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Department of Housing
261 Stormont House
613-520-5612
www.carleton.ca/housing
accommodations@carleton.ca
**Welcome to Carleton University Residence!** Whether you are a returning student or are new to our community, life in residence is an experience unlike any other! It is an opportunity to meet a diverse group of people, work with other students in your faculty or program, volunteer or work where you live, and succeed academically in an engaging environment! Residence Life Staff, who live and work in the residence community, are available as a valuable support for you to ensure your year is the best possible. While it is important to focus on studies, it is also important to take time for yourself and take advantage of all the resources available to you while living in our Residence Community.

**www.carleton.ca/housing**

**You belong in residence**

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**AUGUST 28**
Deadline to submit Late Arrival Form to hold room past midnight, September 1st.

**AUGUST 30 – 31**
Residence Move-In Weekend. Students will be provided with their designated move in date in the information e-mail late July/early August. During the Orientation Period, August 30th – September 7th, no overnight guests are permitted in residence.

**SEPTEMBER 3**
Unclaimed rooms will be offered to those on the waitlist.

**SEPTEMBER 8**
Requests for room changes and meal plan changes open at 8:30 a.m. Room changes will be made on a first come first serve basis, depending on availability.

**SEPTEMBER 15**
Last day to decrease your meal plan for the fall term.

**OCTOBER 27–31**
Fall Reading Week.

**OCTOBER 31**
Applications for Winter Term residence open. Depending on availability, space will be offered on a first come, first serve basis.

**NOVEMBER 3 – 7**
Residence Maintenance Room Inspections.

**DECEMBER 10-21**
Fall Term Examination Period. During this period, no overnight guests are permitted in residence.

**DECEMBER 22**
Last day of Fall Term. Residence and meal plans will be suspended from 4:00pm on December 22nd until noon on January 4th, 2015. Student access will be shut down unless students have made arrangements with the Department of Housing for Holiday Stay-Over.

**MARCH 15**
No refund of residence fees will be given to students leaving residence after this date.

**APRIL 11-23**
Winter Term Examination Period. During this period, no overnight guests are permitted in residence. Students are required to vacate residence by midnight of the day following their last regularly scheduled spring examination, as listed in the Official University Exam Schedule.

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**Note:** no meals or cleaning services will be provided during the closedown of Residence between December 23, 2014 to January 5, 2015.

**From time to time, the Department of Housing & Conference Services will email residence students important information. To ensure you receive all communication, please check your Carleton e-mail account regularly.**

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**IMPORTANT DATES**

**JANUARY 4**
Residence reopens at 12:00pm and meal plans commence during the dinner period.

**JANUARY 19**
Last day to decrease meal plan for the winter term.

**FEBRUARY 2**
Applications available for those applying to Return to Residence in 2015/16.

**FEBRUARY 16-20**
Winter Reading Week.

**FEBRUARY 13**
Deadline for Returning Residence applications.

**MARCH 16 – 20**
Residence Maintenance Room Inspections.

**APRIL 13**
Deadline for Returning Residence applications.

**MARCH 24**
Apart from the above, all students must check out of residence by noon.
Our Mission

We promote a positive residence community experience by offering a safe living environment with a variety of supportive services to our students, as they pursue academic and personal success and to our summer guests seeking an affordable accommodation alternative. We work in a professional, caring and collaborative manner with regard for the diversity of the people we serve, to earn their trust, appreciation and respect.

What is the Residence Contract?

Living in residence is a privilege, and all students have the shared responsibility of ensuring that residence remains a positive and safe living space.

The Residence Contract is a legally binding agreement between Carleton University and students living in residence. It outlines these responsibilities and community standards. The Residence Contract also explains the process and possible outcomes if a student chooses to not abide by the contract. These outcomes range from educational sanctions and financial penalties up to, and including, termination of the Residence Contract.

It is important for all incoming residence students to carefully read the Residence Contract prior to accepting their residence offer and once again before moving in.

It is the responsibility of all students to know and understand the roles and regulations in residence by reading the Residence Contract which can be found at: http://housing.carleton.ca/applying/contract/

Your Residence Room

TRADITIONAL RESIDENCE OR SUITE STYLE RESIDENCE... WHAT’S THE DIFFERENCE?

The majority of our residence accommodations consist of double traditional rooms. This means two students share a room that is connected via a washroom to another room with two other students*. Students who share washrooms are often referred to as 'canmates'. Roommates and canmates are always the same gender with the exception of requests made in Leeds house, for upper year students. Each room is furnished with a bed, mattress, curtains, closet, desk, telephone, bookshelf, and a study lamp for each student.

*In Glengarry House, some male students are assigned to rooms that share a communal washroom located at the center of each floor.

Suite style residences are either single or double rooms that share a common living / meal preparation area and a washroom with other students. Our suite style residences are all equipped with a full size fridge and either a microwave (Prescott and Frontenac) or a stove top (Leeds house). Each bedroom is furnished with a bed, mattress, curtains, closet, desk, telephone, bookshelf, and a study lamp for each student.

Residence Fees

TRADITIONAL ROOMMUNDAS, GLENGARRY, GRENVILLE, LANARK, LENNOX AND ADDINGTON, RENFREW, RUSSELL, STORMONT HOUSES

<table>
<thead>
<tr>
<th>Meal Plan</th>
<th>Single Occupancy</th>
<th>Double Occupancy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plan A</td>
<td>$10,476</td>
<td>$9,426</td>
</tr>
<tr>
<td>Plan B</td>
<td>$10,332</td>
<td>$9,282</td>
</tr>
<tr>
<td>Plan C</td>
<td>$10,232</td>
<td>$9,182</td>
</tr>
<tr>
<td>Plan D</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Plan E</td>
<td>$10,657</td>
<td>$9,807</td>
</tr>
<tr>
<td>Plan F</td>
<td>$11,138</td>
<td>$10,088</td>
</tr>
</tbody>
</table>

