

# STUDENT RESIDENCE

# Family Handbook

2019-2020



**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 16 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 17-19, 2019 and January 2-4, 2020 at an additional nightly rate. An application form will be available mid-October and must be submitted to the Residence Office no later than December 1. Residents who have been granted an extension must vacate their room by 10:00 a.m. on December 19. The residence will reopen at 10:00a.m. on January 4.



## 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 Aid

Humber students' OSAP or other provincial aid funds are expected to be directed to the College. Humber students whose provincial aid was mistakenly directed to their personal bank accounts are responsible for paying Humber immediately. Guelph-Humber students who receive provincial aid must pay Guelph-Humber no later than September 16, 2019 for the first residence fee installment and January 17, 2020 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 16, 2019 for the first installment or December 9, 2019 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 serious concerns about your student’s health or safety, you can call our 24 hour front desk. Although due to privacy legislation, we cannot share any information about our students with anyone but the student, appropriate staff will assess the concern and follow up accordingly, including encouraging 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 significant 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 2019-2020

<b>August 25</b>	First year residents’ Move-in Day
<b>August 26 - September 1</b>	Orientation Week for first year residents
<b>August 30</b>	Returning residents may begin moving in
<b>September 3</b>	Classes begin
<b>September 16</b>	First installment payment deadline for Guelph-Humber students who deferred their residence fees to OSAP/Provincial Aid
<b>Mid-October</b>	Form available online for students to request to stay in residence between December 17- December 19, 2019 and January 2-4, 2020
<b>November 29</b>	Second (final) payment due for residence fees
<b>December 1</b>	Deadline to submit request to stay in residence between December 17-19, 2019 and January 2-4, 2020
<b>December 14</b>	Humber Residents must leave for the Mid-Year break by 12:00p.m.
<b>December 17</b>	Guelph-Humber Residents must leave for the Mid-Year break by 12:00p.m.
<b>December</b>	Residence Life Staff recruitment begins
<b>January 4</b>	Residence re-opens after Mid-Year break at 10:00a.m.
<b>January 6-12</b>	Frost Week
<b>January 17</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 18</b>	All Residents to move out by 12:00p.m.
<b>April 27</b>	Humber Certificate, Diploma and Graduate Certificate resident last day to move out (by 12:00p.m.)