them to look over their room and tell us if anything isn’t right.

We know they’ll want to make themselves at home right away, but it’s a good idea to fill out the report first. That way they can be sure all their concerns are covered. If your student needs a hand filling out the report, our team at the front desk will be happy to help.

Your student will need to complete the Suite Condition Report within 48 hours. If that doesn’t happen, they’ll be responsible for any damages to the suite that we find when they move out.

Insurance

MacEwan Residence has partnered with Marsh Insurance to offer insurance to residents for $30 per term. Students will be automatically enrolled in this program by accepting their residence offer. More information is sent to the student in their Welcome Package in early August, including details on opting out if they have alternate insurance.
Withdrawal Process

If your student wants to leave Residence before their agreement ends, they’ll need to fill out a Request to Withdraw form. This form needs to be submitted at least one month before moving out unless there are exceptional circumstances.

Filling out this form doesn’t end the Residence Agreement or release your student from their financial obligations to the Residence. They may still be financially responsible for the remainder of their contract accommodation fees.

It is recommended that your student meet with the Housing Manager to walk through the departure process, withdrawal fees and penalties, and the inspection process.

If your student plans on leaving their program and moving out of Residence, they should visit Enrollment Services/Office of the University Registrar either online or in person. That way they can get all the details they need before they start the process.

If your student has already left their program or dropped all classes for the semester, they need to move out of Residence within seven business days. That said, Residence Services may ask your student to leave sooner and on short notice if they have violated our Community Standards.

Inactive Students

Inactive students are still financially responsible for the remainder of their contract accommodation fees. Your student needs to settle their account and take care of any unpaid fees before moving out.

If your student is leaving under exceptional circumstances, we ask them to give us documentation explaining the reasons for our records.

Required Documentation

MacEwan Students

To be considered an inactive student, your student needs to not be enrolled in classes. MacEwan Residence will confirm this with the Registrar’s office.
Non-MacEwan Students

Non-MacEwan residents who stop being active students at a post-secondary institution need to include supporting documents when they submit their Request to Withdraw form. Without this, it could take longer for us to return any funds.

Withdrawal Refunds to Active Students (MacEwan and Non-MacEwan)

There are lots of reasons to move out of Residence that have nothing to do with leaving MacEwan. Maybe your student found another apartment, is moving in with a friend, or is moving back home.

If that’s the case, your student is still considered active and remains financially responsible for the remainder of their contract accommodation fees. If they haven’t paid their Residence fees, your student will need to settle their account and take care of any unpaid fees before moving out.

Exceptional Withdrawal Circumstances

We’ll only consider requests for early withdrawal without penalty under exceptional circumstances. This could include situations like a hospital stay, a serious illness, or a death in the family.

Your student will need to send supporting documents with their Request to Withdraw form. Then the Housing Manager will meet with your student to talk through the situation before they give their decision in writing.

Year-End Refunds to Departing Non-MacEwan Residents

Non-MacEwan residents who finish their agreement at Residence are eligible for a refund of their $400 damage deposit, minus any of the following:

- Outstanding Residence account balance
- Cleaning fees
- Damage fees
- Community Standard violation fines
- Amounts owed to the University (e.g., library fines, program fees)

Your student should give Residence Services their email and mailing addresses before moving out. We’ll email your student if we have any trouble processing a refund. If we can’t reach them, the refund could be delayed.

Refund Information & Time Frame Estimation

We’ll issue refunds in the same way we received payment. It takes 8–10 weeks from the confirmed move-out date to process a refund.

If your student originally paid by credit card, the refund will go back onto the same card. If the card isn’t active anymore, your student needs to give us an updated card for the same cardholder. We can’t give refunds to a different cardholder.

If your student paid by debit, cheque, or money order, we’ll mail a refund cheque to either:
a. the address in the MacEwan’s student portal (for MacEwan students), or
b. the address on file with Residence Services (for non-MacEwan students).