SUITE STYLE ROOM
Leeds, Frontenac, and Prescott Houses

<table>
<thead>
<tr>
<th>Meal Plan</th>
<th>Single Occupancy</th>
<th>Double Occupancy (Prescott)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plan A</td>
<td>$11,663</td>
<td>$10,603</td>
</tr>
<tr>
<td>Plan B</td>
<td>$11,517</td>
<td>$10,457</td>
</tr>
<tr>
<td>Plan C</td>
<td>$11,417</td>
<td>$10,357</td>
</tr>
<tr>
<td>Plan D</td>
<td>$9,901</td>
<td>$8,841</td>
</tr>
<tr>
<td>Plan E</td>
<td>$12,042</td>
<td>$10,982</td>
</tr>
<tr>
<td>Plan F</td>
<td>$12,323</td>
<td>$11,263</td>
</tr>
<tr>
<td>Room Only</td>
<td>$7,469 (Leeds &amp; Frontenac)</td>
<td></td>
</tr>
</tbody>
</table>

Residence fees are due August 25, 2014. The second installment is due November 25, 2014. Please note that both fall and winter term fees will be charged to your student account in August. Any outstanding balance on accounts at the end of each month will be subject to an extended payment charge.

For more information on payment of fees, please visit: www.carleton.ca/studentaccounts/fee-payment/

For information on residence fee breakdown by term, check out: http://housing.carleton.ca/fees-and-food/
Residence Move

www.carleton.ca/housing

What to Pack
Now that you have made the decision to call Carleton University Residence your home, you must have some questions about what your new room will be like!

At the end of July/beginning of August you will be given your room type (double or single room & traditional or suite style residence) in the Residence Information email sent to your Carleton email account. A further email will be sent mid-August to inform you of your assigned building and mailbox number. Once you receive this information package, please look at the building you have been assigned to for a list of what is provided, as well as a room layout. Information on each residence building can be found at http://housing.carleton.ca/buildings

Please note that your actual room number or floor is not disclosed prior to check-in.

When deciding what and how much you will bring from home, please consider that your new living space may be smaller than what is available to you at home and, in many cases, you will be sharing a living space with another person. This often leads to many students having more belongings than they choose to take home in April, and much of it is discarded.

What to bring:
- Linens (sheets and towels) and don’t forget a pillow
- Mattress pad
- Alarm clock, radio or stereo, and headphones
- Ethernet cord
- Hangers/iron
- Kettle, coffee maker
- Power bar with a surge protector
- School supplies
- Winter clothes

- Personal decorations and belongings. You will probably want to decorate your room and really make it your own. Having posters and pictures of family and friends can help make your room feel more like home.

What to leave behind:
- Beer bottles (If you are 19+, beer products are only permitted in cans)
- Pets of any kind (with the exception of authorized service animals)
- Bedroom furniture
- Candles and incense (they are a fire hazard and will set off the smoke detectors and heat sensors)
- Subwoofers
- Any weaponry (knives, firearms, hunting weapons, ornamental weapons, etc.)
- Space heaters
- Personal cooking appliances (with the exception of student’s moving into Prescott, Prescott and Leeds Houses)

Can I bring appliances to residence?
Students in traditional-style residences are not permitted to have electrical cooking equipment. This includes popcorn makers, toasters, toaster ovens, microwave ovens, blenders, etc. However, electric kettles and coffee makers are permitted in both suite-style and traditional residence buildings.

Students in suite-style residences are permitted to use electrical cooking equipment in the meal preparation/eating area only.

Move in Weekend
The traditional move-in period for residents is from 9 am on Saturday, August 30th to midnight of Sunday, August 31st. The peak move-in periods are Saturday and Sunday, 9am to 5pm.

In order to make move-in as smooth as possible, we have assigned a specific day for each resident to arrive. Your move-in day is included in an email sent to your Carleton email account in late July/beginning of August. Your designated move-in day (Saturday or Sunday) is based on the floor to which you have been assigned. We ask that you please respect this move-in date.

Registration will take place at a check-in station in or near your designated building on your specified move-in day from 9am to 5pm. Any students arriving outside these hours should report to the Residence Reception Desk, located in Residence Commons. If you will be arriving outside of these days, be sure to contact the Department of Housing to make alternative arrangements.

A quick word about fridges:
Residence students are not permitted to bring personal refrigerators into the residence buildings and those who do will be asked to remove them. Residents who are interested in having a refrigerator in their room can make arrangements with the University’s contractor, Coldex, for rental of a 3 cubic foot or a 5 cubic foot refrigerator for the academic year.

Please visit www.coldexrents.com for more information. Restricting personal refrigerators to those provided by Coldex ensures that all refrigerators are properly cleaned and in good working order. It also helps the University provide a safe and healthy living environment in its residences and contributes to the University’s sustainability efforts.

Please Note: The suite style residences, Prescott, Frontenac, and Leeds have a meal preparation area that includes a full size refrigerator.
When you arrive

When you first arrive on campus you will see large signs on the roads directing drivers to parking Lots 6 & 7. Please follow these signs and the instructions of University Safety personnel who will be directing traffic.

After parking your vehicle, you should proceed to your assigned Residence building to collect your Move-in package. Once you have collected the keys/access card to your room contained in this package, you will be permitted to move your vehicle closer to your residence to unload your belongings. Fall Orientation Facilitators will be present to assist you in bringing your belongings to your room.

As most of the roads around the Residence buildings are designated as Fire Routes, a driver must stay with the vehicle at all times while it is being unloaded. Once the vehicle has been unloaded, it must be moved immediately to one of the designated move-in parking Lots.

A few tips for a smooth move-in:

- Label all of your belongings, including packing boxes and luggage, with your name and cell phone number (if you have one). You will find plenty of eager, enthusiastic student volunteers around to help you lift and carry your possessions to your new room.
- Keep any valuable property such as wallets, laptops, cell phones, iPads, etc. with you at all times.
- Upon move-in, please check your room for any damages and/or missing items. If there are any issues, please complete a work order form on Carleton Central as soon as possible to avoid any undue charges at the end of the year.

