



involvement
fun

independence
leadership

respect
friendship



engagement



Crandall
University

responsibility

growth

RESIDENCE LIFE CODE OF CONDUCT

WELCOME HOME

Congratulations on your acceptance to Mitton Court. We are delighted that you have chosen this residential experience which is designed for our mature and senior students.

We hope your stay on campus will be comfortable and provide a rewarding and enriching experience. This Residence Life Code of Conduct outlines the things you need to know to get started with community living, as well as guidelines, and resources to ensure your experience is meaningful.

If you have questions, or cannot find the information you seek, simply ask for assistance from your Residence Life staff member. Your Residence Life staff team includes a Housing Don and Director of Student Life, both of whom are committed to providing you with a living environment which is welcoming, comfortable, safe, and meaningful. We believe that Residence Life is part of the ministry of the University and seek to act accordingly. We trust this on-campus experience will prove to aid you in your personal, educational, spiritual, and social development.

Living in residence at Crandall University involves much more than just occupying a room. Members of a university residence community share a spirit of mutual respect, consideration and cooperation, as well as common goals such as spiritual fulfillment, academic accomplishment, and a sense of belonging.

If you can remember just one guideline to living successfully in residence it is the words of Jesus: Love the Lord your God, and love others as you do yourself. Connecting with God, and respecting yourself and others, will make your experience a meaningful one.

We will be praying for you, supporting you, and assisting you as your life is transformed through excellent Christian education.

Go Chargers, and Welcome Home!

Sincerely,



Rev. J. Sheldon MacLeod
Assistant Vice-President for Enrolment & Student Affairs, & Registrar

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Residence living in Mitton Court

Crandall University's apartment-style housing is a residence designated for upper level, mature students, as well as students with children.

Crandall University, with its residence houses, is located on a 200 acre campus containing both developed and undeveloped areas. The campus contains diverse flora and fauna, including woods and a wetland, designated as an educational preserve. Please enjoy your residential and campus community so that the beauty and sustainability of these resources can be preserved.

I. Residence Staff

1. Residence Council (RC): this council is a student initiated and student led team that is chaired by an upper level student who is elected by the residents. This Council is run at the discretion of, and with the leadership of, students and its participation may vary from year to year. The Residence Council works to enhance residence life by organizing social events and spiritual growth opportunities. Any students desiring to be part of this team should contact the chair of the team in September. While not a staff position, this council services residents in social ways, represents the needs of students, and builds on-campus community.

2. Housing Don: this person lives within each residence, is normally a full time staff person with the University, and is part of the fabric of on-campus life. This person is best seen as that favorite aunt or uncle; the Don is available to meet with students to assist them with university life, and to offer support. While they are a staff person of the University and may act in that capacity, the Don's first role is that of student support and advocacy.

3. Director of Student Life: the Director oversees the Residence Life program. The Director is a professional in Student Life, has a compassionate and understanding role, seeks to advocate for students, to supervise all Residence Life Staff, and to ensure that all community living standards are foremost in the minds and actions as the campus community grows.

II. Dining Services available

While most students within Mitton Court choose to cook for themselves, the University does offer dining options. Dining Services are provided on campus at the Steeves Centre Dining Hall (Murray Hall), or at Corrie's Café (Stultz Hall). These services are available to students on an occasional basis via pay-as-you-go, or through the purchase of a Dining Card for either 10 supper meals, or 10 lunch meals. Students may also purchase either a 14 or 21 meal plan.

Additionally, the campus bookstore, and vending machines provide snack and beverage options for the university community.

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III. Safety & Security

Campus safety and security is of great importance to the University. The local policing agency, the Royal Canadian Mounted Police, patrols the area regularly. Crandall has Campus Security staff in place on weekends who will do campus patrols. The security personnel will also be posted at the front desk at the Colburne House entrance most weekend evenings. During the weekdays, and at all other times, volunteer Campus Security, and the staff of the Housing Dons, Colburne House Residence Assistants, and other University staff fulfill this role.

While the residence is the individual student's home, it is also the home for a large number of students. Therefore security regulations are noted as individual student responsibilities in order to keep all residents as safe as possible at all times.

That said, each resident is responsible to ensure they are compliant with security regulations as noted.

1. Residence facilities safety:

- i. Students are to enter and exit the residence freely through the main entrance only. All other doors are alarmed and are emergency exits only.
- ii. Propping open any apartment or main door is strictly prohibited with the exception of Residence Move-In Days.
- iii. Please consider the safety and security of all residents by keeping doors closed and locked.
- iv. Residents are not permitted to open the main entrance for anyone unless they are a guest of that student. Students assume all responsibility for the conduct of guests within residence. Any resident concerned about an unfamiliar person without apparent purpose on campus, should contact Security, a staff person, or report it to the Student Service Centre.
- v. Window screens are to remain on windows at all times.
- vi. Students are advised to lock their apartment and keep their apartment key with them at all times. Store valuables in a safe place in your room. Please note that the University does not assume responsibility for lost or stolen items on campus, including the residences.