**International Student Refunds**
The information above also applies to international students who paid by credit card. If your international student paid with any other method, they’ll need to contact the International Office to fill out a Refund for International Students form.

Have other questions about non-credit-card-related refunds? Contact [MacEwan International](#) directly.
Food Services

Residence doesn’t have dining facilities, but that doesn’t mean your student will go hungry. MacEwan’s Food Services department offers campus dining plan options with our secure and convenient declining balance card.

Dining cards work just like a declining balance cash card. Whenever your student buys food, the total cost of their meal is subtracted from the dollar balance on their account. You or your student can add funds to the card anytime during the year.

Your student can use their dining card at all Aramark food service locations at all MacEwan campuses.

MacEwan has a great selection of food and drink options, including Booster Juice, Tim Hortons, Starbucks, Bento Sushi and Subway.

For locations, hours and dining card info, visit MacEwanEats.ca.
Guest Hotel Rooms and Suites

Planning to visit your student on campus? MacEwan Residence has affordable hotel rooms and suites available to guests year-round.

The best part is, parents and family members of residents qualify for a 10% discount on nightly rack rates.

For more information about our rooms, rates and amenities visit MacEwan.ca/StayHere.

To make a reservation in advance, please contact our front desk at 780-633-8000 or stay@macewan.ca.
Housekeeping

Common Areas
The Residence custodial staff regularly cleans common areas like the hallways, lounges, and laundry rooms. Still, your student is responsible for cleaning up after themselves when they use a common area.

If there’s a mess, damage, or vandalism, we’ll look into the problem. This might lead to the lounges being locked and unavailable for students to use. If we can’t identify the person responsible, the entire wing or floor will be billed for the damage.

When your student sees any abusive or inappropriate behaviour, they should report it to an RLS member or to Residence Services staff.

Suites
Your student needs to keep their suite, bedroom, shared living areas, and suite door clean. If they don’t, they could be sanctioned under the Residence Community Standards.

They should also have a way for people to leave messages (such as a notebook). If someone writes on or defaces their suite door, your student will be responsible for cleaning it up.

Recycling and Waste Disposal
There are trash and recycling containers in every suite. Your student should bring their garbage to the refuse room on the main floor (near the west elevator) and drop it into one of the waste containers.

We care about our environment and the effect we have on it. Students should recycle as much as possible to help reduce waste. Any recyclables should be washed and placed in the hallway receptacles, which our custodial staff will empty.
Roommates*

Living with another person can be rewarding, challenging and fun. Like any relationship, roommates need to be open, flexible and respectful of each other’s differences.

On move-in day, residents will find a Roommate Success Plan inside their suite. Your student should sit down with their roommate(s) and review the list of concerns that many residents have, such as noise, guests, sleeping habits and cleanliness. Completing the Roommate Success Plan early in their first week will help them identify areas of concern and deal with them right from the start!

Roommate Issues and Room Changes

Our Suite Change Policy ensures residents have the opportunity to fully experience and deal with the challenges of sharing a space before taking the action of a room change.

If your student has challenges with their roommate, they will need to go through our Roommate Issues and Room Change Request process before we’ll consider their room change request. Room changes will not be considered during the first 30 days of the Fall or Winter terms.

Need more information? Check out the Roommates section of our website.

* Selection and assigning of roommates will be suspended until we get further direction from Alberta Health Services on easing physical distancing protocols. All residents will be assigned individual suites, either a bachelor or 2-bedroom suite with their own bathroom and kitchenette.
Safety & Security

Freedom of Information & Protection of Privacy (FOIP)

The Freedom of Information and Protection of Privacy (FOIP) Act is Alberta provincial legislation that applies to all information collected, generated, and recorded by the University in conducting its business under its charter as a post-secondary educational institution under the Alberta Post-Secondary Learning Act. The proclamation date for post-secondary educational institutions was September 1, 1999.