Can I move in a few days early?

Unfortunately, we are unable to accommodate students arriving in Ottawa before 9:00 am August 30th, 2014. Our residences are used for summer accommodations and we need time to clean and prepare rooms for students’ arrival for the academic year.

Are overnight guests allowed in residence?

Residence students are not permitted to have overnight guests during Fall Orientation Week or during the December and April exam periods.

During the rest of the academic year, overnight guests are permitted with the written consent of a roommate or suitemates. Guests may not be accommodated for more than three consecutive nights and/or a total of seven nights per term.

Apart from overnight guests, a residence student may not entertain any more than 2 visitors in his/her room at any time.

Do residence buildings remain open over the December holiday period?

Most of the residence buildings will be closed over the December holiday period. Students who indicated on their Residence Information Form that they require housing during this closedown period will be assigned space in one of the buildings designated to remain open. These students will be contacted via e-mail to confirm their request to remain in residence during the holiday closedown period. They will be required to complete a form seeking permission to remain in residence. As residence fees do not include this closedown period, students with permission to remain will be charged a fee for room only. Students who do not indicate that they require accommodation over the December holiday period on the Residence Information Form will not be permitted to remain in residence during this time. Students should make appropriate travel plans to ensure they do not conflict with the closedown dates.

Most University services are suspended during this time period, including Dining Services. Custodial and maintenance services are also reduced during this time period. Residence buildings close at 4pm on December 22nd and re-open on January 4th at noon.

www.carleton.ca/housing
Your Campus Card

While living on campus, your Carleton Campus Card will likely be one of most important things you carry with you. Your Campus Card provides access to your residence building, your floor and your meal plan. It lets you borrow books from the library, and can be used to pay for things like printing documents, buying snacks at vending machines and on-campus convenience stores, paying for parking, laundry, taxis, textbooks… the list goes on!

Visit www.carleton.ca/campuscard for more information about the many uses of the campus card. If you want to add funds to your card, note that there are convenient on-campus deposit locations listed on the back of the card, including at the Residence Reception Desk, or you can use our online deposit system 24/7.

Please note:… You will be required to enter a four digit PIN code after swiping your Campus Card when entering your building and your floor. After your card has been made, log into the Campus Card Web Card Centre and select ‘Set PIN’. To gain access to your residence building or floor, swipe your Campus Card and enter your personal 4-digit PIN code, followed by the # sign.

You can pre-apply for your Campus Card online or by mail and pick it up at your assigned residence check-in station during move-in weekend, or you can have it made on the spot. Please keep in mind that lines can be lengthy during peak periods so if you have the chance, pre-applying can definitely save you some time – and it also lets you choose the photo that goes on your card! Please note that a government issued piece of photo ID must be presented in order to obtain your Campus Card. Card production will be available during move-in weekend in the banquet hall on 2nd floor Residence Commons. After Move-In weekend, you can visit the Campus Card office at 407 University Centre to get your card. For a complete list of times and locations to get your card, view our hours of operation.

Residence Life

www.carleton.ca/housing
Getting Connected

Telephone service
Each resident is provided with their own phone and phone line in their residence room. Your residence phone line comes with local service but does not include long distance calls. If you want to call your friends or family back home, you can purchase a long distance phone card. You can buy phone cards on-campus at the Bookstore, Abstentions (our residence convenience store) and Henry’s. Or, you can also plan a time when your family will call you!

Setting up voicemail (from your own extension)
1. Dial ..............................4000
2. Enter the temporary passcode of 4000
3. You will be prompted to select a new personal passcode
4. Follow the rest of the prompts

www.carleton.ca/ccs/all-services/phone/residence-voice-services

Accessing voicemail (from your own extension)
1. Dial ..............................4000
2. Enter your passcode when prompted

Internet
All of our residence rooms have internet access; however, each student is responsible for bringing their own Ethernet cord. Don’t worry if you forget to pack one, they are sold at the University Bookstore and at Abstentions.

Please note: Wireless internet is also available in Russell House, Grenville House, Lanark House, Renfrew House, Frontenac House, and in Lennox and Addington House.

Mailing address
Each resident is assigned a mailbox located on the tunnel level of the Residence Commons building. You will receive a key for your assigned mailbox when you move in. Please don’t lose it!

Please use the mailing address in the following form:

Name
Box # ___
Carleton University Residence
1233 Colonel By Drive
Ottawa, ON
K1S 5B7

Within Residence and Campus
Room to room dial... 737-XXXX
To reach campus, dial777 + XXXX

Local Calls
Dial 9 + 613 + local number

Toll Free Calls
Dial 9 + 1 + 8XX + number

Residence Reception Desk
Dial.............................737-5609

Campus Safety
Emergency - dial ..........4444
Non-Emergency—dial ......3612
Fresh Food Company

At our residence dining hall, The Fresh Food Company, food is cooked to order with an emphasis on the freshness of ingredients. Because The Fresh Food Company is an all-you-care-to-eat experience, all food must be enjoyed in the dining room. However, students are permitted to take one piece of fruit to go.

Meal Plans

There are many options to choose from when selecting a meal plan from the Fresh Food Company. The meal plan choices include combinations of meals in the Residence Dining Hall, and a cash credit, known as dining dollars, to be used at select University-operated food establishments on campus. Please note that each meal plan’s dining dollars refers to the total amount provided over the 8 months of residence, and is allotted in halves at the beginning of each term.

Plan A – 14 meals per week and no dining dollars.
Plan B – 12 meals per week and no dining dollars.
Plan C – 9 meals per week and $440 dining dollars.
Plan D – 5 meals per week and $440 dining dollars (available only to residents in suite style buildings: Leeds, Prescott and Frontenac).
Plan E – 19 meals per week and no dining dollars.
Plan F – Unlimited meals and no dining dollars.