2. Residence Fire Safety:

- i. To ensure emergency personnel can account for all students, students living in residence should let the Housing Don know if they plan to be off-campus for prolonged periods of time during the semester.
- ii. Propping open any door is strictly prohibited with the exception of Residence Move-In Days.
- iii. All hallways, stairwells, entrances, exits, in both public and private rooms, must be kept clear and have ease of access. This includes such things as shoes, shoe racks, wires along the floor, or anything that impedes access.
- iv. Students using the laundry facilities are expected to clean the dryer lint trap after each use.

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- v. Flammable materials (candles, incense, etc.) must be properly monitored.
- vi. Should a student believe there to be a fire:
 - a. Sound the fire alarm system;
 - b. Leave the building;
 - c. Call 911;
 - d. Gather in the Student Centre on the lower floor of Stultz Hall (designated area);
 - e. Do not return to the building until proper authorities have given their approval.

3. Campus safety:

- i. Security cameras are located in the entryway, common areas, and hallways.
- ii. Security cameras are located across the campus, both outside and inside.
- iii. Campus and/or Residence Lock Down procedures will be reviewed by Residence staff, and a fire drill will be conducted at least once per academic year.
- iv. Students must adhere to all directions given by University staff as related to safety and security.
- v. Overnight camping, and open fires are prohibited on campus.
- vi. Garbage should be disposed of in designated areas.

4. Personal Safety:

- i. Students who enjoy walking in the area, are recommended to do so during daylight hours.
- ii. Students who choose to walk at night should have a companion, carry a cell phone, and wear light/reflective clothing. Please note that nearby Mapleton Park is closed from dusk until dawn daily.
- iii. Students should exercise common sense and vigilance at all times.
- iv. Students who may feel concerned for their personal safety should contact the police (in an emergency), or Residence staff.

IV. Residence Accommodation Agreement

1. Residence Agreement: Students who have been accepted into Mitton Court will be required to sign a Crandall University Residence Agreement. This agreement is to ensure that all residence students have received, read, and willingly contract to live in community within the financial and conduct responsibilities.

2. Duration of agreement: To provide stability for residents, comfortable living, and adequate resources for students, it is understood that all students applying for Mitton Court living are requesting an apartment, or part thereof, for the full academic year plus additional moving time (September 1 to May 8).

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The only noted exception of this eight month agreement is for students who are enrolled in a certificate of the University which requires a student to live off campus for a semester (ex. Oxford Study Programme, Cross Cultural Certificate, etc.).

3. Apartment Allocations: Apartments are allocated based on a first-come, first-served basis for all students. Approval occurs when the following three criteria are met:
- i. Formal or continued acceptance to the University as a full time student; part time students may apply for housing pending availability;
 - ii. Submission of complete housing application indicating apartment and roommate (if any) preference;
 - iii. Residence deposit received by the appropriate due date.

Crandall University reserves the right to change apartment assignments, place additional students into an apartment, or consolidate vacancies as required during the academic year.

4. Apartment Roommates: All apartments within the residence are single gender units if the students are not related; however the apartments are also designed for married residents with or without children, as well as a single parent with a child or children, and siblings.

V. Apartment Options

1. Two Bedroom Units: Two bedroom units include one queen, one twin, bathroom, living room, and a kitchen. This apartment has a maximum of 2 students, or 3 people including dependent children.
2. Three Bedroom Units: Three bedroom units include one queen, two twins, two bathrooms, living room, and a kitchen. This apartment has a maximum of 3 students, or 4 people including dependent children.
3. Four Bedroom Units: Four bedroom units include four twins, two bathrooms, living room, and a kitchen. This apartment has a maximum of 4 students, or 5 people including dependent child.
4. Wheelchair Accessible Rooms: Mitton Court has a limited number of wheelchair-accessible apartments. To ensure apartment availability, students wishing to secure an accessible apartment should apply to residence early, and no later than April 1st. Apartment allocation after this date is subject to availability.

All apartments include: Furniture (living room, bedrooms); Appliances (stove, fridge, and microwave); HD Television (wall mounted); Cable television; Local telephone; and Wireless internet.

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VI. Occupancy logistics

1. Moving into a residence apartment: Move-In Day is September 1 but residents may move in at any point following this date through contacting the Housing Don.

Prior to moving in, students:

- i. ensure all residence costs are paid, or financial arrangements made, through the Finance Office; this will also include an account in good standing with the University.
- ii. complete a Check-In form, with a staff member, which will be signed by the Housing Don/Facilities representative and student(s). This form will document the condition of the apartment at check-in and will be signed by students and a staff member. By signing the Check-In form, the student is agreeing with the condition of the apartment and room(s) as documented on the Check-In form. This form becomes the documented point of comparison for the Housing Don during apartment inspections, and at the point of check-out;
- iii. arrange the inspection with the Facilities Department during regular business hours, and with the Housing Don after those hours.