One purpose of the Act is to protect individual privacy by controlling how the public body may collect, use, and disclose personal information.

In accordance with FOIP, MacEwan Residence can’t discuss your student’s application, record, or experience with a parent, guardian, or family member without the student’s written permission. This includes all aspects of your student’s Residence experience, including, but not limited to roommate difficulties, conduct issues, and account information.

Without Written Consent:

- MacEwan University staff aren’t permitted to confirm or deny if a student is living in Residence over the phone, email, or in person. If friends or family come to the Front Desk looking for a student, we will be unable to provide any information.
- We won’t provide family members or friends with information about a student’s Residence application, suite assignment, fees, or related information.
- If friends or family members don’t know or forget a student’s suite number, phone number, mailing address, or other contact details and request this information from our staff, we can’t provide it.

With Written Consent:

- Our staff can provide information as directed by the student.
Safety & Security

Building Access
For our residents’ safety and security, all building entrances are locked 24/7. If a door is left unlocked, your student should report it to an RLS member or to the front desk. Any door that’s propped open should also be closed.

Your student needs to swipe their proximity (or “prox”) card to get into the building when the doors are locked. They’ll also need their prox card to get to the building’s upper floors.

For added safety, we have cameras in the lobby and elevators.

Lost Keys
If your student loses their keys, we’ll need to replace the cylinders for their main suite door, bedroom door, and mailbox. They’ll have to pay to replace all keys given to them, as well as the home set of keys kept in the Residence Office.

The student will be required to pay for the cost of the lock change. The cost will be higher if a locksmith has to come to Residence after hours, on weekends, or on a stat holiday.

Visitors
During this time, residents are not permitted to have visitors in any area of residence. Your student should review all the points in this section, as well as the Community Standards as it relates to outside visitors.

Sign-In Policy
Our Visitor Sign-In Policy is in effect at all times. This policy is meant to keep our residents safe and our building secure.

Campus Security Services
Emergencies and suspicious or criminal activity on campus should be reported to Campus Security right away by calling (780) 497-5555 or by using one of the Emergency Blue Phones located throughout the campus.

Security guards are on duty 24/7 to answer calls for assistance.

MacEwan Emergency Alerts
In urgent situations that pose a safety or security risk, a MacEwan Alert notification will automatically be sent to your student’s university email.

To ensure your student is notified as quickly as possibly about situations that pose a safety or security risk they should:

• Download the SAFE@MacEwan mobile app for push notification alerts
• Subscribe to receive alerts via text message by texting the word MACEWAN to 723389
Parking

All university parking lots are managed and maintained by Transportation Services. Residents can submit a parking application to park on campus for an added fee.

It’s important to note that Residence is not responsible for vehicles.

For more information, check out MacEwan.ca/Parking.
Maintenance

Work Order Request

If something breaks in your student’s suite, they should fill out a work order request so we can get it fixed quickly. The work can’t start until the work order request is submitted.

Your student reports maintenance concerns at the front desk or online through the Residence portal. They should provide as much information about the problem as they can, as well as any repairs they might have already tried to make.

We’ll forward valid work order requests to Facilities. Work orders are prioritized and scheduled depending on how serious the problem is.

Maintenance concerns should be addressed in five working days. If this hasn’t happened, your student needs to contact the front desk.

Urgent Work Order Requests

If your student has an urgent work order request (like heating problems or an overflowing toilet), they shouldn’t wait to fill out a work order. They should phone the on-duty RLS member or the front desk right away.

Mandatory Window Closures

During freezing temperatures, we have a mandatory window closure in Residence. When windows are left open the cold air hits our heating pipes, which causes the pipes to expand causing extreme flooding and damages at the student’s expense. If your resident’s room is too hot, have them adjust the temperature using the thermostat in their suite. If that doesn’t work, they can submit a work order.
Mail and Packages

Mail comes to the Residence Monday through Friday, not including holidays and the December break. Your student’s mailing address is provided prior to move-in day. The format looks like this:

Name
Box No.
MacEwan Residence
11050 104 Ave NW
Edmonton, AB T5K 2Y9

Parcels, Registered Mail and Special Deliveries

If your student receives a parcel, registered mail, or a special delivery, it comes to the front desk. We then email the student to let them know they have mail. They can then show their ID at the front desk to pick up their items.

