

Residence Handbook

2023-2024

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Welcome

Welcome to Sheridan at CCTT and Sheridan at CCTT's residence community!

Not all learning happens in the classroom, and it is our hope that your stay in residence becomes one of the most rewarding experiences of your college experience. Our mission is to provide you with a safe, comfortable living and learning environment in which you may grow as an individual and develop lifelong friendships with people from around the world. Our team is committed to providing you with fun and exciting opportunities outside of the classroom that will offer you opportunities for personal and social growth and help ease your transition to college and to Canada.

In this handbook, you will find a brief introduction to what you can expect from living in residence and the expectations for you as a community member. You'll find valuable information about living with roommates, safety procedures, policies, and contact information that will help guide you through your transition to residence life. As you begin your time with us, please know that the Residence Team is always available to support you and help you solve problems that may arise.

We look forward to getting to know you. We hope that you enjoy your experience at Sheridan at CCTT and that you will take advantage of all the opportunities that living in residence provides.

All the best for a safe and successful year!

EMERGENCY CONTACTS

We understand that sometimes unprecedented situations may arise, and students may find themselves in need of assistance beyond regular emergencies. In such cases, please do not hesitate to contact the provided college number or email. Our dedicated staff is here to help and support you during any unexpected circumstances that may arise during your stay in the residence. Your safety and well-being are our top priorities, and we are committed to providing the assistance and guidance you may need.

Emergency Contacts in Canada

Police, Fire, and Ambulance: Dial 911

Non-Emergency Contacts

In addition to regular emergency contacts, we provide the following non-emergency contacts related to the residence and the college for your convenience:

Sheridan at CCTT Number: [+1 289-206-1199](tel:+12892061199)

Sheridan at CCTT Email: info@sheridanatcctt.ca

Residence Contacts

Residence Email: residence@sheridanatcctt.ca

Residence Life Advisor: jasmine.kaur@sheridanatcctt.ca



MAILING ADDRESS

To ensure the smooth delivery of your mail and packages, please follow these clear instructions for your mailing address while living at Sheridan at CCTT residence.

Residence Mailing Address

[Student's Name]
Sheridan at CCTT Residence at Ramada
[Student's Room Number]
5706 Ferry St
Niagara Falls, ON L2G 1S7

School Mailing Address (For Academic Purposes)

[Student's Name]
Sheridan at CCTT
7 Tait Ave
Fort Erie, ON L2A 0G1

Mail Collection

Students are responsible for collecting their mail and packages from the front desk of the residence. Our Residence Life Advisors will be available to assist and supervise this process.

Notification to Delivery Services

For a smooth delivery experience, remember to inform mail and package delivery services to leave your items at the front desk of the residence.

By following these guidelines, you'll ensure efficient mail and package delivery during your stay at Sheridan at CCTT Residence. If you have any questions or require further assistance, please don't hesitate to contact our Residence Management.

RESIDENCE LIFE ADVISORS

At our residence, we understand that the transition to college life can be a significant milestone. To ensure a smooth and enriching experience for our residents, we have a dedicated team of Residence Life Advisors (RLAs) who play a crucial role in creating a supportive, engaging, and inclusive living environment.

Expectations

Support and Guidance

Our RLAs live in the residence building and manage the day-to-day activities in residence. They oversee move-in, move-out, residence life programming, provide services and support to students, and administer the conduct process associated with the Residence Standards.

Social Activities

One of the primary roles of our RLAs is to plan and organize social activities within the residence. These activities are designed to foster a sense of community, help you connect with fellow residents, and provide opportunities for personal and academic growth. Our RLAs aim to create an environment where you can learn, have fun, and build lasting friendships.

Student Allies

Our RLAs are more than just student leaders; they are your allies in making the most of your

residence experience. They are available to provide information, lend a listening ear, and offer a helping hand whenever you need it. Whether it's advice on academic matters, roommate issues, or simply navigating college life, our RLAs are here to support you.