2. Moving out of an apartment: Prior to a student's departure from residence, the apartment will be inspected by staff for compliance with the Check-In information. Residence staff expect normal wear and tear on rooms and furniture, as a student would at home. Any damages, or needed repairs, beyond such will be deducted from the damage deposit, or charged to the student's account.

Students are responsible for all damages to their individual rooms. Also, as students live in community, each apartment member will be responsible for the general state of common areas of the apartment at checkout. In this respect, any fees associated with issues of cleanliness, damage, and needed repair, will be deducted from the damage deposit, or charged equally to each student's account.

3. Changes of residence apartment or room within an academic year: Students may request to change from one apartment or room to another during the academic year. The Change of Residence Room application must be submitted to the Student Service Desk. Fees, if any, are noted on the form. Typical reasons may include, but are not limited to, room upgrade, reallocation with friends or affinity groups, etc. Once approved the student will make an appointment with the Housing Don to conduct a move out, and a move in inspection following the procedures noted above.

Applications must be submitted by October 1st, for first semester, and by December 1st, for second semester. Once approved a student will have 7 (seven) days within which to arrange for inspections, and moving.

4. Application to withdraw from Residence Life: A student may choose to voluntarily withdraw from residence living at any point. However, all contractual obligations related to fees and financial obligations to the University must be met. An application to withdraw, with refund of any fees or release from financial obligation, for an academic year or part thereof, will only be



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considered in cases of extraordinary circumstance; typically those circumstances are beyond the control of the student.

Application to Withdraw forms are available at the Student Service Centre, SH143, and online. The form must be submitted to the Student Service Centre no later than November 1st. Submission of an application to withdraw does not imply that approval will be granted, nor is it considered to be notice on the part of the student to withdraw from the residence. The university accepts no financial or other obligation for off-campus arrangements made by any student.

5. End of semester residence closures: Students normally vacate their apartment on, or before May 8. Individuals interested in renting a room or apartment after that date, or over the spring and summer, must make their request to the Manager of Conference Services.

6. Payment and Refund Policy: Students living in Mitton Court use have signed an agreement for the full academic year (September 1 to May 8).

- i. For specific amounts and additional information, please visit the website or Finance Office.
- ii. The current costs of residential living are available on the application form.
- iii. Payments for each unit must be paid in full at the beginning of each semester before keys are granted and students move in.
- iv. All residents are individually responsible for residence fees for the academic year noted.
- v. Should the resident decide to leave the University, or Mitton Court, after signing the Housing Agreement and before the last business day of August, he/she may do so without penalty (exception deposit refund, see below).
- vi. A deposit is required per student on, or before, April 1st. This is held as security against damage or improper cleaning at the end of the agreement period.
- vii. Deposits are non-refundable and non-transferrable after April 30. All deposits must be submitted to the Finance Office.
- viii. After a student has submitted an application, paid his/her deposit, and signed the Agreement Form, it is possible to withdraw without penalty before April 30th. In order to withdraw, a student must submit a Withdrawal Form. On, or before, May 30, a list of students eligible to have their deposit returned is generated and submitted to the Finance Office. Students will receive their returned deposit after that time. Any subsequent inquiries regarding length of time for receiving a refund after May 30 can be made directly to the Finance Office.
- ix. Accommodations are charged on a semester basis. No fees will be refunded for room charges once a student is in residence except in exceptional circumstances (i.e. medical reasons) determined through the withdrawal application. Voluntary or disciplinary removal from residence does not qualify a student for a refund.
- x. Meal Plan: No refunds will be given on meal plans if applicable.
- xi. Students that are returning to residence for the following academic year will pay for any deductions stated on the Check-Out form when they return in September.
- xii. Students who are not returning to Mitton Court will have their security deposit refunded (minus any deductions as noted).



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7. Agreement Withdrawal: Should the resident decide to leave the University, or residence, after signing the Housing Agreement and before the end of the Agreement Occupancy Period for any reason (including, but not limited to, voluntary leave, academic dismissal, and behavioral dismissal), he/she will be responsible for his/her portion of the residence fees for the remainder of the agreement period.
8. Extensions: Current residents of the residence can apply to extend their agreement for the summer. These extensions can be facilitated through Conference Services.
9. Payment Schedule: All payments are due in total to the Finance Office, SH143, at the beginning of each semester. There is no month to month payment plan permitted for the Occupancy Period.
10. Apartment Limit: Students agree that a four-bedroom apartment style suite shall be limited to four students/five residents for a family, a three bedroom apartment style suite shall be limited to three students/four residents for a family, and a two-bedroom apartment style suite shall be limited to two students /three residents for a family. Note that in cases of a married couple or a single parent with children, the number of residents may be increased to accommodate the family unit.

VII. Welcoming guests

As the student's home away from home, students may welcome guests into residence. Students are responsible for their guests, and their conduct, while a guest in residence. Guests are expected to adhere to community standards and the Code of Conduct.

