

NORTHWEST

COMMUNITY COLLEGE



STUDENT HOUSING HANDBOOK

2018-2019

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HOUSING IS NON SMOKING & ALCOHOL FREE

WELCOME TO NWCC HOUSING

The Housing Office is committed to supporting the educational pursuits of all our residents. If you have any concerns or questions, please come see us. We will address them for you or direct you to the appropriate individual or department.

Housing Terrace Office..... 250.635.6511 ext. 5266
Housing Smithers Office.....250.847.4461 ext. 5507
NWCC Toll Free.....1.877.277.2288

Rates

Please contact the Student Engagement Office or check www.nwcc.bc.ca for current rates.

Housing Agreement

Students are required to read and understand this Housing Agreement and Handbook, and to thoroughly familiarize themselves with the terms before signing the Housing and Housing License Agreement Contract at check-in. In signing the Agreement, students become contractually liable for the assigned room and contents thereof during the stay; and in signing, students also agree to abide by the policies and regulations outlined in this handbook. Any questions pertaining to the handbook, agreement, or physical conditions of the room should be settled and agreed upon in writing at the time of entry to avoid any misunderstanding which could involve forfeiture of the damage deposit.

Statement of Student Rights and Responsibilities

Residents in facilities possess individual and group rights and responsibilities that must serve to guide Housing Personnel in making decisions concerning student welfare and behaviour. The following statements define minimal expectations regarding these rights and responsibilities. Each Resident has a right to engage in activities that are a part of College life. However, these rights carry with them reciprocal responsibilities on the part of the individual to ensure these same rights for other Residents. Individuals must be educated regarding these particular rights and responsibilities that are associated with community living.

Students have the right...

- to have free access to their living accommodations
- to live in a clean and secure environment
- to written copies of Student Housing Handbook which governs individual and group behaviour
- to the respect and safety of personal property
- to study without interruption or interference
- to be free from unreasonable noise
- to be free of intimidation or harassment
- to express themselves creatively within established guidelines
- to expect enforcement of the Student Housing Agreement/Contract
- to direct access to staff who provide assistance, guidance and support as needed
- to host guests, within established guidelines
- to equitable treatment when behaviour is in question
- to enjoy individual freedoms without regards to race, sex, national origin, disability, age, religion, sexual orientation, or political affiliation
- to individual/group educational opportunities in their living community

Students have the responsibility . . .

- to adhere to rules and regulations
- to comply with reasonable requests made by staff or College officials or fellow residents
- to meet expected room payments schedules
- to monitor and accept responsibility for behaviour of guests
- to report violations of the rules and regulations to appropriate staff
- to respect the rights of others as stated above
- to contribute positively to the community by participating in educational and developmental activities

General Provisions

The occupation and the use of the premises are not exclusive to the Student. The Student may occupy and use only such portion of the premises as NWCC shall - from time to time - designate. NWCC and its representatives may without notice enter the suite or bedroom at any time. The Student will not interfere with the privacy of other students. NWCC retains general dominion and control over the premises, and the student housing generally, including all bedrooms and common areas and reserves the right to restrict guests, change locks, issue and reissue keys and generally control the doors of the NWCC Housings.

Any notice to the Student shall be sufficient if served on the Student personally or posted on the premises, and if so posted shall be deemed to have been served on the date of posting; or, if mailed to the Student, be directed to the Student's last known address, and if so mailed in the province of British Columbia shall be deemed served on the next business day following the day of mailing. Any termination of this License Agreement, howsoever caused shall be entirely without prejudice to the rights of NWCC then accrued hereunder or thereafter to accrue.

NWCC from time to time may establish, modify, and enforce reasonable rules and regulations regarding the use and occupancy by the Student of the premises and NWCC Housings generally. All rules, regulations, and modifications shall be deemed part of this License Agreement and shall bind the Student. The Student will comply with the rules, regulations, modifications, and, in particular, without limiting the generality of the forgoing, will pay on demand all amounts levied by way of assessment, or fine, pursuant to such rules and regulations. The Student shall also comply with the rules, regulations, and procedures set out in the NWCC Housing Handbook. The Student will be deemed to have been given notice of any changes to these rules when posted on the main bulletin board.