Daily vegetarian, vegan, and Halal menu items are available. Also, both lactose-free and gluten-free selections are on hand. The Fresh Food Company is a nut-free facility but there is a risk of outside cross contamination, so students with severe allergies are advised to speak to a manager. Students with dietary restrictions are also encouraged to speak to a manager or sous chef so they can be provided with information about specific recipes and ingredients available.

Please note that personal bags are not allowed into the dining hall. Small lockers are available at the dining hall entrance, but students will require their own lock.

How Your Meal Plan Works

Each time you enter the dining hall, your meal count is reduced by 1 until it reaches zero for that week. On Sunday at midnight, the plans are all reset back to their full count - any unused meals from the previous week do not carry over. You can keep track of how many meals you have left each week through the Meal Plan Review system found on Carleton Central.

Meals cannot be transferred to other students, but each meal plan includes 4 guest meals that can be used at any point throughout the year.

Meal Times

WEEKDAYS:
Breakfast – 7:30 a.m. to 10:59 a.m.
Lunch – 11:00 a.m. to 3:59 p.m.
Dinner – 4:00 p.m. to 10:00 p.m.

WEEKENDS:
Breakfast – 9:00 a.m. to 11:59 p.m.
Lunch – 12:00 p.m. to 3:59 p.m.
Dinner – 4:00 p.m. to 10:00 p.m.

*Aside from Meal Plan F, students may only swipe once per meal period.

Boxed Meals

Can’t make it to the Fresh Food Company? Why not order a boxed meal to take with you!

Boxed meal requests must be made 48 hours before the requested meal. Using your Campus Card, you can pick up your meals at the desk at the Fresh Food Company. Requests can be made online at www.dining.carleton.ca/locations/fresh-food-company. This is a great opportunity for you if you have a busy day of classes, or are leaving Ottawa for the weekend.

www.carleton.ca/housing
The Residence Life Team is a dynamic group of individuals who are here to help support all residence students. The staff consists of Residence Fellows, Community Advisors, Residence Managers, Community Development Team, Residence Desk Staff, and the Department of Housing and Residence Life Services Office Staff.

**Residence Fellows**
Residence Fellows are student leaders who live on each floor in residence. They serve as a resource for students in their communities, and are responsible for upholding the residence contract, as well as for the academic success and physical and emotional well-being of students. Residence Fellows are looked upon as role models, helpers, community builders, programmers, and an ongoing resource for the students on their floor. Working with other Residence Fellows in their building, these House Teams are responsible for creating and maintaining an environment conducive to academic success and positive growth and development.

**Community Advisors**
Community Advisors are senior Residence Life Staff with prior experience in the Residence Community. These individuals live in the residence buildings, and are assigned to each Residence Manager. Community Advisors are an additional support for Residence Fellows, Residence Managers, and students, and help ensure effective communication and integration of their teams and communities alike. These staff also assist in addressing low-level conflict violations and directing students towards the appropriate resource, including the Residence Manager and additional supports.

**Residence Managers**
Residence Managers are professional staff that live-in and manage the residence buildings. They are responsible for the supervision and support of Residence Fellows. Residence Managers are available for support, conflict mediation and crisis intervention, and also meet with students concerning violations of the Residence Contract. These professional staff are active in contributing to the educational, cultural and social growth of the students in their houses and house teams. Residence Managers are available to help students with issues arising from community living as well as with personal problems, and may refer students to appropriate resources that are able to provide additional assistance. The Residence Managers hold regular office hours located in Renfrew House, Room 131, and they may contact them on a 24/7 rotating on-call schedule, whereby students and staff may contact them with any concerns, including mental health, conflict, and maintenance.

**Community Development Team**
The Community Development Team is made up of five student staff members who are responsible for the implementation and coordination of Community Development initiatives in residence. They collaborate and work closely with the Residence Fellows to develop programs targeted to specific needs of floors and help with the planning of residence wide events. They facilitate programs throughout the year to encourage student participation and foster student engagement in the residence community.

**Department of Housing and Residence Life Services Professional Services Staff**
The Department of Housing and Residence Life Services office staff work Monday to Friday from 8:30-4:30pm in 261 Stormont House. They are full-time Professional Services staff members whose duties include room assignment, meal plan changes, off-campus housing information, facilitation of residence programs, and mail administration. They also provide frequent updates on Residence news through social media and various online outlets.

**Residence Reception Desk**
The Residence Reception Desk is located in the Residence Commons Building, and is often the first point of contact for residence students. They provide many services and general information to students and visitors to the University, including processing cash transactions, assisting with lost keys, programming access cards, handling maintenance requests, etc. The Residence Desk is open 24 hours/day, 7 days/week during the regular academic term. Please note, reduced hours may be in effect during exam periods, holiday closures, and at the end of the fall/winter academic terms in order to prepare for summer business.

Residence Students can contact the desk by dialing ‘737-5609’ on their Residence phones.

**SERVICES INCLUDE:**
- Sale of bus tickets and information on bus tickets / routes.
- General information about residence and campus.
- Payment of damage charges, and penalties.
- Campus Card Top Ups
- Sign out temporary keys or replacement keys – fees may be applicable.
- Cashier services operate between 8:00 a.m. and 10:00 p.m. daily.

**The Desk is open 24 hours/day and provides a number of services to both Residents and the general public.**
Living with a Roommate

Whether this is your first time sharing living space with someone, or if you’ve grown up sharing a room with siblings, living in residence and having a roommate is a transition that can be a valuable part of your university experience! Having a roommate and/or suitemates will help to teach you respect, tolerance, patience, cooperation, and compromise. Being respectful of each other and keeping the lines of communication wide open are key to making this a positive and rewarding experience that you won’t forget!

Communication is the first key to solving any disputes which may arise between roommates, suitemates, or carnmates. In the event of a conflict, we first encourage students to try to resolve the issue themselves. Residence Fellows can offer support on the floor and can help mediate any roommate conflicts that may arise. Residence Fellows and Residence Managers are available as a neutral third party to try and help find a solution. Room changes may only be made once all other resources have been exhausted.