Our RLAs are an essential part of our commitment to your well-being and personal growth while you're living in our residence. They work hand in hand to create an inclusive, diverse, and supportive community that enriches your residence experience. We encourage you to engage with our RLAs, participate in the activities they organize, and take full advantage of the resources they provide. Your time in our residence is an opportunity for growth and building lifelong memories, and our RLAs are here to make that journey enjoyable and meaningful.

RESIDENCE STANDARDS

We want to ensure that your experience here is enjoyable, safe, and conducive to academic success. To achieve this, we have established a set of Residence Standards that outline the expected behavior within our community. These standards are designed to create a respectful, secure, and supportive environment for all residents.

Objectives

Safe and Respectful Community

Our primary goal is to create a safe, secure, responsible, and respectful community. We expect residents and their guests to adhere to positive standards of behavior. Violations of these standards will be addressed, and we encourage residents to resolve issues maturely.

Academic Success

We aim to offer an environment that supports academic success. Your behavior and that of your guests should contribute to an effective learning environment.

Personal Growth and Development

We believe in personal growth and development. We educate residents about the impact of their choices on themselves and others and provide opportunities for learning from their behavior.

Fair Environment

We ensure a fair environment by following the Principles of Natural Justice and Procedural Fairness. Clear standards and processes are defined for residents, guests, and staff to follow.

Goals

Clear Expectations

Provide students with clear information about what is expected of them while living in residence.

Disciplinary Resource

Offer Housing Services and Residence Life Staff, a resource that outlines the course of disciplinary action for unacceptable behavior.

Importance of Cooperation

Illustrate the importance of cooperation while living in the residence community.

QUIET HOURS

At the Sheridan at CCTT residence, we value the importance of a quiet and respectful living environment. We have established specific quiet hours to ensure that all residents can pursue their academic endeavors and enjoy a peaceful atmosphere.

Consideration Hours

(24/7)

Noise levels at any time should not detract from any resident's ability to pursue academic endeavors or enjoy a peaceful living environment. An individual's right to a reasonably quiet environment supersedes another's right to make noise.

Standard Quiet Hours

(Sunday to Thursday)

10:00 p.m. — 8:00 a.m.

Weekend Quiet Hours

(Friday to Saturday)

12:00 a.m. — 8:00 a.m.

Extended Quiet Hours During Exam Periods

In preparation for exam periods, we extend our quiet hours to 23 hours a day beginning one week prior to the exam start date. During this time, you can expect quiet hours to be in effect for most of the day, allowing for a focused and undisturbed study environment.

Residence Management may define a "relaxed hour" during the

evening when programming by residence staff may occur. This is an opportunity for community building activities.

Flexibility

It's important to note that Residence Management reserves the ability to alter quiet hours to better suit the evolving needs of the community. Any changes to quiet hours will be communicated in advance to ensure residents are informed.

Reporting Noise Concerns

If you are experiencing excessive noise during quiet hours and it is affecting your ability to study or sleep, please visit the Service Desk to report a noise complaint.

SMOKING

At our residence, a strict no-smoking policy on residence, including within the residence and on residence grounds is enforced. This policy extends to smoking, vaping, and the use of e-cigarettes. Smoking is only permitted outside the residence premises. It's important to note that vaporizers, e-cigarettes, and similar products can set off fire alarms due to the by-products they produce. Any intentional triggering of alarms or alarms set off due to such devices will result in infractions. We expect all residents to contribute to maintaining a safe living environment by adhering to essential fire safety guidelines.

Cannabis Use

In Ontario, individuals must be 19 years of age to legally purchase or consume cannabis. According to Canadian legislation, cannabis cannot be consumed in public areas, including on residence or campus grounds. The residence building is a smoke-free environment where all forms of combustion, including smoking and vaping, are prohibited. Residents in possession of cannabis must store it in a sealed container.

