

UNIVERSITY  
of GUELPH

CHANGING LIVES  
IMPROVING LIFE

# welcome to residence



2016  
move-in guide

STUDENT  
**HOUSING**  
SERVICES



# what you **need to know**

<b>when</b>	<b>can I move in?</b>	.....	6
<b>who</b>	<b>will help me move-in?</b>	.....	7
<b>what</b>	<b>should I bring?</b>	.....	8
<b>what</b>	<b>should I not bring?</b>	.....	9
<b>how</b>	<b>do I get there?</b>	.....	10
<b>where</b>	<b>do I go when I get there?</b>	.....	12
<b>where</b>	<b>do I park?</b>	.....	13
<b>what</b>	<b>do I do after I have moved in?</b>	....	14
<b>what</b>	<b>is orientation week?</b>	.....	16
<b>who</b>	<b>can I go to if I need help?</b>	.....	20
<b>what</b>	<b>is an RA, RLM, RLS, IHC?</b>	.....	21
<b>what</b>	<b>else am I missing?</b>	.....	22
<b>what</b>	<b>are the rules?</b>	.....	23



move-in  
day for new  
students is  
**saturday,**  
**sept 3rd**

where **campus**  
comes to **life**

**Moving into residence is an  
exciting and important day  
for new students.**

*We want you to be prepared so that you can have a great experience coming to the University of Guelph. This booklet is intended to guide you through the process!*



# welcome

Welcome to our residence community!

You have made a wonderful choice to live on campus. The first year experience can be a challenging one as you move from the familiar setting of home and the support of family and friends, to the “uncharted” territory of university living and studies. Our Student Housing Services staff is excited to meet you and to help you get comfortable both socially and academically!

Living in residence means that you will have plenty of opportunities to get involved in residence and campus activities. You will be among the 4,000 other first year students living and learning with us. With so many people expecting to have the time of their lives it is important that Student Housing Services provides some structure to the experience in the form of our Residence Community Living Standards, an addendum to the Residence Contract you signed upon applying to residence. Each resident student is expected to read and become familiar with these expectations as they become the framework of living together successfully.

Living in residence and the first year experience is all about new experiences. I hope that you take the opportunity to challenge yourself. Student Housing Services will be there to ensure a safe, secure and fun environment!



*Irene Thompson*

*Director, Student Housing Services*

# before you arrive

## plan ahead for a smoother move-in...

Packing up to move into residence will take some planning. We don't want you to arrive and discover you have missed something really important. The list provided is meant to be a general guide to the basics you will need. Remember, if you are planning to go home throughout the semester, you can leave your winter jacket and boots for another day. If you are coming from further away, you may need to bring a wider range of items for the whole semester.

### **Use containers that can be carried by one person.**

Our amazing Orientation Volunteers (OVs) will help you as much as they can, but they can't do heavy lifting.

### **Are you insured?**

Most homeowner insurance policies cover your belongings while away at university, but it is best to check with your insurance provider. We are responsible for university property, and you are responsible for your personal contents.

### **MOVE-IN TIP**

Label all boxes or packing containers with your last name, hall and room number.



# when can I move-in?

We encourage you to try your best and arrive during your **assigned move-in** time slot. This helps us manage traffic flow throughout the day on Saturday, September 3rd, 2016. After September 3rd, the move-in time slots do not apply. You can pick up your keys at your Service Desk. If you need to arrive early, you will need to apply for an **Early Arrival**.

**Your move-in time slot can be found on your MyHousing page.** It is a two-hour window and you can arrive anytime within that period. If you are not able to arrive during your assigned time, or you are running late, it's okay; you don't need to let us know and you won't be prevented from checking in and getting your keys.

## what's an OV?

**An OV (oh-vee) is an ORIENTATION VOLUNTEER!**

These awesome students are here to help make your orientation experience as smooth and welcoming as possible. You will recognize an OV by their bright and fashionable **gold t-shirts**.

When you arrive on campus, an OV will help you find your way, unload your belongings and coordinate some fun activities.

Be on the lookout for **red vests** with "RLS" on the back. These amazing folks are our student **RESIDENCE LIFE STAFF**. These are upper-year students who will live in residence with you all year and assist you with your transition to university life! They will be around all orientation week to help you with the move-in process.





# will you help me move?

Of course! Our amazing OVs are here to help! When you arrive, they will greet you at your car and help you to get started. Typically, it goes like this: While you go check-in and retrieve your keys in your building, your family will start emptying the car with help from our OVs.