**DO...**
- Discuss your living preferences and expectations with each other right away.
- Consider making a Roommate Contract.
- Be willing to compromise.
- Take time to clear your mind before addressing something that has made you upset.
- Stay calm and choose your language wisely. “I” statements are very helpful in conflict situations.
- Ask for clarification if you don’t understand something.
- Be respectful and fair, and remain open-minded.
- Listen and try to understand the other person’s point of view.
- Keep the lines of communication open.
- Think about how you would like to be treated, and treat others the same way.

**DON’T...**
- Make assumptions.
- Gossip or unnecessarily involve others in conflict situations.
- Play down/disregard issues.
- Be disrespectful.
- Overreact.
- Use accusatory language.
- Act passively. Speak up if you are uneasy or dislike something that is occurring in your room.
- Expect a problem to resolve itself without saying anything.

[Room change request forms are not available until September 8th and room changes cannot be guaranteed.]

www.carleton.ca/housing
Residence Life

IS THERE ACCOMMODATION FOR UPPER YEAR STUDENTS?
Yes, we do offer accommodations for upper year students. Rooms in Leeds House are assigned to graduates and undergraduate students who are entering their third or fourth year of studies. Rooms in Frontenac House are typically assigned to students entering their second year of studies.

If living in residence beyond your first year is of interest to you, you can find more information at:
http://housing.carleton.ca/applying/returning-students/

What are Themed Communities?
Themed Communities are an innovative approach to living and learning at Carleton University. Themed Communities are separate from academic program, and instead based on special interest.

In residence we have seven Themed Community floors: Healthy Lifestyle, Creative Arts and Design, Entrepreneurship, Global Experience, Leadership and Engagement, Sustainable Living, and Technology and Media. There is also an Alcohol-Free community where students and their guests are not permitted to possess and/or consume alcohol on the floor. Students will not be placed in this community unless requested on their Residence Information Form.

Themed Communities provide theme-specific programming and the unique opportunity for students to live with like-minded people and to connect with others outside of a classroom setting. In order to be considered eligible to live on one of these floors, students must answer all questions on the Themed Community application, separate from the Residence Information Form, which is submitted for review by the Department of Housing and Residence Life Services.

What are Quiet floors?
Quiet Floors have been established in our residence community to help support the needs of students who wish to live and study in a quieter environment. Students can express their preference to live on one of these floors on the Residence Information Form. All students who live on a Quiet Floor must agree to abide by, and be supportive in achieving, additional community standards that include: No audible sounds heard outside of rooms, floor hallways, common areas, and lounges, and ‘Quiet’ hours that are observed from 10:00 p.m. -10:00 a.m. from Sunday to Thursday, and 12:00 a.m. -12:00 p.m. on Fridays and Saturdays.

Laundry
For your convenience, laundry rooms are located in each residence building. Money on your Campus Card (convenience dollars) is used to pay for laundry which costs $1.65 per load. Check out the e-laundry online system that allows you to keep track of the laundry system in residence: www.carleton.ca/campuscard/elaundry-service.

What is the noise policy in Residence?
There is an expectation of reasonable peace and quiet at all times in the residence community, including the exterior areas surrounding the residence buildings. Residents are reminded of the disturbing effect of their noise on others and will be expected to refrain from making noise when requested to do so. Noise must be controlled so that it does not disturb others in the community. Residence Life staff and Campus Safety monitors and addresses the noise level in the Residence complex.

Who cleans the rooms in Residence?
It is each student’s responsibility to clean his or her own room, bathroom, and /or suite area. The communal washrooms (Glengarry House), corridors, stairwells, elevators, lounges, lobbies, and laundry room floors will be cleaned by custodial staff on a regular basis.

Each Residence floor is provided with a vacuum cleaner for use by the floor members in cleaning their rooms.

Toilet paper is also provided to residents, free of charge, and is located in storage rooms on each floor.
Community Standards

At Carleton University, we are committed to the ideals of community living and the maintenance of community standards. There are rules, regulations and expectations in place for the benefit of all students living in residence. We believe that life in residence must be conducive to academic success and that students will be expected to support this principle.

Every student has the right to study and sleep peacefully in their residence. Residence is a place for co-operation, consideration, compromise and respect.

Alcohol

- Underage Drinking is not permitted in residence.
- Alcohol may be consumed responsibly if a student has reached his or her 19th birthday.
- Open Alcohol is not permitted in residence hallways, stairways, elevators or outside of the residence buildings.
- Beer Bottles are not permitted in residence.
- No drinking paraphernalia (e.g. funnel) games, competitions or contests are permitted in residence as it can encourage/promote the excessive consumption of alcohol.

Drugs

 Possession and use of controlled substances (e.g. illegal drugs), and drug paraphernalia (e.g. bong) for the purpose of either personal use or sale to others is strictly prohibited and residence offenders face the full range of penalties as described in Section D of the Residence Contract and/or criminal prosecution.

Smoking

Smoking is not permitted in any buildings, including all residence buildings by residents or their guests. In addition, smoking is not permitted within 10 metres of any campus building entrance, stairwells, air intakes, and/or windows. Smoking, in all forms, including e-cigarettes and hookahs is prohibited.

The detection of odor in residence rooms is associated with the use of tobacco, marijuana and such products as ash, as a violation of the Residence Contract. The detection of such odor is taken to mean that smoking has occurred in this room. Other explanations for the presence of odor such as the odor being carried into the room on one’s clothing are rejected.

Significant monetary and educational sanctions will be imposed, involving smoking and the detection of smoke odors, the possession of marijuana and other prohibited drugs and drug use paraphernalia.

Repealed restrictions of the Residence Contract that involve smoking and the detection of smoke odors, possession of marijuana and other prohibited drugs and drug use paraphernalia will result in the termination of the Residence Contract and the eviction of the resident from Residence.

For detailed information on all policies, please see the Residence Contract http://housing.carleton.ca/ applying/contract/

What is the damage policy?
The cost of all damages and/or loss and above what would be considered reasonable “wear and tear” will be billed to the person(s) who caused the damage. Repair charges are not punitive in nature and are intended only to recover the cost of the specific repair or replacement. However, in the case of damage resulting from deliberate or extremely careless behavior punitive charges may be added to the cost of repair or replacement.