We appreciate your understanding and cooperation in maintaining fire safety and a smoke-free living environment. These rules are in place to safeguard the well-being of all residents and create a safe and healthy community at the Sheridan at CCTT residence.

Medical Cannabis Accommodations

If you require accommodations for the possession and/or use of medical cannabis that may contradict residence policies, please submit a formal request to Residence Management before acquiring or using medical cannabis in residence.

FIRE SAFETY

Ensuring the safety of our residents is our top priority. It's important for everyone to be aware of and strictly follow fire regulations and safety measures within the residence. Fire safety is a collective responsibility, and we count on each one of you to help maintain a secure living environment.

Prohibited Items and Activities

Open Flames

Possession or use of items that involve open flames, such as candles, incense, lava lamps, and flame cooking devices, is not allowed. These items pose a significant fire risk and must not be used in your room or common areas.

Cooking Devices

Cooking appliances without an automatic shutdown feature are not allowed in the residence. This includes hot plates, indoor barbecues, deep fryers, and similar appliances. Fire safety regulations are in place to prevent accidents.

Smoke and Heat Detectors

It is prohibited to cover or remove smoke and heat detectors. These detectors are crucial for early fire detection, and tampering with them compromises your safety and that of others.

Blocking Exits and Access

Do not block hallways, stairwells, exits, or access to fire safety equipment. In the event of a fire, clear and unobstructed pathways are vital for a swift evacuation.

Unattended Cooking

Cooking appliances are not permitted on residence. Therefore, you will be in violation if you use any cooking equipment within your room.

Explosive or Flammable Materials

Possession or use of explosive or flammable materials, such as firecrackers, fireworks, and propane tanks, is strictly prohibited. These items can lead to dangerous situations.



Tampering with Fire Equipment

Do not discharge, tamper with, cover, or operate any fire prevention or detection equipment for any purpose other than controlling a fire. This includes fire extinguishers, alarms, and sprinkler systems.

Actions Leading to Fires

Any actions or neglect that lead to a fire, or the activation of the building fire alarm system, are serious offenses. Be cautious and responsible to prevent fire-related incidents.

Emergency Exits

Maps

For your safety, maps indicating the closest exit door to your room will be provided behind the door of your room. Familiarize yourself with these exit routes, as they are vital in case of a fire emergency.

In Case of Fire-Related Incident or Emergency

Evacuate Immediately

If you notice a fire or hear the fire alarm, evacuate the building immediately using the closest exit door or designated fire escape routes. Do not use elevators during a fire emergency.

Call 911

As a matter of utmost importance, call 911 to report the fire or any fire-related incident. Provide them with the necessary information about the location and nature of the emergency).

Your safety is our priority, and we are here to support and assist you in maintaining a secure living environment. If you have any questions or concerns about fire safety, please feel free to contact our Residence Management.

VIOLATIONS AND SANCTIONS

The rules and consequences within the Sheridan at CCTT residence are based on the Residence Standards and Sheridan at CCTT's policies. Violations are classified into three levels of increasing severity, and the sanctions for these violations are detailed in the following sections. Please note that the tier level of specific violations and the points accumulated for each tier must adhere to the guidelines in the Residence Standards Policy document.

Tier System

The point system is designed to evaluate the seriousness of specific behaviors and track the frequency and severity of Residence Standards violations. Violations are associated with points ranging from 1 to 9. The number of points assigned depends on the type and severity of the incident. Points remain on record until August 15 of each year or as specified upon eviction. Depending on the cumulative conduct record of a resident, sanctions are determined as follows:

1

Tier I (1 - 3 points)

Sanctions include a warning, community service, educational programs, fines, loss of privileges, or restitution.

2

Tier II (4 - 8 points)

All Tier I sanctions, plus communication bans, transfer/relocation, behavioral contracts, or residence probation.

3

Tier III (9+ points)

All Tier I and II sanctions, eviction, and recommendations for charges of non-academic misconduct.