For the protection of residents, and to ensure that guests do not overstay their welcome, overnight guests of the same gender as their host may stay in the apartment. This must be with a roommate's permission, and may be for a maximum of 5 consecutive nights or 10 nights total per semester. Students agree to restrict the number of overnight guests so as to restrict the total number of individuals in an apartment. For a three or four bedroom apartment this restriction is to six persons per night. For a two bedroom apartment this restriction is to five persons per night.

Guests of students in residence may also wish to arrange for comfortable, and convenient, accommodations in Colburne House through Conference Services.

VIII. Residence Amenities for students

1. The Den: This lounge is located on the first floor and is primarily a quiet place to meet visitors, a common area designated for the enjoyment of residents, a place to study with groups, or to build community. Essentially this lounge offers a quiet common space for residents.

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2. Apartment Amenities: Each apartment comes fully furnished, includes appliances (stove, fridge, microwave), an HD wall mounted television, cable TV package, unlimited local telephone, and wireless internet.

3. Cleaning and Maintenance: University custodial services will provide cleaning within the common areas (entrance, stairwells, study lounge, etc.) as well as conduct regular maintenance, repair work, and removal of garbage from common areas. Students requiring maintenance repairs to their room or apartment may complete a Maintenance Request form available from the Housing Don or Student Service Centre. Students are responsible to empty their own garbage, place it in the appropriate bins, as well as maintain apartment and room cleanliness.

4. Proximity Card and Keys: A proximity card (which opens the main entrance door), and apartment keys will be issued to each resident. Students use these to ensure a secure environment for themselves and others. Cards and keys remain the property of the University; students are expected to report lost or stolen cards or keys to the Student Service Centre immediately.

10. Laundry Facilities: A laundry room is provided on the second to fourth floors containing a coin operated washer and dryer. Please note:

- i. A load of wash is \$1.25 and a dryer load is \$1.25;
- ii. Don't forget to purchase and use appropriate amounts of detergent;
- iii. Remember to clean the lint tray after each dryer cycle (for fire safety and good operation);
- iv. Please remove your laundry when your load is finished;
- v. Out of consideration for those students whose rooms are adjacent to the laundry room, the laundry rooms will be closed between the hours of 10 pm and 7am.

11. Parking: The University provides complimentary parking to all students and guests. However, parking spaces closest to residence are limited. Parking is first come, first served.

12. Storage: Each apartment has a small amount of storage space to be shared among residents.

13. Public Transportation: Codiac Transpo provides bus service to and from Crandall University within the Greater Moncton Area. For fees and schedules, go to www.codiactranspo.ca.

14. Gymnasium and Workout Facility: All students have complimentary access to the Crandall Fitness Rooms (MH029). These facilities are open during regular building hours and are accessible with your Student ID card.

15. Mental and Emotional Health Care: To support the health and wellbeing of our students, the University provides two types of counselling services: 24/7 access for shorter term needs, and local counselling for longer term needs.

- a. guard.me®: all students enrolled in three (3) or more courses are automatically provided with access to our student support program.

Crandall University's guard.me® program includes the following: 24/7 access to sensitive and confidential counselling, including crisis support, available night and day in over 200 languages.

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On-demand, immediate support through a variety of channels: phone, text, online chat, and email. No wait, as most appointments for in-person, telephone or video counselling booked at first outreach if you need more support. No extra cost, which allows instant access at no additional charge for Crandall domestic and international students enrolled in three or more courses.

- First Chat. Instant online chat with a counsellor anytime, anywhere. No appointment required. Visit www.myissp.com or download the app “my ISSP”.
 - In-person. Meet with a counsellor at their office in your community. Appointment required. Call 1.844.557.3342.
 - Telephone. Communicate with a counsellor over the telephone. Appointment required. Call 1.844.557.3342.
 - Video. Virtually meet with a counsellor from home or another private setting. Appointment required. Call 1.844.557.3342.
- b. Changing Tides: students who wish to access longer term professional counselling services may access local agencies at their discretion. Changing Tides is the official provider of counselling services to the University and is located in close proximity. The University’s student health plan will reimburse much of the costs for this service, in which case students contact the agency directly. Limited financial support may also be available through Student Life.
- 1830 Mountain Rd; Suite B
 - 506-872-3967
 - changingtidescounselling@gmail.com
 - www.changingtides.co

16. Health Care: To support the health and wellbeing of our students, the University also provides medical care through the following:

- a. Health Insurance: Every student is required by University regulation and provincial law to have a medical plan from their province, state, or country of residence. Students are required to participate in the University’s student health plan or to provide proof of health coverage to the Finance Office. International students are required to ensure coverage according to Canadian Immigration regulations and that of their home country.
- b. Crandall Family Practice: students without a local family physician may access the practice of Dr. Alison Power and Dr. Parisa Ghassemi. Pre-booked, and limited same day, appointments are available for students with acute or chronic medical needs.
 - 860 Mountain Rd; Suite 301
 - Phone: 853-5884
- c. Clinic: Appointments with a doctor or nurse can also be made by calling one of the many local medical clinics within close proximity to the University.
- d. Emergency: assistance is available through calling 9-1-1.

