

STUDENT RESIDENCE

FAMILY HANDBOOK

2025-26



FAMILY HANDBOOK

At Humber Residence, we communicate directly with our students. It is the student's responsibility to contact their family to seek assistance if needed. This approach fosters independent living, an essential part of the college experience. Families can support this transition by encouraging students to get involved on campus and stay informed about residence policies. Consequences for not following campus or residence rules can be very serious and may include fines and potential eviction. Visit the residence website at humber.ca/residence/ for more information so you can help guide your student.

Support for Residents on Campus

Transitioning 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 even potentially depression. Humber 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 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. Full-time professional Residence Life Coordinators also live in the building with our residents and are available 24/7 as a resource and in case of emergencies. On-campus counselling services are available to students from 8:30am-6:30pm, Monday through Friday.

Confidentiality

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



Winter Break Residence Closure

All students must vacate the residence by noon on December 15, 2025, for the Mid-Year Break until the residence reopens at 10 am on January 10, 2026 for Humber students and 12 pm (noon) on January 4, 2026 for University of Guelph Humber students, as outlined in the Residence and Dining Agreement. Residents with exceptional circumstances may apply to extend their stay from 12 pm on December 15 to 10 am on December 18 and to arrive as early as January 5, 2026 to January 9, 2026. A nightly rate for additional accommodations will apply, subject to extension approval from the Residence Office. Residents will be able to access the online residence extension application by mid-October and must submit it no later than 11:59 pm, December 7, 2025. All Residents without exception must vacate their rooms by 10:00 a.m. December 18, 2025, until 12 pm, January 4, 2026. The residence office will reopen at 12 pm on January 5, 2026.



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 students 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!



Consent to Release Information

Humber Residence protects Residents' personal information in accordance with the Freedom of Information and Protection of Privacy Act. As such, we will only release information to a third party, such as a parent, legal guardian, or landlord, with expressed consent from the student. Students can provide consent to release information to another individual in the Residence Portal.

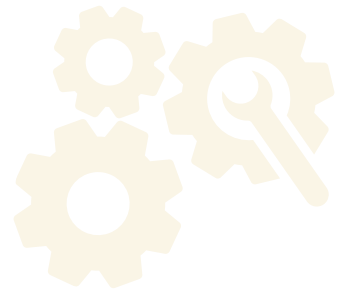


Tenant Insurance

Student Property and Liability Insurance, or "Residents Insurance" is included as part of your student's Residence Fees. After moving into residence, Marsh will contact students using the contact information provided to the Residence by the student within 60 days of the start of the semester to provide the certificate of insurance. This will be your primary property and liability insurance while living in residence.

Late Fees

Students who do not pay their residence fees by the published deadlines (see the chart below) will be charged an additional \$100 late fee each term. Please remind your student to pay their fees on time and keep an extra \$100 in their pocket.



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 (e.g. a leak).



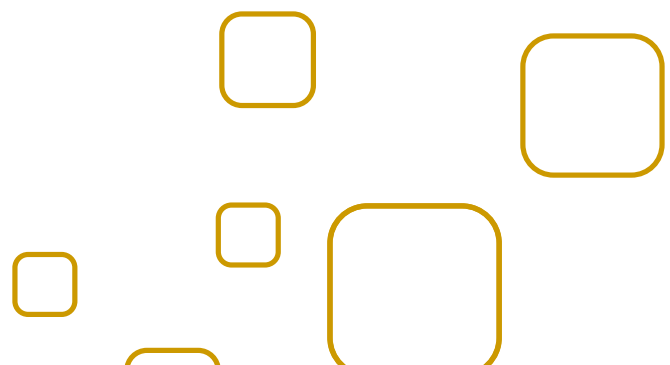
Contacting Your Student

There may be times when your student frequently contacts you and other times when academics or social life take priority. 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:

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

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.

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.



Residence Bursaries

Chartwells, our food services provider, has generously contributed funding so we may award bursaries valued between \$500 and \$1000 to new and returning residents. These bursaries are awarded primarily based 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.

Send a Cake to Your Student

Whether for a birthday or any other celebration, families can 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. [Complete the Send a Cake form here.](#)

Add Funds to a Dining Plan

To add funds to your students dining plan visit mymealplan.humber.ca.

OSAP and Other Provincial Aid

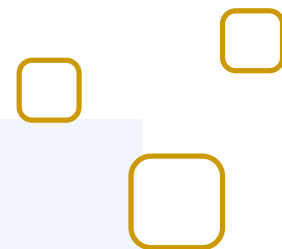
Humber students' OSAP or other provincial aid funds are expected to be directed to the institution. Students whose provincial aid was mistakenly directed to their personal bank accounts are responsible for paying Humber or the University of Guelph-Humber immediately. **Guelph-Humber students** who receive provincial aid must pay Guelph-Humber any amount not covered no later than August 15, 2025, for the first residence fee installment and December 12, 2025, for the second installment.

When a large amount of money is deposited into a student's bank account, it can be easy to assume it's extra spending money. In some cases, students may begin using these funds—only to later discover the money was actually intended to cover tuition or residence fees. This can lead to unnecessary stress and last-minute efforts to pay outstanding balances. Families can help by encouraging their student to first confirm that all tuition and residence fees have been paid. This can be done through the MyHumber account (for Humber students), or WebAdvisor (for University of Guelph-Humber students), or by contacting the Registrar's Office directly.

For more information about Provincial Aid and managing student finances, visit: <https://humber.ca/study-at-humber/pay-fees>



2025-26 Important Dates



**Move in day for First Year Residents, Mandatory
Residence welcome event at 7 p.m.**

August 24

Residence Orientation and Campus events

August 25 – September 7

Academic Orientation

August 25 – August 28

**Humber Classes begin
University of Guelph-Humber Classes Begin**

**September 2
September 3**

Second (final) installment of Residence fees due

November 10

Residence Life staff recruitment for 2025-26 begins

December 1

**First day of Mid-Year Break; Last day for Residents to
leave for Mid-Year Break (by 12 p.m.); Move out day for
one-semester Residents**

December 15

**Residence re-opens after Mid-Year Break at 10 a.m.;
Move in day for Winter-only Residents**

**January 4 (Guelph-Humber)
January 10 (Humber)**

**Last day of Academic-Year Residence operations; All
Residents must move out by 12 p.m.**

**April 23 (Guelph-Humber)
April 27 (Humber)**