Please be aware that OVs are here to **help**, but they are not able to do all the heavy lifting for you. **Large and heavy items (such as mini-fridges) are your responsibility.** Carts are available, but it is a good idea to bring one of your own if you have one.

**Once your car is empty, please move it to a parking lot as quickly as possible so that we can accommodate other cars in queue.**



**MOVE-IN TIP**  
Don't forget to bring pictures, posters and decorations to make your room YOURS!

# what to bring

- Personal toiletries and hygiene products (toothbrush, toothpaste, soap, shampoo, hand sanitizer, etc.)
- Bath towel, hand towel and facecloths
- Headphones
- Alarm clock
- Backpack
- Bicycle and bike lock (although you probably won't need a bike to get around, because you can walk to anywhere you need to go in 15 minutes or less!)
- Blankets, sheets, pillows, etc. (mattress covers are provided). All beds are standard twin size.
- Clothes hangers
- Dishes, cutlery, mugs and glasses
- Reusable beverage container
- A bar-size fridge for your snacks and drinks
- Health card and other forms of personal identification
- Additional lamps and lighting (no halogen lamps)
- Laundry basket and supplies (detergent, etc.)
- A power bar
- Pens, pencils, and other school necessities

- Personal computer
- Pictures, posters, things to personalize your room
- Printer and printing supplies
- Recreation equipment (football, frisbee, baseball glove, etc.)
- Shower shoes (We bet you didn't think of that one!)
- Snacks
- Toilet paper (it is supplied, but some like their own brand!)
- Umbrella
- University documents (including your room assignment information!)
- A personal fan
- Storage containers
- Clothes for hot and cooler weather

*For students living in residences with a fully equipped kitchen (such as East Village and East Residence Suites), you will also want to bring:*

- Dishes and cutlery
- Dish soap
- Groceries
- Pots and pans

# linens

Bedding packages are available for those who are interested. Packages can be ordered in advance from our partner, Residence Linens, and will be delivered to your room before you arrive. They offer a wide selection of patterns at great prices!

[www.residencelinens.com](http://www.residencelinens.com)



# mini-fridges



## **Yes, you can bring one.**

The recommended size is 3 cubic feet. You will be responsible for carrying your fridge to your room and removing it at the end of the year.

## **Don't want to lug one here and back?**

You can also buy or rent a mini-fridge from our preferred vendor COLDEX.

**COLDEX WEBSITE**

# what **not** to bring

## **Save yourself the hassle. Here are a few things you should leave at home...**

- More than one vehicle!
- Alcohol (during Orientation Week)
- Alcohol paraphernalia (like funnels, pipes, bong, drinking hats, etc.)
- Beer bottles, bubbas, kegs, mini-kegs etc.
- Candles or incense - open flames are not permitted
- Drug paraphernalia (such as pipes, vaporizers, bong, etc.)
- Drum sets
- Electric/gas heaters or heat lamps
- Explosives (fireworks, etc.)
- Large exercise equipment (including treadmills, stationary bikes, step machines, "Bowflex" etc.)
- Large pieces of furniture (ie. folding tables)
- Halogen lamps - they pose a fire hazard!
- Hot tubs
- Kitchen appliances for use in your bedroom (including toaster, microwave, freezer, laundry machines, hot plate, sandwich maker, indoor grill). East Residence, East Village and South 3-person apartments excepted, because you have a full kitchen. Small appliances can be used in kitchen lounges.
- Landline phones or fax machines (they won't work)
- Pets (except non-dangerous fish)
- Satellite dishes
- Water coolers
- Water beds



### MOVE-IN TIP

Once you arrive in Guelph, do **NOT** use a GPS system. Follow the map provided.

# how do I get there?

## HWY 24

If you are coming from South of Guelph: Follow Highway #24 North [ON-24 N]. Merge onto Wellington Road 124 to Highway #6 South [Hanlon Expressway] and continue to the specified exit for your residence area.

## HWY 7

If you are coming from East of Guelph: Follow the signs for Highway #7 through Guelph [York Road to Wellington, left on Wellington] to Highway #6 South. Continue driving on Highway #6 South to the specified exit for your residence area.

## HWY 6

If you are coming from West or North of Guelph: Follow the signs for Highway #6 South [Hanlon Expressway] and take this to the specified exit for your residence area.

## HWY 401

If you are coming from Highway 401: Exit onto Highway #6 North [Hanlon Expressway] and continue to the specified exit for your residence area.