It is not the intention of NWCC and the Student to constitute a landlord-tenant relationship, and nothing herein contained shall be considered as in any way constituting such a relationship.

The Student shall exercise the privileges hereunder at the Student's own risk and the Student shall indemnify, defend and hold harmless NWCC and its officers and employees against all liability for damages, costs, losses and expenses resulting from, or arising out of, or in any way connected directly or indirectly with the occupation or use of the Premises or the NWCC Housings generally by the Student or the licensees, invitees or guests of the Student, or the failure on the part of the Student to perform fully the promises herein. NWCC shall not be liable to the Student if for any reason whatsoever the Student's occupation or use of the Premises hereunder shall be hindered, disturbed or interrupted.

NWCC shall not be liable for any personal injury to the Student nor for damage to, or loss of, money or personal property through any means either on the Premises or on any part of the NWCC campus, including the parking areas.

MOVING IN

MANDATORY ORIENTATION

This orientation will be held the first week of the fall and winter semesters
FREE BBQ 5:00pm Housing Area

What to Bring

Students should bring their own bedding, towels, soap, laundry detergent, and personal hygiene items, and microwave cover. Students may also wish to bring such items as an iron, alarm clock, stereo, and things to make your room feel like home. However, we do not recommend bringing expensive personal belongings with you. Pets are strictly prohibited. ***Personal use of any cooking appliance is strictly prohibited in Housing; see your local Student Engagement Office for more information.***

Check-In Procedure

Student Housing applicants are required to provide a \$25.00 Application Fee when applying, and before being accepted into Student Housing. Prior to check-in the student must pay the \$200 damage deposit and all Student Housing fees for the semester. For consecutive housing stays, fees are due at the beginning of each semester. Semester dates may vary depending on your program's start and end dates. Damage deposit may be refunded upon successful formal check-out process. Student Housing fees are non-refundable.

*****NOTE:** Check-out must be **within 72 hours of your last day of classes or final exam.** ***

Acceptance letters from the Student Engagement Office will provide detailed information as to dates and times that students may check-in. At check-in, the Student Engagement staff will go over the Housing License Agreement, show you around the Housing, and answer any questions you may have. *Housing students are required to have their photo taken for security identification purposes and for access to Housings.*

Room Assignment

Student room assignments are based on the information supplied on the Housing Application form. No room changes are allowed unless authorized by the Student Engagement Office. Students are required to substantiate the move-in condition of their assigned room, and to note any discrepancy on the Room Condition Form. This will ensure that the student will not be held accountable for any pre-existing damage upon their check-out from the Housing.

Students may, in rare circumstance, be required to relocate to other rooms or buildings at the discretion of the Student Engagement Office to facilitate efficient and economic operation of the Housing. The Student Engagement Office will give as much notice as possible when requiring student relocation.

Important Information about Student Mail

Student mail is delivered to the Student Engagement Office daily. Your mailing address while living in the Housing will be:

Student Name, Dorm Name and Room Number

c/o Student Engagement Office

Terrace Campus Address

5331 McConnell Ave

Terrace, BC V8G 4X2

Smithers Campus Address

PO Box 3606

3966 2nd Avenue

Smithers BC V0J 2N0

Internet and Telephone

Housing is equipped with wireless internet; a password is required. Access and a password will be assigned at time of check in and will end at noon on the day of checking out.

Phones are located in TV room and are free of charge. Family and friends can call these numbers to reach you. *Remember that talking on phones after hours must be done quietly.

