

# STUDENT RESIDENCE

# Family Handbook

2016-2017



**WE ARE  
HUMBER**

# HUMBER RESIDENCE FAMILY HANDBOOK

At Humber Residence, we address everything to the student, not the parent. It is the student's responsibility to contact their family if they require assistance. This is the first real step towards independent living. Parents and families can help make this transition smoother by encouraging their student to get involved on campus and to be familiar with the residence rules and regulations. Consequences for not following campus or residence rules can be very serious and may include fines and potential eviction. Visit the residence website at <http://humber.ca/residence/> for more information so you can help guide your student.



## Confidentiality

At Humber Residences our first and utmost priority is the comfort, safety, and academic success of our students. Though you will play an integral role in your student's collegial journey, it is important for all parents to understand that Humber Residences has entered into a contractual agreement with our students – and not parents. Humber Residence falls under the Freedom of Information and Protection of Privacy Act (FIPPA) and therefore we are not able to share personal, educational, financial, or disciplinary information with parents or guardians without the expressed written consent of our residents.

## Getting Involved

Living in residence will be one of the most memorable experiences of your student's collegiate career. There are many opportunities for our residents to get involved in residence, from attending a program in residence, to running for a Humber Residence Council (HRC) position. Living on campus also makes it easier to participate in the many events and activities happening on campus. There is a vast array of research that links higher levels of on campus involvements to greater levels of student satisfaction and success. Encourage your student to get involved!

## Requesting Room Repairs

Sometimes we receive calls from parents asking us to fix something in their student's room. While we appreciate that parents are trying to help their student, we require a formal request from the resident in order to complete repairs, as in most cases we will need to enter the resident's room to complete the work. Please refer your student to our work order system on the residence portal to report any concerns with their room or to the front desk for more urgent issues (i.e. a leak).

## Winter Break Residence Closure

All students must vacate the residence by December 17 for the Mid-Year Break, as outlined in the Room and Dining Agreement. Residents with exceptional circumstances may apply to extend their stay between December 17-21, 2016 and January 3-7, 2017 at an additional nightly rate. An application form will be available mid-October and must be submitted to the Residence Office no later than November 14. Residents who have been granted an extension must vacate their room by 10:00 a.m. on December 21. The residence will reopen at 10:00a.m. on January 7.



## Residence Bursaries

Chartwells, our food services provider, generously contributes funding each semester so that we may award bursaries valued between \$500 and \$1000 to new and returning residents. These bursaries are awarded primarily on financial need. Academic standing and positive contributions in residence and on campus are also considered. Domestic and international residents are eligible for Chartwells bursaries and must submit a bursary application to be considered.

## Support for Residents on Campus

Transitioning and acclimating to college can be a very stressful and sometimes overwhelming time in your student's life. It is not uncommon for college students to struggle with homesickness, maintaining a healthy-balanced lifestyle, academic anxiety, and depression. Humber College offers many resources to help students improve and maintain their health and well-being.

Resident Assistants live on each floor and their primary role is to support our residents. Resident Assistants go through an extensive two-week training program and are equipped to link our residents with whatever resources are needed (Counselling Services, Career Counselling, Health Services, etc). We strongly encourage our residents to utilize their Resident Assistants. A full-time professional Residence Life Coordinator also lives in the building with our residents and is available 24/7 as a resource and in case of emergencies.

## Contacting Your Student

Your student may at times be in close contact with you and at other times may get caught up in studies and/or social time and forget to call or email you as often as you'd like. Going to college/university is an exciting time for your student, and often students become so wrapped up in this new stage of their lives that it does not occur to them that you may be concerned if they don't respond to your calls. If you've already tried to call or text your student, here are some suggestions that may help when your student drops off your radar:

1. Social Media – Try sending them a message on Facebook, Snapchat, or their other preferred social media. Have they posted anything or updated their status recently?

## OSAP and Other Provincial Student Assistance

Humber students' OSAP funds will be directed to the student's personal bank account. Humber and Guelph-Humber students whose OSAP funds were directed to their personal bank accounts are responsible for paying Humber or Guelph-Humber no later than September 19, 2016 for the first residence fee installment and January 20, 2017 for the second installment. If a student is receiving only partial funding for residence, the student is responsible for paying the difference to Humber or Guelph-Humber no later than August 22, 2016 for the first installment or December 12, 2016 for the second installment.

Sometimes when such a large amount of money is deposited into a student's bank account, they will be thrilled with their newfound wealth and go about spending the money with great joy, only to realize later that this money was intended for tuition and residence, leaving them borrowing from friends and family to pay their outstanding fees. Families can help avoid this situation by advising their student to confirm with the Registrar's Office, or on their MyHumber account (for Humber students), their WebAdvisor account (for Guelph-Humber students), that all fees have been paid before they start spending the money that has been deposited into their bank account.

## Late Fees

Students who do not pay their residence fees or defer their fees by the published deadlines (see the chart below) will be charged an additional \$75 late fee each term. Please remind your student to pay their fees on time and keep an extra \$75 in their pocket.

**2.** Email – Sometimes cell phones get lost or batteries die, so try sending an email. Often students have more than one email address, so you may want to try all of them.

**3.** If you have concerns about your student's safety or health, you can call our 24 hour front desk and we will attempt to pass on a message to the student. Due to privacy legislation, we cannot disclose student information to you, however we can encourage your student to contact you as soon as possible. It is important to note that student check-ins are conducted only in the event of a serious concern.

## Fun Ways to Support Your Student

Every family provides their own brand of unique support. From text messages and emails to cards and care packages, deciding on how to remind your student that you're there for them is a personal decision.

## Cakes

Whether for a birthday or another celebration, for \$25+ tax, our campus food provider, Chartwells, is pleased to offer families the opportunity to purchase a cake for 6-8 people that will be delivered to the residence complete with plates, forks and a cake knife. 5 business days' notice is required for cake orders. Visit <https://humber.ca/residence/current-residents/send-a-cake> to request a cake.

## Important Dates 2016-2017

<b>August 28</b>	First year residents' Move-in Day
<b>August 28 - September 2</b>	Orientation Week for first year residents
<b>September 2</b>	Returning residents may begin moving in
<b>September 6</b>	Classes begin
<b>September 19</b>	First installment payment deadline for students who deferred their residence fees to OSAP
<b>October 17</b>	Form available online for students to request to stay in residence between December 17-21, 2016 and January 3-7, 2017
<b>November 14</b>	Deadline to submit request to stay in residence between December 19-22, 2015 and January 4-10, 2016.
<b>November 14</b>	Second (final) payment due for residence fees
<b>December 17</b>	Residents must leave for the Mid-Year break by 12:00p.m.
<b>December</b>	Residence Life Staff recruitment begins
<b>January 7</b>	Residence re-opens after Mid-Year break at 10:00a.m.
<b>January 9-12</b>	Frost Week
<b>January 20</b>	Second installment payment deadline for students who deferred their residence fees to OSAP
<b>February</b>	Residence application for Returning Residents begins
<b>April 22</b>	Guelph Humber resident last day to move out (by 12:00p.m.)
<b>April 22</b>	Humber Degree resident last day to move out (by 12:00p.m.)
<b>April 29</b>	Humber Certificate, Diploma and Graduate Certificate resident last day to move out (by 12:00p.m.)