*I made it to Guelph, now what?*  
**See next page...**



# where do I go now?

## **WELCOME!**

When you arrive, you will be greeted by an “OV” parking volunteer. They will advise you which lane to use and when to proceed to your designated UNLOADING ZONE.

## **RELAX!**

Now is the time to have a snack, tune into CFRU 93.3 radio, and tell your parents how much you will miss them.

Once you are in the unloading queue, it's time to relax. It's kind of like a rollercoaster, just enjoy the click, click, click of moving ever slowly forward...



**MOVE-IN TIP**  
Tune in to campus  
radio CFRU 93.3  
for move-in traffic  
updates!

# where do I park?

After you have unloaded all of your belongings, it is time to make room for the next car. We have allocated specific parking lots for you to use if you will be staying on campus during move-in day. Cars parked in other areas may be towed.

Move-in Day parking is available in the following parking lots:

North Area: P19, P23, P24, P48 and P49

East Campus: Lots P10, P12, P13 and P14

South Campus: P7, P14, P15 and P17

Refer to your **MOVE-IN MAP**.



## MOVE-IN TIP

Bring a refillable water bottle with you. We have refill stations to help you stay hydrated!



# what's next?

## **YOUR ID CARD**

Once you have picked up your keys and moved in your belongings, you are responsible to pick up your Student ID card. You are required to come by Enrolment Services, University Centre, Level 3 as soon as possible to pick it up!

### **Summer Hours:**

Monday - Friday, 8:30am - 4:15pm

### **Fall & Winter Hours:**

Monday - Friday, 8:30am - 4:30pm

### **Labour Day Weekend Hours:**

Friday, September 2nd, 2016 = 5:30 pm - 8:30 pm

Saturday, September 3rd, 2016 = 10:00 am - 7:00 pm

Sunday, September 4th, 2016 = 9:00 am - 5:00 pm



*Please ensure you bring the necessary ID criteria (ie. government issued ID and proof of citizenship) to obtain your Student ID card (details found here: <https://www.uoguelph.ca/registraridcard/receive>).*

# let's eat!

## **BBQ TIME!**

After picking up your ID card, you are all set! You're probably very hungry by this time, so head down to one of our yummy barbeques hosted by Interhall Council, otherwise known as IHC!

## **WHEN & WHERE**

Barbeques will be located adjacent to your residence building. Follow the scent of char-broiled perfection!



# what is orientation?

“O-Week” is a popular nickname we use for Orientation Week; it consists of 5 action-packed days of welcoming you to residence and to the University of Guelph.

The first activity to kick-off your O-Week experience is your community meeting in residence. Your **Residence Assistant (RA)** will introduce you to your new community. **It is very important that you attend your first floor or tower meeting during O-Week.**

When you wake up Sunday morning, O-Week activities will officially be in full swing!

If you are not able to move-in on Saturday, September 3rd, 2016, then no problem!

O-Week activities are planned so that you can pick and choose the activities that interest you. You can explore the campus, check out the library, and shop for books and supplies at your leisure. Join your residence team for fun activities when it fits with your schedule.

## “O-WEEK”

Five days of learning about yourself, your roommates, your residence community and the university itself.

This is your new home!

# welcome



◀ On Move-in Day, parents and families are invited to the **FAMILY WELCOME**

Details:

- Location: Rozanski Hall

- Times: 11:30 am  
3:30 pm



## **SAYING GOOD-BYE**

It's not good-bye, but hello!  
This new chapter in your  
life will have some  
ups and downs, but we  
are here to help.

**It is perfectly normal** to experience a range of emotions during O-Week...you might feel energetic, exhausted, homesick, lost, found, confident, depressed, lonely, overwhelmed, ecstatic - all in the span of 5 days!

Have no fear; our Residence Assistants and professional Residence Life Managers are trained and ready to help you with your transition to university life.



# settling in

Once classes begin, your life in residence will start to settle into a normal routine of classes, meals, recreational activities and social time. By this time, you will have decorated and personalized your room to your tastes and developed new friendships on your floor and within your community.

# where can I go for help?

We are here to help you adjust to your new life as a Gryphon. You are never alone--many students think they are the only ones who feel homesick or anxious. But we have Residence Life Staff who are trained to make your residence experience a positive one!

## **I'm overwhelmed...**

Talk to your RA or your A[RLM] about your feelings, they can direct you to campus resources.

## **I'm not getting along with my roommate...**

Talk to your RA, who can initiate mediation or a roommate agreement, or advise on further steps.

## **I'm sick...**

Visit Student Health Services, located in the the JT Powell Building, adjacent to the Athletic Centre.