For residents’ safety, we won’t deliver items directly to Residence rooms. We also only accept deliveries if the resident’s name and full mailing address are clearly marked. If that’s not the case, we return the item to the sender. We also are unable to accept packages dropped by friends and family. Packages must come through a mail service.
MacEwan Residence is an inclusive and respectful space where students can live, study, and work without being afraid of harassment or discrimination. We want residents to enjoy social activities, but only so far as they don’t affect other residents’ ability to study.

We created the Residence Community Standards to clearly outline the behaviour we expect from our residents and to protect residents, guests, and staff. These basic guidelines keep our residents safe so they can focus on their studies and their personal growth.

The Community Standards apply to students on all Residence property (including the building and surrounding grounds) and during Residence-related events, even if an event isn’t held on our property. They align with municipal, provincial, and federal laws, as well as other institutional policies.

We do whatever it takes to make sure all residents respect our Community Standards. If your student violates these standards with a serious offence, they might be asked to leave Residence or even MacEwan University.

If an offence is illegal, the student will face serious penalties and we’ll hand over the situation to the authorities.

You can read our full Community Standards on our website.
Community Standards Incident Process Diagram

This diagram illustrates the standard process for dealing with incidents and resident conduct issues.

NOTE:
RLS = Residence Life Staff  CO = Conduct Officer (Residence Life Manager, Residence Life Coordinator, Residence Community Development Assistant, or Senior Manager)
Move-Out

Eventually your student will finish their studies and their time in Residence. To complete the move-out process, your student will need to schedule a move-out appointment. These are booked on a first-come, first-serve basis.

Your student is responsible for cleaning their room and clearing out all personal belongings before their appointment. If the unit doesn’t meet our cleanliness standards or if there’s damage to the space, there might be added fees and charges.

Once your student has handed in their keys and prox card, the check-out process is complete!
## Important Dates*

### Fall 2020 Term
- **September 1-4**: Resident Move-In Week
- **September 1–9**: Residence Orientation Week
- **September 7**: Labour Day; University Closed
- **September 9**: First Day of Fall Term Classes
- **September 18**: Last Day to Add/Drop Courses
- **September 30**: Residence and Tuition Fees Due
- **October**: 2021/22 Applications Open
- **October 12**: Thanksgiving Day; No Classes
- **November 9-13**: Reading Break; No Classes
- **November 11**: Remembrance Day; No Classes
- **December 9**: Last Day of Classes
- **December 10**: 24-Hour Quiet Begins
- **December 11**: Exam Period Begins
- **December 19**: Last Day of Final Exams
- **December 21**: Residence Fall 2020 End Date
- **December 24–January 1**: Christmas Break; University Closed

### Winter 2021 Term
- **January 4**: Winter Term Resident Move-In
- **January 6**: First Day of Winter Term Classes
- **January TBD**: Residence Orientation Week
- **January 15**: Last Day to Add/Drop Courses
- **January 29**: Residence and Tuition Fees Due
- **February 15**: Family Day; No Classes
- **February 16–19**: Reading Week; No Classes
- **April 2**: Good Friday; No Classes
- **April 12**: Last Day of Classes
- **April 13**: 24-Hour Quiet Begins
- **April 14**: Exam Period Begins
- **April 23**: Last Day of Final Exams
- **April 25**: Residence Winter 2021 End Date
- **May 2**: Spring/Summer Term Resident Move-In Day
- **May 3**: First Day of Spring/Summer Term Classes

* All Important Dates are subject to change and are based on the University Academic Schedule.
Below is a list of standard charges residents may encounter over the course of their stay. All charges and fees are non-negotiable and will be charged to the Residence Account.