17. Cable, Phone, and Internet: Mitton Court is equipped with cable TV, unlimited local calling, and wireless internet. The password to connect to “Crandall – Apartment” is “333gorgerd”.

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18. Mail Delivery: Mail is distributed through student mailboxes in the university mail system. Students who receive parcels through the mail will be notified to pick them up at the Student Service Centre (SH143). The university mailing address that residents should use is:

Resident's Name
Crandall University
Box 6004
Moncton, NB, E1C 9L7

19. The Cupboard Food Bank: The Cupboard is our on-campus food bank for students. The Cupboard may be accessed through the Student Service Centre (Stultz Hall 143).

20. Chapel and Campus Ministries: As a Christian university, we are pleased to provide any number of staff and faculty members who will assist you with your spiritual journey and questions. Our Dean of the Chapel is also a staff member dedicated to the spiritual growth and development of students and is the best contact for your journey. The Dean may be accessed through that office in Murray Hall.

IX. Community Standards and Conduct

Mitton Court is the student's home away from home. Yet one of the formative values of living on the campus of a Christian university is that of exhibiting and experiencing a Christian, positive, safe, warm, and caring environment. While students should value and celebrate privacy and individuality, it is important to understand a common set of community standards and conduct to which all residents adhere. Please note that as a student at Crandall University, all resident students are accountable to follow the Student Code of Conduct, which is the super-ordinate documentation for the Residence Code of Conduct. These are complimentary documents that enhance a student's experience on campus.

1. Christian Standards: Students are expected to live in a way that honours Christ within their personal lives. While this understanding may differ from one individual to another, the general standards of personal devotions, prayerfulness, corporate worship, and personal relationship with Christ are valued and promoted. Staff and faculty members are happy to assist you as you develop your faith and the challenges that present themselves in life.
2. Self-Care: Students are expected to be able to engage in self-care for their personal, spiritual, emotional, mental, and physical health and well-being. Students must be able to care for themselves and positively impact the health, welfare, safety, security, and success of themselves and others.

Such self-care may include, but is not limited to, caring adequately for your own physical and mental health, managing health issues by following the instructions of health-care professionals, and not causing, or threatening to cause, harm to oneself or others. Students are expected to seek out and/or accept professional assistance for those situations they are unable to resolve on their own. Student Life staff are more than willing to support students in seeking professional assistance.

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Students who require accommodation due to a documented disability or medical condition are asked to contact the Student Life office as soon as possible to ensure the appropriate support may be provided.

3. Facility Care: Students are expected to treat the residence with respect and care for the benefit of fellow students as well as the University.
4. Room and Apartment Care: Students are expected to maintain a reasonable standard of cleanliness within their own room, as well as their apartment.
5. Garbage: Students are expected to regularly remove garbage from their apartment. Bags of garbage should be deposited in the dumpster located outside the residential houses.
6. Public Space Usage: Residence students are encouraged to engage in meaningful social interactions on campus as part of their university experience; these interactions should be aware of other students within the common space as appropriate.
7. Quiet Hours: Quiet hours are between 10:00 pm and 7:00 am Sunday to Thursday, and 12:00 am and 7:00 am Friday and Saturday. During this time there should be no disruptive noise heard outside of an individual apartment. The Student Life Office reserves the right to introduce 22 Hour Quiet prior to midterms and exams, if requested by residents, in order to provide a quiet study and work environment.
8. Dress Expectations: Students are expected to be clean and modest in their appearance. Undergarments, clothing branded with illegal activities or offensive inferences, etc. are not acceptable for pre-professional dress.
9. Public Displays of Affection: Appropriate expressions of affection are part of social development. Behavior on campus should be such that couples appear approachable rather than exclusive.
10. Sexual Behavior: Crandall University acknowledges human sexuality as a gift from God, and encourages the development of healthy relationships in both dating and marriage. Sexual intimacy is recognized as a normal part of human sexuality within marriage.
11. Property Theft: Students are responsible for the safety of their property; the University does not assume liability for lost or stolen items. Students bringing valuable items on campus should ensure that they have adequate insurance coverage. Students engaging in theft, defined as the removal or use of another's property without their consent, have violated the trust of the institution and their fellow students.
12. Animals: Service animals are welcome in all areas of campus. However, pets are not permitted on campus; the only exception is that of fish which are to be kept in an adequately cleaned aquarium or fish bowl by residents or student societies. University, or Student Association sanctioned, events may involve pets or shelter animals with approval of the Facilities Department.
13. Alcohol and Drug Usage: Crandall University is a substance-free campus; this includes all land, academic buildings and residence facilities. Accordingly, the use or possession of alcohol, illegal

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drugs are not permitted on campus. Intoxication or being impaired from alcohol or drug use is unacceptable behavior for students or guests.