## **I'm bored...**

There are many campus activities, clubs, intramurals, and volunteer opportunities. Check your residence bulletin boards.

## **I can't sleep...**

If noise is the cause, call your Service Desk. If anxiety, stress, or homesickness is the root of the problem, visit Counselling Services, located on the third floor of the University Centre.



**NEED TO TALK  
CONFIDENTIALLY  
or AFTER HOURS?**

*Call*  
**Good2Talk**  
**(866) 925-5454**

# what is an RA, RLM, RLS, IHC?

**Don't you love acronyms?** All of these are good ones! Here's a quick glossary:

## **RLS = Residence Life Staff**

RLS wear red vests when they are on duty. This is the generic name we give to all members of our student staff team. An RLS team member might be an RA, a CLF, a CL or a PF.

## **RLM = Residence Life Manager or ARLM (South Residence)**

Your RLM is a full-time residence life professional responsible for the supervision of the RLS team. They care about your well-being!

## **RA = Residence Assistant**

RAs are senior students who live in your community with you. They are trained to help you successfully transition to campus life, mediate conflicts, guide you to campus resources and to help maintain community standards.

## **CL = Cluster Leader**

If you live in an academic cluster, you will have a Cluster Leader assigned. They are responsible for hosting activities and study sessions related to your academic program.

## **PF = Program Facilitator**

If you live in a Living Learning Centre (LLC), you will have a Program Facilitator who organizes events and enriches your residence experience through targeted programming.

## **IHC - Interhall Council**

Interhall representatives are your elected residence student government. They act in an advisory capacity to Student Housing Services and they have a lot of fun planning events and activities to boost community and residence spirit!

### **WE CAN HELP**

If you are not sure where to go to access resources on campus, ask your RA.

# roommates & suitemates

Although we do our best to match you with roommates and suitemates that are compatible with you and the personal profile you submitted on your application, we know that sometimes it just doesn't click.

Before asking for a room transfer, let's work together...

- Talk to your RA about your concern
- Try to work towards a win-win solution
- Your RA may refer you to your RLM for additional assistance
- If we cannot resolve your concern, fill out a Room Transfer Form anytime after Monday, July 25th, 2016
- Room or building transfers are possible only when a vacancy exists that meets your request
- Transfer requests are prioritized according to highest priority need first (such as accessibility)



# community standards

*yes, we have rules!*

Student Housing's Residence Living Community Standards were developed with one goal in mind: for all students to enjoy their right to security, personal well-being and the pursuit of academic success while living in residence. Living in residence requires that we all agree and adhere to the Residence Community Living Standards.

Download a copy of the  
**Residence Community Living Standards.**

Orientation  
Week is  
**ALCOHOL FREE.**

No alcohol is  
permitted in  
residence.



# residence service desks

## your one-stop shop

Student Housing Services operates three service desks, one in each campus community. Hours of operation for each location are as follows:

### **North Campus Community**

Desk located in Lennox & Addington Hall.  
Open 24 hours, seven days a week.

**Call : 519-824-4120 Ext 58122**

### **South Campus Community**

Desk located in Prairie Hall.  
Open 24 hours, seven days a week.

**Call : 519-824-4120 Ext 58123**

### **East Campus Community**

Desk located in Dundas Hall.  
Open 8 am to 12 midnight, seven days a week.

**Call : 519-824-4120 Ext 58124**

## VISIT YOUR SERVICE DESK FOR...

- lock outs
- sign out common room keys
- sign out vacuum
- board games
- general information
- add funds to your laundry card
- noise complaints
- pick up courier packages and other deliveries



# work orders

We work diligently to get your room move-in ready for your arrival, however, you might find something that needs further attention. During Orientation Week and during the academic year, if you have a facilities-related request, here is what to do:

## **Emergency Situations**

Examples: Water leak, no power, broken window, toilet overflow, etc.

-- Call your Residence Service Desk immediately.

## **General Repairs**

Examples: Broken light, loose closet door, dripping tap, etc.

-- Submit a work order online using your **MyHousing** account.

Once logged in to your account, select **Submit Work Order** from the menu.

# contact

## housing.uoguelph.ca

### email

housing@uoguelph.ca

### phone

519-824-4120 ext. 58701

### mail

Maritime Hall  
50 Stone Road East  
Guelph, ON, N1G 2W1

### facsimile

519-767-1670



Facebook  
University of Guelph  
Student Housing



Twitter  
UofG\_Housing



YouTube  
uofgstudenthousing



Tumblr  
uofghousing



Instagram  
uofghousing