<table>
<thead>
<tr>
<th>Fee Description</th>
<th>Fee Amount</th>
<th>Date Payable</th>
<th>Refundable/Non-Refundable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Standards Violation Fee (range)</td>
<td>$50–$250</td>
<td>Prior to deadline*</td>
<td>Upon appeal</td>
</tr>
<tr>
<td>Deferred Payment Plan</td>
<td>$50</td>
<td>Subject to terms of agreement</td>
<td>Non-refundable</td>
</tr>
<tr>
<td>Early Move-In/Extension Fee</td>
<td>$40/night</td>
<td>Per deadline on form</td>
<td>Non-refundable</td>
</tr>
<tr>
<td>Early Withdrawal Fee</td>
<td>COST OF THE ENTIRE CONTRACT</td>
<td>Prior to departure</td>
<td>Non-refundable</td>
</tr>
<tr>
<td>Fire Safety Violation</td>
<td>$100–$500</td>
<td>Prior to deadline*</td>
<td>Upon appeal</td>
</tr>
<tr>
<td>Improper Check-Out Fee</td>
<td>$100</td>
<td>Prior to departure</td>
<td>Non-refundable</td>
</tr>
<tr>
<td>Late Payment Fee</td>
<td>$50</td>
<td>Prior to deadline*</td>
<td>Non-refundable</td>
</tr>
<tr>
<td>Laundry Card or ID Prox Card Replacement Fee</td>
<td>$20 each</td>
<td>Upon Replacement</td>
<td>Non-refundable</td>
</tr>
<tr>
<td>Lock Change Fee</td>
<td>Minimum $170</td>
<td>Upon lock change</td>
<td>Non-refundable</td>
</tr>
<tr>
<td></td>
<td>($15 mailbox key)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lock-Out Fee</td>
<td>$25</td>
<td>Upon lock-out</td>
<td>Non-refundable</td>
</tr>
<tr>
<td>Fee Description</td>
<td>Fee Amount</td>
<td>Date Payable</td>
<td>Refundable/Non-Refundable</td>
</tr>
<tr>
<td>-----------------------------------------</td>
<td>------------</td>
<td>----------------------------</td>
<td>----------------------------</td>
</tr>
<tr>
<td>NSF (declined payment) Fee</td>
<td>$40</td>
<td>Varies</td>
<td>Non-refundable</td>
</tr>
<tr>
<td>Payment Plan Fee</td>
<td>$50</td>
<td>Subject to terms of agreement</td>
<td>Non-refundable</td>
</tr>
<tr>
<td>Personal Content/ Liability Insurance</td>
<td>$30/term</td>
<td>Prior to deadline*</td>
<td>Subject to opt-out</td>
</tr>
<tr>
<td>Room Change Fee</td>
<td>$100</td>
<td>Upon form submission</td>
<td>Non-refundable</td>
</tr>
<tr>
<td>Suite Cleaning/Painting/Damage Fee (range)</td>
<td>$50–$700</td>
<td>Prior to deadline*</td>
<td>Upon appeal</td>
</tr>
<tr>
<td>Summer Storage Fee</td>
<td>$250–$400</td>
<td>Upon form submission</td>
<td>Non-refundable</td>
</tr>
</tbody>
</table>

Please note: We recommend that students avoid using prepaid credit cards or credit card gift cards to pay fees as these types of cards are frequently discarded after use. Refunds of any kind (if required or granted under extenuating circumstances) can only be issued to the original card that is used to make the payment. If a student chooses to pay using one of these types of card, they must make sure they keep it; if they are entitled to a refund, and no longer have the original card, they will have to contact the credit card company directly to arrange the refund. All refunds must be issued back to the same method of payment and the same card. Debit, cheque and money orders will be refunded via cheque. In all circumstances refunds can take up to eight weeks for processing.