Residents are not permitted to put anything on the walls, floors, ceiling, doors or windows that will damage or mark the surfaces when they are removed. Inserting nails, painting or wallpapering walls, writing on walls, doors and other surfaces, sticking labels and bottle caps to walls, ceilings and doors and similar practices are also not permitted. Students bear financial responsibility for all damages caused in their room.

Maintenance

WHAT SHOULD I DO IF I HAVE A MAINTENANCE CONCERN IN MY ROOM?
If you have a non-emergency maintenance issue in your residence room you can:
- use our online work order request to report your concern. Login to Carleton Central, click on ‘Residence Maintenance’, fill out your request, and ‘hit submit’.
- Please note that response times for non-emergency work order requests can be up to 72 hours.

WHAT ARE RESIDENCE MAINTENANCE ROOM INSPECTIONS?
Residence Maintenance Room Inspections allow staff to better plan for routine preventative maintenance and alert the Department of Housing and Residence Life Services to any health and safety issues related to cleanliness. If common areas of residence rooms and/or suites are found to have significant cleanliness issues, students will be provided a written notice and afforded a week to address the issue. If, after a week’s time, the student chooses not to fix the concerns, maintenance staff will address the issue and charges will apply. Any major damage to residence rooms and/or suites will be addressed on a case-by-case basis. Maintenance room inspections will occur during the week of November 3rd – 7th and again every week of March 16th - 20th, 2015.

What are bed bugs?
Bed bugs are a growing, worldwide problem. Coupled with the decline in use of pesticides, bed bugs have been occurring in homes, five-star hotels and university residences throughout North America. Infestations are not a reflection of poor hygiene; however, clutter will provide more places for the bugs to hide.

Bed bugs are reddish brown, flat, oval-shaped insects. They are visible to the naked eye and are about the size of an apple seed. Bed bugs are transported into residence by people on their personal possessions such as bedding, suitcases, backpacks, boxes and furniture.

Control Measures
If you believe that you have seen or been bitten by a bed bug, contact your Residence Fellow, the Residence Reception Desk 737-5609 or contact your Residence Fellow for appropriate advice.

Health and Wellness

HEALTHCARE ON CAMPUS
Health and Counselling Services is your health and wellness centre on campus. Health and Counselling Services provides medical, counselling, and health promotion programs for students and staff.

The team of medical professionals including family physicians and registered nurses, provides outpatient medical services and serve as primary care providers at Health and Counselling Services (HCS). Appointments can be made for general health concerns, and walk-in services are available for those in need of more immediate medical treatment. HCS provides services to the Carleton University student, faculty, and staff population.

The main facility is located in the Carleton Technology and Training Centre, where you can also find a pharmacy to fill your prescriptions. For additional information, please visit: www.carleton.ca/health

Counselling in Residence
We are very pleased to offer a unique Health and Counselling Services satellite office located in Residence Commons, where residence students can seek confidential counselling. Here, short term counselling is available as a support for Residence students in particular. Some examples of issues students may discuss with a counsellor include: coping with stress, homesickness, handling a crisis, increasing self-esteem, gender identity, eating disorders, dealing with alcohol and drug concerns, and more. Residence Counsellors also run initiatives throughout the year that focus on student well-being and transition to ensure the best possible residence experience. If you would like to meet with one of our professional counsellors, please call 613-520-2600 extension 8061. You can also find more information at www.carleton.ca/health/counselling-services.
Life on Campus

Bicycle Storage
There are secured bicycle compounds on campus which are offered through Parking Services. All bikes are left at the owner’s risk, so please invest in a sturdy U-lock. For additional information about bicycle storage on campus, check out: www.carleton.ca/parking/students/staff/faculty/dailyvisitors/bicycle-compounds.

Parking
If you plan on bringing a car with you to residence, there is a parking lot designated specifically for residence students. A permit for the Residence Lot (P6) is for the length of the academic year and is $357 (2014/15 rate). For more information about parking on campus, please visit: www.carleton.ca/parking.

Personal Safety
Living in residence is a very different environment than living at home. While it is easy to be at ease and feel comfortable with your new surroundings, there are still precautions that you should take. Regular patrols of campus are conducted by University Safety and Student Safety Patrol members. However, it is helpful to think of our campus as being a small city. If there are measures of personal safety that you would take off campus, please ensure you take them on campus and in residence as well. If you are the victim or witness of a crime on campus, please report it to University Safety immediately. Your information may prevent others from becoming victims.

Additional Campus Safety Resources
SAFE WALK PROGRAM
Call 613-520-3612 and inform the call taker from Campus Safety that you would like a safe walk from your current location to your planned on-campus destination.

FOOT PATROL
Foot Patrol is a student-run, volunteer-based service providing “safe walks” to members of the Carleton University community. Volunteers walk in pairs providing safe walks to on- and off-campus destinations from 6:00 p.m. – 12:00 a.m. (6:00 p.m. – 1:00 a.m. on Thursdays). Please call Foot Patrol directly for more information on off-campus destinations: 613-520-4064. If Foot Patrol is busy or off duty, call University Safety at 613-520-3612 for an on-campus Safe Walk.

SAFE PATHWAYS
We have designated pathways for walking after dark that have improved lighting, more frequent safety patrols and are more closely watched by CCTV cameras. Use these well marked routes when possible. To report an emergency call 613-520-4444 for fire/police/ambulance response or dial extension #4444 from any campus telephone.