14. Smoke-free Area on Campus: Crandall University is smoke-free in and within 30 meters of, all buildings. This includes electronic substitutes. Students may only smoke in the designated smoking areas adjacent to the residence houses.
15. Weapons: Students are not permitted to carry or possess weapons, registered or otherwise, on campus at any time.
16. Parking: Designated Fire lanes must also be kept free and clear at all times. The University provides snow removal on campus in parking lots and sidewalks. During extended periods of wind and snow, your patience is appreciated as snow removal may be prioritized to particular areas of campus. Residents are to remove their vehicles in the parking lot by noon on the day following an overnight storm to facilitate the plows. All vehicles within the parking lots must be in working condition and moved at the request of Facilities Management.
17. Pornography: Accessing or displaying pornographic material of any kind is not permitted on campus.
18. Public Entertainment: Movies shown in public spaces must be appropriate for a general audience. The choice of on campus entertainment (movies, video games, television, etc.) by individual students should reflect the values of the University.
19. Abuse and Harassment: Abuse or harassment of any kind, including bullying, is not tolerated at Crandall University. If a student experiences abuse by a student, staff or faculty member, please seek help through the Student Life Department. Please refer to the appendix *Harassment Policy* in this handbook for further information.
20. Hazing: Hazing is defined as, “to subject another to pranks and humiliating horseplay”. Such activities are not conducive to the wellbeing of our Christian community and are therefore inappropriate on campus.
21. University Imaging and Branding: The name and logo of the university is protected by copyright and policy has been established regarding usage. Student clubs and organizations at Crandall University proposing to use the University name or logo need to follow policy and process as stated below:

When communicating with an off-campus audience, the official Crandall University logo must be used or the phrase “A Student Organization of Crandall University” must appear in conjunction with the group’s approved logo or watermark.

All student clubs and organizations at Crandall University choosing to design a personalized group logo must submit copies of the design to the Student Executive of the Student Association. The Student Executive will then forward the approved design to the Communications Manager.

22. Facility Care: Students are expected to treat the residence with respect and care for the benefit of fellow students as well as the University. To maintain a safe and healthy

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environment, and in consideration of others, all students have a responsibility to assist in maintaining the overall cleanliness of the residence.

23. Room and Apartment Care: Students are expected to maintain a reasonable standard of cleanliness within their own room, as well as their apartment.
24. Garbage and recycled materials: Students are expected to regularly remove garbage from their pod as well as place recyclables in the appropriate containers. Bags of garbage should be deposited in the dumpster located outside the residential houses.
25. Public Space usage: Residence students are encouraged to engage in meaningful social interactions on campus as part of their university experience. The Den is provided for study and quiet gatherings, and is open 24 hours per day.
26. Open Dorm: Students may have guests of the same gender in their apartments 24 hours per day; students may have guests of the opposite gender in their apartment from 9:00 am to 1:00 am. Students are permitted to have members of the opposite gender in their individual rooms as long as a light is on, if applicable, and the door is fully open.
27. Quiet Hours and Noise Levels: Quiet hours are hours, seven days per week, within which students are expected to maintain a low and non-disruptive level of noise and activity for all spaces within Mitton Court. The quiet hours for all floors are between 11:00 am and 6 am.

The Student Life Department reserves the right to introduce 22 Hour Quiet prior to midterms and exams, if requested by residents, in order to provide a quiet study and work environment.

28. Apartment Inspections: To ensure a safe and healthy residence experience, the Housing Don may conduct a health and safety inspection of common spaces, apartments, and individual rooms. Notice of these inspections will be posted 24 hours prior to the inspection. Areas deemed unsafe will have 24 hours to ensure compliance.

The University reserves the right to have staff enter and search the room of any student without notice if there is reasonable cause to believe that, a life is in danger, federal or provincial laws, or university regulations are being violated.

29. Residence Meetings and Events: Meetings may be held in residence to communicate information, solicit feedback, or to gather together at the request of the University.

Events: While living in Mitton Court, students may wish to plan their own activities or avail themselves of the opportunity to join residents in Colburne House for Residence Worship, Bible Studies, or other student-initiated and student-led activities. These, and other events, are a great way to find encouragement and community as well as to grow spiritually. From time to time, planned and spontaneous events may happen that are designed to relieve stress and get to know others.

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Resident Meetings: Occasionally, residence students will be required to attend residence information meetings. These meetings will be used as connection points between residents and the University staff. A student may request, for reasons of work or class, to be absent from the residence meeting by making a request with the Housing Don.

30. Apartment and Room Decoration and Personalization: Students are encouraged to personalize their rooms. Please note that products intended for easy removal (ex. White 3M Sticky Tack) are recommended for use on walls. Do not hang or affix any items from the ceilings; prohibited decorations include items that present, display or represent alcoholic beverages, crude or offensive language, pornographic materials, and stolen property, including road signs.
31. Academic Standing and Status: In order to live in residence, a student must be full-time, and in good academic standing. If a student is considering changing to part-time status, the student must contact Student Life prior to the change of status to ensure room availability as rooms are first allocated to full-time students.
32. Alterations: Changes or alterations may not be made to apartments or rooms. This would include, installation of electrical appliances, cable connections, paint, etc.
33. Living with a Roommate: Co-ed roommates are only permitted when students are a married couple, or children of the student. Students, and staff, faculty, or interns cannot share an apartment unless they are immediate family members (i.e. a parent, child, or spouse). Students are not permitted to sublet their rooms or apartments.