Common Room Phones:

Terrace 250.635.6511 or 1.877.277.2288 + extension

- | | | |
|--------------------|-------------|-------------|
| ➤ Skeena River: | Lower: 8007 | Upper: 8002 |
| ➤ Lakelse Lake: | Lower: 8003 | Upper: 8004 |
| ➤ Copper Mountain: | Lower: 8001 | Upper: 8010 |
| ➤ Nass River: | Lower: 8006 | Upper: 8005 |
| ➤ Kalum River: | Lower: 8008 | Upper: 8009 |
| ➤ Trades Camp: | 8000 | |

Smithers 250.847.4461 or 1.877.277.2288 + extension

- | | |
|-----------------|-----|
| ➤ Mountain View | TBA |
|-----------------|-----|

HOUSING LIFE

Residence Advisors (RA's)

Residence Advisors (RA's) are students hired to help with any housing or interpersonal problems that residents may encounter in the absence of Student Engagement staff. RA's assume a role of leadership in building an inclusive community in Housing. They have a variety of job duties including organizing social activities, conflict resolution, student support, and maintaining cleanliness and safety standards. RA's are individually and collectively responsible for the maintenance of a positive Housing community.

In the absence of an RA, all RA's are able to cover for each other. This ensures that an RA is accessible to all residents at all times. RA's can be easily contacted on through texting, cell numbers are posted in the common areas. RA's personal rooms have a white board where contact information is posted and

updated. If you have a problem that needs attention in the absence of Student Engagement staff or Security, you may contact an RA.

Cleanliness and Janitorial Services

Cleaning services are provided each weekday morning for the public areas of the Housing; including lounges, entrances, stairwells, hallways, washrooms, and garbage pick-up. Students are expected to do the cleaning of their own rooms and to put their garbage outside their room each morning for removal. Vacuum cleaners are supplied by the Student Engagement Office for student use and are kept within common areas, one per building.

Janitors are responsible for general cleaning only as noted above. They are NOT responsible for cleaning microwaves, fridges, countertops, convection ovens. This is the responsibility of residents. Clean as you go. An RA will ensure cleanliness is upheld.

Residents are collectively expected to keep shared Housing areas clean. Failure to do so will result in cleaning charges and/or further action as deemed appropriate by Student Engagement staff. If a janitor has to be called in to clean, residents will be charged the cost of extra janitorial service. A fridge/freezer, convection oven and/or microwave is available in the kitchens of all Housing buildings; there is also a BBQ area in the common outdoor area, for convenient shared use.

Room Checks

Students are expected to maintain the cleanliness and orderliness of their individual rooms at all times. Student Engagement staff may hold ***Health and Hygiene Room Checks*** with appropriate posted notice to students. If a room does not meet the expectations of the Student Engagement staff or if at any time an extreme mess is identified or odor permeates from a room, a room check will occur. If further issues

continue a letter will be sent advising that your room will be subject to a Health and Hygiene Check. It is your responsibility to ensure your room is clean and fresh by the time identified or you may be subject to action at the Student Engagement Office discretion. Student cleanliness in both common areas and individual rooms is of utmost importance in healthy group living environments.

The College does **not** allow items to be suspended from windows, people climbing through windows, jarring open of doors. Student Engagement staff will check daily and students found at fault will be disciplined.

Entry of Rooms

The College recognizes the private and personal nature of our residents' rooms. The right of individuals to protection from intrusion by College personnel is priority, except under the following circumstances:

- a) When Student Engagement staff have regular room inspections for fire, health, and safety hazards (with posted notice being given).
- b) If necessary repairs are thought to be needed in the room.
- c) If there is reason to believe that an emergency situation exists within the room.
- d) On admission of a tenant of the room.
- e) When Student Engagement or Security staff have reasonable grounds to suspect that there are violations of Housing rules or policies occurring within the room. Under these circumstances the Student Engagement staff and Security will knock, announce their intention to enter, and proceed to enter the room.

Laundry

A washer and dryer are located in each building. These machines are free of charge, but remember to bring your own laundry detergent. The laundry machines are only to be used between 8 am and 11 pm in an effort to respect quiet hours. For sanitary reasons, remove all clothes from the kitchen area immediately. Occasionally the Student Engagement staff will require use of laundry facilities. Residents will be notified.

Maintenance and Repair

Residents are required to report any concerns and requests for maintenance or repair for assigned rooms as well as common areas to the Student Engagement Office. This information will be relayed to our Facilities Department for appropriate action. If an emergency repair issue should arise outside of office hours, residents should notify a RA immediately, or refer to the emergency contact information posted on Housing bulletin boards. Failure to report a necessary repair or maintenance concern could result in preventable damage, which may in turn be charged back to residents.