Remember to...
■ Report suspicious people or activities to University Safety. If it makes you feel uncomfortable or gives you an uneasy feeling, chances are something’s not right!
■ Keep your door locked, even when you are in your room. You wouldn’t leave your front door at home open, so why leave your residence door open?
■ Do not share your keys, access cards or campus card with others.
■ Never prop open building doors or let people into your residence building if you do not know them. If someone you do not know tells you that they have forgotten their card to get onto the floor, don’t let them in. Instead, remind them that the Residence Desk staff can handle lockouts.
■ Never leave your personal belongings unattended. If you are studying in the TV or study lounge, and need to leave, bring your laptop or textbooks with you. Theft is a crime of opportunity and is the number one reported incident on campus, which you have the opportunity to prevent.
■ Try to leave your bags in your room when heading to the Residence Dining Hall. While the Fresh Food Company provides storage cubbies for belongings, unless you provide your own lock to securely lock the cubby, your belongings are at risk of being taken.
■ Stick to the safe paths when walking after dark. These paths are marked by yellow poles and provide additional lighting, as well as, an emergency push button.
■ Try to walk with a group or a buddy both outside and within the tunnels, particularly after dark.
■ Contact Foot Patrol if you are walking on campus after dark and would prefer not to walk alone.
■ Check out more safety tips on the Community Safety webpage: http://www5.carleton.ca/safety/resources/safety-tips/
Residents must refrain from hanging objects from exposed sprinkler heads to prevent discharge of the sprinkler system.

**False Fire Alarms**
- False fire alarms endanger other people and property by needlessly calling emergency services to locations where they are not needed.
- Complicity among residents due to false alarms places them in real danger should the alarm be signaling a real fire.
- The intentional sounding of a false alarm is a criminal offence and a breach of the Residence Contract.
- Should a fire alarm be activated that is later determined to be false or caused by a careless act, the cost of the fire alarm system, e-mails, and text messages should be charged to stay beyond this date. Aside from the above, all students must check out of residence by noon on April 24th, 2015. You will receive information outlining exact move out procedures in early March.
- If students have a take-home exam or final assignment that is due after their last scheduled spring exam, they must contact the Department of Housing and Residence Life Services to request permission for their residency to be extended. A fee will be charged to stay beyond this date.

**Check-out Procedures**
- April 24th will be here before you know it and room inspections will be completed upon your departure. Rooms must be cleaned and all possessions removed prior to checking out and room inspections. Remember that residents sharing a double room, bathroom and a suite are equally responsible for the condition and furnishings of these areas. Your room must be left in the same condition it was in when you moved in. Should any resident have a concern regarding a specific charge or noted damage/deficiency, they should contact the Housing Office.
- For more information, check out: housing.carleton.ca/living-in-residence/moving-in-and-out/

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**Fire Safety**
**Fire Hazards in Residence**
- Smoking is prohibited in all residence buildings.
- Students are not permitted to burn candles or incense in Residence.
- Hazardous items and materials are not permitted in Residence. These include, but are not limited to, flammable liquids, fireworks, explosive gases, and motorized vehicles.
- Students in traditional residence buildings may not use any appliances for cooking or for generating heat, with the exception of kettles and tea makers in rooms. Small kitchen appliances are only to be used in the meal preparation area of suite-style residences.
- Extension cords are not available. (outlets) is not available.
- All residents are required to evacuate the building immediately upon the sounding of a fire alarm and to follow the instructions of staff of the Department of Housing and Residence Life Services, Department of University Safety personnel and/or fire prevention personnel. Until authorities determine otherwise, all alarms will be treated as signaling real fire situations.
- For more fire safety tips, please visit: housing.carleton.ca/living-in-residence/hand-in-hand/safety/ You may also call the Carleton University Fire Prevention Officer at 613-520-2600 Ext. 3611, email at rick_percival@carleton.ca.
- Resident Life Staff members are trained in handling emergencies and have CPR and First Aid training. There are Resident Fellows on-duty every night, in every building, and they know rounds of their building. Full time live-in professional Residence Life Managers are on call 24 hours a day.
- Campus Safety officers are also available - the extension for the emergency line is 4444. From a cell phone call 613-520-4444.

**On Campus Medical Emergency**
(613) 520-4444

**Off-Campus Medical Emergency**
(613) 238-3311

**Ottawa Police Services – Victim Crisis Unit**
(613) 236-1222 ext 5822

**Tel-Aide Outaouais**
(613) 746-6433

**Sexual Assault Support Centre**
(613) 722-6914

**Crisis Hotlines**
- Carleton Distress Centre
(613) 238-3311

**Crisis Hotlines**
- Ottawa Distress Centre
(613) 562-2333

**Sexual Assault Hotlines**
- Ottawa Rape Crisis Centre
(613) 234-2266

**Suicide Prevention Hotlines**
- Ottawa Distress Centre
(613) 238-3311

- Mental Health Crisis Service
(613) 722-6914

**Emergency Numbers**
- On-campus, the Emergency Notification System (ENS) allows Carleton’s Department of University Safety to contact a mass number of people in the event of a campus-wide emergency. It uses three forms of communication to deliver instructional messages to everyone registered on the system should an emergency occur. (A computer lock-out system, e-mails, and text messages).

***Please subscribe to this service online at Carleton Central.***

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**Returning of Coldex Fridges**
You will be contacted in early April by Coldex with the date to return your Coldex fridge. It is mandatory to return your fridge, clean, dry and defrosted, on the designated return dates and at the set deposit return form. If you have not received an email by early April or have any questions please contact Coldex directly at info@coldexworks.com.

**False Fire Alarms**
- Always evacuate when the fire alarm sounds. Never assume it is a false alarm.
- Remember to close and lock your door.
- Check for smoke around door cracks. Stay low in smoke.
- Feel door surfaces before opening. If the door or knob is hot, do not open the door.
- Seal up the cracks around the door by using tape or sheets, clothing, etc. dampered with water if possible.
- If you or your clothing catches fire, stop where you are, drop to the ground and roll your body to smother the flames.

**Extension cords are not available.** (outlets) is not available.

**Hazardous items and materials are not permitted in Residence.** These include, but are not limited to, flammable liquids, fireworks, explosive gases, and motorized vehicles.