If there are vacancies in the building, and present roommates want to make changes to their living arrangements to save on cost (i.e. a 3 bedroom unit wants a 4 bedroom unit), they are eligible to apply to the Student Life Office. A relocation and administration fee may apply. The University may also place a student into an empty room within an apartment as need arises.

Disagreement and respectful conflict is normal, even among those we normally get along with and care about. Residents should be willing to initiate conversations about issues that are disturbing or irritating and make amends if their actions have offended a roommate.

The Housing Don is a good resource when roommates are unable to resolve issues and can help facilitate a means of resolution. The process includes: Attempting to personally resolve issues with a roommate; the Housing Don, if requested, may help mediate a second attempt at resolving issues with the roommate; the Director of Student Life may require a meeting with the students involved if it is deemed necessary.

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X. Campus Housing Restorative Measures and Disciplinary Policy

Crandall University believes in clear expectations with regards to its community standards and Code of Conduct for all students within residence. A breach of these expectations is seen as an opportunity for learning. As with all actions, some have consequences to oneself or others. Efforts are meant to be as redemptive as possible while addressing the issues that require learning opportunities, action, or have an actual cost in time or materials.

1. Breach of the Code of Conduct involving Fines. Generally these breaches are seen as straightforward as they infringe on time, safety, or the good conduct of residence activities. The following process will be followed for all corrective actions involving fines. The matter may escalate through the steps or stop at any point, assuming compliance and agreement by both the staff person and student:

- i. The student may be issued a verbal warning, or written warning.
- ii. The student will be issued a fine. The fine shall correspond to the list noted within Appendix A.
- iii. The student may meet with the Campus Life and Housing Director to discuss the situation; the student may request reprieve from the fine, or request restorative action in lieu of a fine.
- iv. The student may appeal a fine, through submission of a letter within seven (7) days of receipt of the notification of infraction, to the Student Life Advisory (SLA) Council. The decision of this council is final.

2. Breach of the Code of Conduct involving Restorative Action. Generally, these breaches are seen as urgent and complex matters as they involve intimate actions with others, pose a potential safety threat to oneself or others, or are of importance to the missional nature of the University. The following process will be followed for all restorative actions. The matter may escalate through the steps or stop at any point, assuming compliance and agreement by both the staff person and student:

- i. The student will be issued a verbal warning and the matter will be directly submitted to the Campus Life and Housing Director.
- ii. The student will meet with the Campus Life and Residence Director to discuss the situation and to discuss appropriate restorative action.
- ii. The restorative action recommendation will be forwarded to the Student Life Advisory (SLA) Council for a decision on the actions.
- iii. The student may appeal for a reprieve or change of restorative action, through a letter submitted within seven (7) days of notification, to the SLA Council. The decision of this council is final.

3. Repetition of breach of conduct: Repeat offenses may result in accumulated fines, restorative measures, or submission of the recurrence to the Student Life Advisory (SLA) Council for restorative measures. The SLA Council may issue a fine, impose loss of privileges, establish a period of disciplinary probation, or request restitution.

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4. Serious issues of student misconduct: In rare instances where a student's behavior is determined to be in significant and recurring contradiction to the Code of Conduct, and/or when that conduct is determined by Student Life to pose a threat to self or others, and/or when the aforementioned processes seem insufficient to deal with the situation, and/or when the student has conducted illegal activities, the matter will be submitted to the University's Student and Faculty Judiciary Committee. The Judiciary Committee may:

- i. Place the student on a period of probation to encourage restorative measures.
- ii. Require the student to withdraw from on-campus housing.
- iii. Suspend the student whereby a student may be de-registered from classes, and not permitted to live on-campus for a designated period of time; in the case of suspension the student does not qualify for a refund (Tuition, food and housing).
- iv. Dismiss the student whereby they are dismissed from the University for the period of one calendar year; while they may be re-admitted to the University after such time the student will not be permitted in on-campus housing; in the case of suspension or dismissal, the student does not qualify for a refund. (Tuition, food and housing).
- v. Take other restorative, corrective, or legal action, as determined.

The decision of the Student and Faculty Judiciary Committee is final and binding.

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Appendix A: Mitton Court Damage Deposit and Fine Assessment

Since the goals of any corrective measures are community safety, harmony, and Christian growth, students may request a restorative action rather than a fine. For breaches of conduct from Sections 1 and 3 below, residents may submit a written request for a restorative action rather than a fine. Appropriate, and related, restorative actions will be at the discretion of the Housing staff. Once a restorative action is determined, the student may then choose either the fine or action.