CLEANING STANDARDS

At our residence, we hold ourselves to the highest standards when it comes to cleanliness and maintaining a pristine living environment. We believe that a clean and well-kept space is not just about appearances, but also contributes to your overall well-being and satisfaction. RLAs conduct regular cleanliness inspections to ensure a safe and healthy environment.

Student Responsibility

Room Cleanliness

Students residing in the rooms are responsible for keeping their living spaces clean, ensuring a comfortable and inviting atmosphere in their bedrooms.

Shared Spaces

Shared spaces such as lounges, activity rooms, and common areas are to be kept clean by all residents. It is the collective responsibility of those using these spaces to ensure they remain tidy and enjoyable for everyone.

Littering

Littering in any shared or personal spaces within the residence premises is strictly prohibited.

approximately one (1) day a week.

Notifications

Students will receive email notifications to their official Sheridan at CCTT email account from the Residence Facilities Team one week before inspections.

Types of Inspections

Cleanliness issues can be documented at any time, including during fire extinguisher checks, preventative maintenance and maintenance calls, and whenever a RLA identifies an issue in the bedroom/washroom.

Consequences for failing to maintain cleanliness standards in your living area may include disciplinary or violations and sanctions.

Cleanliness Inspections

Inspection Frequency

Inspections are scheduled

GARBAGE DISPOSAL

At our residence, we believe in fostering a clean and comfortable living environment for all our students. Part of maintaining this environment involves proper garbage disposal. We trust that our residents will take responsibility for disposing of their garbage in a responsible and timely manner.

Garbage Containers

In your room, you will find a garbage can for your convenience. Additionally, a garbage can is provided in the washroom. We encourage students to make use of these containers and keep their living spaces tidy. Should you find the need for additional garbage cans, you are welcome to purchase them at your own expense. We want to ensure that you have the tools to maintain cleanliness in your room.

Overflow Options

When the garbage containers inside your room become full, we have placed additional garbage cans in the hallways to accommodate overflow. These hallway cans are accessible to all students for your convenience.

Responsibility for Disposal

It is crucial to note that the responsibility for disposing of garbage from your room lies with you, the student. When the garbage in your room or bathroom is full, please take the following steps:

- Place your garbage in a sealed plastic bag to prevent any leakage.
- Dispose of your sealed garbage bags in the big dumpsters located in the parking lot

Infractions

We take garbage disposal seriously, as it contributes to the overall cleanliness and well-being of the residence. Any student who fails to dispose of their garbage from their room in the designated manner will be subject to infractions. We kindly ask that you adhere to these guidelines to maintain a clean and pleasant living environment for yourself and your fellow residents.

MAINTENANCE REQUESTS

We understand that maintenance issues can arise from time to time in your residence. Your comfort and safety are our top priorities. Reporting these issues promptly ensures that necessary repairs and maintenance can be carried out efficiently.

When to Report

- It's crucial to report maintenance issues as soon as they occur. Most repairs are made during business hours (Monday-Friday, 8:30 a.m. — 4:00 p.m.).
- After submitting a maintenance request, you will receive an email confirming that your request has been logged into the system. This email will serve as a record of your request and help us ensure that the issue is attended to accordingly.

How to Report

- You can conveniently fill out the maintenance request form online. Visit our website or scan the QR code to access the form.

Tips

For a smooth and efficient reporting process, consider the following tips:

- Be specific when describing the issue, including its location.
- Provide details that can help the maintenance team understand the problem.
- If the issue involves appliances or utilities, check if others in your area are affected.

Thank you for your cooperation in reporting maintenance concerns promptly.



LAUNDRY SERVICES

We understand that convenient and accessible laundry services are essential for our students. This section will guide you through our laundry facilities and how to make the most of them during your stay. We provide on-site laundry facilities with multiple coin-operated machines for your convenience. You can access these machines at any time and on any day of the week, ensuring that you can manage your laundry on your own schedule.