Community Kitchen Use

Students are required to clean up after themselves when using the kitchen. This area is not covered by the janitorial staff. In order to maintain a hygienic and sanitary environment for food preparation and storage, the Student Engagement staff enforces a strict set of rules within each kitchen area:

- 1) Dishes used in the kitchen must be marked with your name or room number, and all dishes should be ***stored in your room.***
- 2) All dishes must be clean and out of the kitchen by 10:30 pm each night. Unclean dishes left anywhere in the kitchen after 10:30 pm ***may be thrown away.***

- 3) Food stored within the fridge/freezer or on kitchen shelves **must be marked** with your name or room number.
- 4) All food and bags left on the kitchen countertops after 10:30 pm may be thrown away.
- 5) On the second Sunday of every month, the RA will check the refrigerator and freezer and **empty for cleaning as necessary**. Unmarked foods will be thrown away.
- 6) The Student Engagement office reserves the right to judgment and will discard any questionable items left in the kitchen upon inspections. **NWCC will not be held accountable for discarded items.**

Resident Parking

Parking for students is free of charge at all campuses. NWCC does not assign or designate stalls. Parking is at owner's risk.

Food Services (available at the Terrace Campus only)

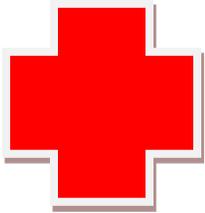
The cafeteria is open Monday to Friday, September through April. Students are given the option of paying for their meals on a pay as you go basis or by purchasing meal cards in advance. The College offers a 5% discount on the purchase of meal cards valued at \$100.00 or more. Meal cards are much like a pre-paid debit card which may only be used in our Cafeteria. A balance is purchased and placed on the card, the card is then presented for each purchase and the balance declines. Cards may be re-loaded at any time. Menus are changed daily and are posted upon entering the Cafeteria.

Campus life

Activities are scheduled throughout the year by the Student Engagement office and Students' Union. Check the notice board in your building or on the NWCC website.

First Aid & Illness

All students are expected to be covered by medical insurance, and if in need of treatment can utilize 9-1-1 for emergencies after hours.



TERRACE CAMPUS FIRST AID STATION:

NWCC First Aid Emergency number is 4444 during business hours: 8 a.m. - 4 p.m. Monday to Friday and is located in the Trades Building room 1124A.

SMITHERS CAMPUS FIRST AID STATION:

NWCC First Aid Emergency number is 5807 during business hours: 8:30 a.m. – 4:30 p.m. Monday to Friday and is located at the front desk.

COMMUNITY STANDARDS

Code of Conduct

The NWCC Student Housings are committed to ensuring that all members of the Housing Community are able to study and work in an environment of mutual respect, free from harassment and discrimination. The standards stated here strive to protect the well-being, safety and security of residents and contribute to a Housing community that is conducive to academic success, personal growth and development. These standards are applicable on or about all Housing property (which

includes but is not limited to Housing buildings, parking lots, and surrounding grounds), and during all Housing-related events, even if those events take place off campus property.

Living with others in Housing is different from living in a private apartment or house. What you may feel comfortable with in private may not be safe or appropriate in a shared environment that has a mandate to support the College's academic mission. Our Housing staff strives to uphold an environment that is conducive to learning. Students who feel they may be constrained by Housing living are advised to find accommodation off campus.

All students should visit www.nwcc.bc.ca to familiarize themselves with College policy including:

- Personal Student Misconduct Policy
- Sexual Violence and Misconduct Policy
- Academic Integrity and Appeals Policy
- Student Complaints

Protection of the Dignity or Security of an Individual

Housing living provides our students the opportunity to live and grow in a supportive community.