**Students in traditional residence buildings may not use any appliances for cooking or for generating heat, with the exception of kettles and tea makers in rooms. Small kitchen appliances are only to be used in the meal preparation area of suite-style residences.**

**Extension cords are not permitted on campus except for temporary use (short time - single occasion).** ‘Approved’ (CSA, ULC, etc.) power bars may be permitted where direct power sourcing (outlets) is not available. Such use is at the discretion of Housing and Residence Services and Carlton University Fire Prevention.

**Alarms, fire hoses, extinguishers, smoke detectors, heat detectors, and sprinkler heads are not to be tampered with or blocked. These items must only be used in case of fire and misuse of this equipment is a criminal offence.**

**Residents must refrain from hanging objects from exposed sprinkler heads to prevent discharge of the sprinkler system.**

**Move completely away from the building. Staff from Housing and Residence Life Services, Department of University Safety (DUS), or Fire Prevention will advise evacuates regarding a “Safe Destination” for everyone to go to during the emergency. Communications, various information, etc. will be given at the “Safe Destination” site.**

**Never re-enter a building until the All Clear signal has been given through the continuous sounding of the alarm (constant tone for 45-60 seconds) or upon instructions from the Campus Safety Officer.**

**Persons requiring assistance to evacuate may use the Carlton University “Stay in Place Program” option if they have registered with the Carlton University Attendant Services Program.**

**Persons using the “Stay in Place” Option Will:**
- Call the campus emergency telephone number (613-520-4444) (can be regular phone or cell)
- Advise the person answering the phone that they (the caller) will require assistance to evacuate
- Give the person their name, location, and any other relevant information
- Stay by the phone
- Listen for the “All Clear” signal (45-60 seconds continuous tone on the alarm horn’s)

**NOTE:** If conditions change, the caller should call Department of University Safety and/or the DUS. If conditions are changing at their location, DUS will send this information to the incident command group immediately.

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FAQ

IS THERE ACCOMMODATION FOR MARRIED STUDENTS? No, we do not have the facilities to provide accommodation to married students or families.

WHAT IF I WITHDRAW AFTER THE SEMESTER BEGINS?

If you withdraw, but remain academically eligible to live in residence after the semester begins, you are responsible for paying the residence fees until a replacement is found for your room. If you are thinking that residence is not right for you, the sooner you speak with the Department of Housing and Residence Life Services the better. If you withdraw from the University, you are released from your Residence Contract from the date you move out, with the exception of a withdrawal fee if there is no immediate replacement.

WILL ONLY BE STAYING IN RESIDENCE FOR FIRST TERM - WHAT DO I DO?

The term of occupancy is for the full academic year. If you are leaving after first term, it is in your best interest to complete a withdrawal form as soon as possible and contact the Department of Housing and Residence Life Services to ensure a smooth transition.

WHAT HAPPENS IF MY ROOMMATE MOVES OUT?

There may be times when a vacancy of one of the beds in a double room occurs. Residents in this situation should be aware that it is a priority of the Department of Housing and Residence Life Services to fill the space as soon as possible. If your roommate moves out, expect that a new one will be moving in and do not move your belongings to the vacant side.

DO I RECEIVE A TAX RECEIPT FOR LIVING IN RESIDENCE?

No. The Department of Housing and Residence Life Services does not issue tax receipts. The total amount that Ontario students can claim for residence is $25.00. No receipt is necessary for tax purposes. Students, therefore, will not receive a tax receipt.

ARE PETS ALLOWED IN RESIDENCE?

No, pets other than authorized service animals, are allowed in residence.

IS THERE SPACE FOR RETURNING STUDENTS IN RESIDENCE?

Yes, a number of beds are reserved for returning students. Applications for returning students are available online through Carleton Central as of 10:00 a.m. on February 2nd and close at 4:30 p.m. on February 12th. Applications will reopen within a week after the room lottery which is typically the third week of March. For information on eligibility requirements, please visit http://housing.carleton.ca/applying/returning-students/

WHAT IS ORIENTATION WEEK?

Orientation Week is a time of social and academic events tailored to get students off to a great start at Carleton! It is a fun-filled and educational experience to bring new students together and to welcome them to Carleton’s academic, cultural, social and athletics facilities. Events take place on campus and in the residence community. Don’t miss out on this great opportunity to learn about Carleton and make new friends!

WHAT IS RRRA?

The Rideau River Residence Association is Carleton’s residence association. All undergraduate students living in residence are members of RRRA and their membership fee is included in their Residence fees. RRRA runs a number of activities and programs specific to residence students and they also operate the residence convenience store, Abstentions.

WHAT IS GRC?

The Graduate Residence Council is a sub-committee of the GSA. Graduate Students’ Association Council representatives are elected by all students enrolled in the Faculty of Graduate and Post Doctoral Affairs. The GRC runs a number of activities and programs specific to graduate students who are accommodated in Leeds House.

WHAT DO I DO IF I REQUIRE SPECIAL ACCOMMODATION AND WANT TO LIVE IN RESIDENCE?

Students who wish to request consideration for Special Needs Residence Accommodation based on a physical, non-physical disability, medical condition or special dietary need that may affect their room assignment or ability to use the meal plan must:

1. Complete a Residence application on-line (Carleton Central) by specific due dates.
2. Provide documentation from the appropriate medical professional.
3. Submit a signed and dated documentation that explains your personal situation including:
   a) Specific nature of your limitation
   b) What you believe you require to meet your needs, and why
   c) What measures you currently take at your own living environment (home, apartment) that addresses your challenges
   d) If dietary related, you must indicate the specific limitations you have and how you believe this may affect your ability to use a meal plan.

The completion of this request by a student does not override the regular application process established for all individuals applying for residence accommodation according to specified due dates. For more information please call 613-520-5612 or visit housing.carleton.ca/living-in-residence/special-needs/

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Disclaimer: If there is a discrepancy between this document and information posted on the Department of Housing and Residence Life Services website, the website prevails. The Department of Housing and Residence Life Services reserves the right to amend information and policies as necessary for the safety, security and well-being of residence staff and students.