All fines are will be added to the student's account with the University. Restorative actions will be initiated at the earliest possible opportunity.

1. Breach of Residence Safety and Security regulations requiring fines and restitution

Facilities safety	\$20 per occurrence
Fire safety	\$50 per occurrence
Campus safety	\$20 per occurrence

2. Breach of Community Standards and Conduct requiring Restorative or other actions

Christian Standards	Restorative action
Self-Care	Restorative action
Public Displays of Affection	Restorative action
Inappropriate Sexual Behavior	Restorative action
Property Theft	Restorative action and/or legal action
Alcohol and Drug usage	Restorative action and/or legal action
Weapons	Restorative action, and/or legal action, and \$500 per occurrence
Apartment Inspections	Corrective action as noted during inspection
Required Residence Meetings	Restorative action
Academic Standing	Restorative action
Pornography	Restorative action
Roommate	Mediation with Student Life

3. Breach of Community Standards and Conduct requiring fines and restitution

Facility Care	\$20 per occurrence
Apartment and Room Care	\$20 per occurrence
Garbage	\$20 per occurrence
Public Space usage	\$10 per occurrence
Open Dorm	\$25 per occurrence
Dress Expectations	Restorative action or \$10 per occurrence
Quiet Hours and Noise Levels	\$20 per occurrence
Animals	\$20 per occurrence plus damages (if any)
Smoke-free area on campus	\$10 per occurrence

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Parking	\$10 per occurrence
Apartment Decoration and Personalization:	\$20 per occurrence

4. Facilities Damage: These are actual expenses that may be deducted to the student's damage deposit; additional charges may apply should repairs exceed the amount of the deposit.

Furniture

Chair, broken legs or support rungs	\$50
Chair, cut or rip in upholstery	\$60
Couch, cut or rip in upholstery	\$60
Couch, broken legs or support rungs	\$50
Desk, broken or lost handles	\$25
Desk, broken legs	\$50
Dresser, broken legs	\$50
Furniture, (including drawers), dirty	\$20
Furniture, deep or significant scratches	\$75
Mattress, cut or ripped	\$200
Mattress, dirty	\$100
Mirror, cracked or broken	\$50
Table, broken legs	\$50

Room Condition

Walls:	Marks (scotch tape, colored sticky tack, paint chips, etc.)	\$10 each
	Dents, holes (nail, door handle, etc.)	\$25 each
	Dirty	\$40
Floors:	Significant scratches	\$30
	Dirty	\$25
Door:	Marks	\$25
	Missing hardware	\$40
Window:	Broken	\$100
	Dirty	\$15
	Removed/Missing/Broken Screen	\$75
Blinds:	Missing	\$100
	Pull chain broken	\$25
	Valance	
	Missing	\$50
	Torn, Dirty	\$50
Ceiling:	Holes, affixed items	\$25 each
	Marks	\$10 each

Apartment Condition

Walls:	Marks, holes or deep scratches	\$10 per student
Floors:	Floor dirty or badly marked/scratched	\$10 per student
Doors:	Marks	\$10 per student
	Missing Hardware	\$10 per student

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Washroom(s):	Shower/sink/mirror dirty	\$10 per student
	Mirror cracked/broken	\$10 per student
	Toilet/Sink/Mirror dirty	\$10 per student
Storage Room:	Not cleaned	\$10 per student
Hall Linen Closet:	Not cleaned	\$10 per student
Coat Closet:	Not cleaned	\$10 per student
Kitchen Cupboards:	Not cleaned	\$10 per student
Kitchen Appliances:	Not cleaned	\$10 per student

Appendix B: Helpful information on your living space

Hanging pictures: protect your walls from damage; the use of 3M picture hangers is recommended to prevent damage on walls. Do not use nails or excessive tacks to hang items.

Climate Control:



Each unit is equipped with in-floor heating. The heating controls are found in each bedroom and on the wall separating the kitchen and living room. To increase the temperature, slide the switch to the right. To decrease the temperature, slide the switch to the left.



Each unit is equipped with a Humidistat. It controls the level of humidity in your unit. It is found in the living room near the light switches. During the cooler months, it should be set between 25-40% and during the warmer months, it should be turned off.



Heat Recovery Ventilator (HRV) systems are also in each unit to help exhaust excess moisture. It should be run in your washrooms when showering/bathing, but also during warmer weather.

Phone: Each unit is equipped with a landline phone. Phone cards are required if placing a long distance call. To place a call dial 9, then the number. In the event of an emergency call 9-911. To dial another unit's phone, you will need to know their extension number. You do not need to dial 9.

To set up your unit's voicemail, follow these instructions:

- Press the voicemail button
- Enter the standard password (1234) followed by #
- Press 7 for options
- Follow the menu prompts to customize your voicemail message and your password

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Front Door Intercom: When a guest is at the front door, they must use the intercom to contact you for entry. They must dial your phone extension number to connect with you. To allow entry to a guest, press and hold 9. For the safety of all residents, residents are permitted to allow entry only to their guests.