Operating Hours

While laundry services are available 24/7, there are specific hours during which laundry services are temporarily unavailable for maintenance. Please note that laundry services will not be accessible between 10:00 p.m. — 8:00 a.m. from Monday to Thursday. We've designed this schedule to ensure that maintenance activities do not disrupt your laundry routines during peak hours.

Your Responsibility

When using our laundry services, you are responsible for your own clothing. Please follow the guidelines for a successful laundry experience.



1

Pay with coins

To make payment for the laundry machines, please insert required coins in the laundry machine.

2

Load the machine

- When loading the washing machine, ensure that your clothes are evenly distributed throughout the tub to prevent an “unbalanced load.”
- Avoid overloading the machine with too many clothes, as this can affect the quality of the wash.
- Add the appropriate detergent to the tub with your clothes.
- Select the setting that matches your laundry needs and turn on the machine.

3

Time to dry

- After washing, move to the dryer. Before putting your clothes in the dryer, be sure to clean the lint filter. A clean filter improves the efficiency of the drying process.
- Add a fabric softener sheet (1 per load) before starting the drying cycle to leave your clothes feeling soft and fresh.
- Just like with the washer, avoid overloading the dryer, as overloading can prevent your clothes from drying properly.
- Delicate items should be hung out to dry to avoid potential damage from the high heat of the dryer.

TRANSPORTATION

Welcome to Niagara Falls and Fort Erie! Whether you prefer using our shuttle bus service or public transportation, this section provides all the information you need for getting around the region efficiently.

Public Transit in Niagara Falls

Local Fares (within town/city)

- Cash fare/single ride - adults (18 to 64 years): \$3
- Day pass: \$7.25
- 10-ride card - adults (18 to 64 years): \$26.50
- 31-day pass - adults (18 to 64 years): \$85.50

Regional Fares (outside town/city)

- Cash fare/single ride - adults (18 to 64 years): \$6
- Day pass: \$14.50
- 10-ride card - adults (18 to 64 years): \$45
- 31-day pass - adults (18 to 64 years): \$160

Where to Buy Passes

- Morrison/Dorchester Hub – 7190 Morrison St.
- Avondale #49 – 6175 Dunn St
- Avondale #67 – 8214 Lundy's Lane
- Esso Lundy's Lane – 8214 Lundy's Lane
- City Hall – 4310 Queen St
- MacBain Community Centre – 7150 Montrose Rd
- Avondale #18 – 7168 Dorchester Rd
- Big Bee Convenience – 4787 Victoria Ave
- Big Bee Convenience – 5056 Montrose Rd
- Big Bee Convenience – 8209 Lundy's Lane
- Busy Bee Food Mart – 5203 Victoria Ave

TransCab Service in Niagara Falls

Fares

Payment options include the mobile phone Transit app and cash onboard for single trips (regular transit fares apply).

Hours of Operation

Monday to Saturday: 6:00 a.m. – 6:30 p.m. (holiday hours may vary).

How to Travel to the TransCab Zone

- Call Central Taxi at [905-358-3232](tel:905-358-3232) before your trip and inform the OnDemand operator
- Request a transfer when boarding the bus
- The taxi will meet you at the transfer point

How to Travel from the TransCab Zone

- Call Central Taxi at [905-358-3232](tel:905-358-3232) and provide your pickup location and time
- Pay your fare to the taxi driver and ask for a transfer receipt
- The taxi will take you to the Transfer Point for your bus connection

Zones

Chippawa Parkway, Stanley Avenue South/Lyon's Creek Road, and Glenview are the zones covered by TransCab service.

On-Demand Transit in Fort Erie

Fares

Payment options include mobile phone Transit app, NRT OnDemand app, multi-ride tickets, cash onboard, and smart cards (regular transit fares apply).

Hours of Operation

Monday to Saturday: 6:00 a.m. – 9:00 p.m. (holiday hours apply).

Booking a Ride

Rides can be booked up to 7 days in advance via a mobile app or web booking. For booking, visit fetransitondemand.ca or call [1-833-678-5463](tel:1-833-678-5463) and press 1 for OnDemand.

Zones

You can travel anywhere within the Fort Erie municipal boundary, including the Fort Erie Connection Point.

GUEST POLICY

At our residence, we strive to create a safe and comfortable living environment for all residents. To maintain this, we have established the guest policy.

Regular Guests

Regular guests are allowed access to common areas only until 10:00 p.m. Residents must sign in their regular guests at the front desk before allowing them entry into the residence.

Overnight Guests

Overnight guests are allowed with the following conditions:

- They must sign in with their Canadian or government-issued ID at the front desk in the presence of the RLA
- The fee for overnight guests is \$75/night from Monday to Thursday and \$100/night from Friday to Sunday
- Overnight guests must check out by 12:00 p.m. the following day

Visitor Access Hours

No visitors will be granted access to the residence after 10:00 p.m.

Resident Responsibility

- While each guest is in the residence, the resident must always remain in the company of the guest until the guest is signed out.
- The guest must sign out and

collect their photo identification at the front desk each time they leave residence property, regardless of the length of time spent off property.

Guest Limits

Residents are permitted to have up to a maximum of two (2) regular guests and no more than ten (10) guests in any one (1) given month.

Respect for Privacy

Guests should not interfere with the rights of other residents to privacy, access, sleep, or study at any time or anywhere within the residence.

Resident Responsibility for Guest Behavior

Failure to be present does not mitigate or relieve the resident's responsibility for their guest's behavior. Residents are responsible for their guest's behavior whether they participated in, condoned, or were aware of that guest's behavior or not.

Guests Under 16

The residence requires any guests 16 years or younger to have a signed form of consent from their parent/guardian, including contact information for the parent/guardian.



Guest Sign-In

A guest is defined as any person invited to, accompanied, accepted, or admitted to the residence property where they do not currently reside.

To sign in a guest, the student must:

- Visit our website or scan the QR code to access the guest sign-in form
- Fill out the form with all the required information
- Submit guest ID in the guest's presence at the front desk with the RLA
- Ensure the guest collects their ID at the front desk each time they leave residence property

Rooms for overnight guests are subject to availability, so it is highly recommended to make a request for an overnight guest at least 24-72 hours in advance. Requests for exceptions to the Guests & Visitors Policy may be submitted to residence@sheridanatcctt.ca prior to the arrival of the guest.

MENTAL HEALTH & WELLNESS SUPPORT

Sometimes, life as a student can be challenging, and that's perfectly okay. To ensure you have someone to talk to whenever you need it, we have a fantastic service called keep.meSAFE. keep.meSAFE is like having a friendly expert by your side around the clock. They're here to help you with any student-related issues, and you can talk to them in real-time, just like texting a friend. keep.meSAFE isn't just for big problems; they're there for everyday stuff too. They can assist with stress, depression, anxiety, homesickness, and much more. If you're facing challenges with academics, family, or just feeling overwhelmed, they've got you covered.

Unlimited Real-Time Support

You can chat with a counselor at any time, day or night.

Scheduled Appointments

You can set up phone or video appointments.

160+ Languages

They speak your language and have counselors who can chat with you in English, Hindi, Punjabi, Spanish, Mandarin, and Cantonese 24/7.

Access keep.meSAFE

In Canada and USA: [+1 844-451-9700](tel:+18444519700)
Outside Canada and USA:
[+1 416-380-6578](tel:+14163806578)

Chat Support

If you prefer to chat, you can do

that too. To make it even more convenient, you can download the Student Support app or visit keepmesafe.org to get help through chat.

Important: When you call or chat, let them know you're a student, and they'll be ready to assist you. keep.meSAFE is your ally in your student journey, providing the support you need when you need it. Your well-being matters to us, so don't hesitate to reach out whenever you want to talk, get advice, or just share what's on your mind.

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