Activity that is threatening (verbal, graphic, written, physical), racist, sexual, homophobic, or any form of discrimination, bullying, harassment, sexual harassment or unwanted sexual attention is prohibited and may result in eviction. This includes but is not limited to: posting or distributing material and/or behaving in a manner that is offensive and may contribute to an intimidating, hostile or uncomfortable environment; putting offensive pictures/posters in any areas available to public view, including windows or common areas; using email or other electronic messaging, voice mail, message boards, mail, computer networks or other mediums to convey obscene or otherwise objectionable messages or materials; writing graffiti in Housing buildings or encouraging or engaging in offensive acts or behavior; and repeatedly following or attempting to make unwanted contact with another person. See NWCC's

Sexual Violence and Misconduct Policy for more information. Any of the above violations may lead to immediate eviction without refund.

Keys

Each student will be issued an access control ID card that will open the entrance door to the assigned building and the assigned room. **Hang on to your Student ID card!** Replacement of lost cards is \$30.00. If you have locked yourself out, or have temporarily misplaced your key report it to your RA, Student Engagement staff or Security.



It is a serious breach of College Policy to loan your keys to another person. In addition, possession of a Master Key by an unauthorized student is a serious offense. Anyone breaching a key policy will be required to vacate the Housing immediately.

SMOKE FREE AND ALCOHOL FREE HOUSING

Smoking

Any smoking (including and not limited to vaping, marijuana, and e-cigarettes) is **strictly prohibited** within the Housing and will not be tolerated. Loss of the \$200.00 damage deposit will be immediate. Any individual found smoking within any area of the building will face appropriate consequences leading up to and including eviction from the Housing. Any excess cleaning required due to smoke odor and damage will be charged back to the student. Smoking outside must be in designated areas.

Alcohol

In an effort to provide an environment focused on learning and graduating all Housing is alcohol free. By signing the contract to move in you agree to this policy. Living on campus is a life style choice free of alcohol, any violation of this alcohol-free policy will result appropriate consequences and in some cases suspensions and or evictions.

- ***Alcoholic beverages may not be consumed, transported, or stored in any area within Housing;***
- ***Students will not have intoxicated guests on site; and***
- ***Students will not be intoxicated on site.***

The Student Engagement office has support services available to all students. Students who find themselves in breach of policy and community standards will be required to meet with a member of the Student Services Team. We are here to help you succeed in your educational goals!

Minor Policy

Students under the age of 19 are required to complete a contract before they arrive which allows NWCC to disclose any information to the parent or guardian regarding any behavioral issues or discipline that may occur.

Drugs/Paraphernalia

The possession, use, trafficking (which includes manufacture, sale, giving, administering, transporting, sending, delivery, distributing) or offering to do anything related to the possession, use or trafficking of illegal drugs is strictly forbidden. Any involvement, whether direct or indirect, in any illegal drug or drug-related activity is prohibited. Possession of paraphernalia that is associated with the possession, use or trafficking is prohibited. These activities may result in eviction and referral to the police.

Quiet Hours

To ensure all students have an environment that is conducive to community living and learning, quiet hours are enforced between **11pm – 8am**. Please consider not all students study and sleep on the same schedule. Any resident may request other residents to keep their noise to a level that will not interfere with his/her right to rest, study, or relax. Those students who are repeatedly inconsiderate of others will be advised to seek accommodation off campus and or repeated occurrences may also lead to eviction from the Housing.

Weapons

Possession of real or replica weapons in Housing including but not limited to firearms (including air guns), swords, hunting knives, sling shots, and archery equipment is prohibited. **All knives, with the exception of basic cutlery are considered a weapon and is prohibited. Culinary students are expected to keep their knives used for class work in their class lockers.** Use of any object in a threatening or

aggressive manner can be considered as wielding a weapon and may result in eviction and referral to the police.

Guest Policy

Guests/visitors are expected to respect the privacy of other residents, and abide by all Housing Policies. If you invite guest you are solely responsible for the conduct of that guest, and are required to accompany guests at **all** times. You are obligated to assist the Student Engagement staff and Security in the rule enforcement. You will be held accountable for the actions of guests, and will endure the consequences of unacceptable actions of guests. Residents are permitted to have no more than four visitors in their building, and **only during the following visiting hours** noted below This policy is strictly upheld in order to ensure the comfort and privacy of all Housing students.

Sunday	11 am - 10 pm
Monday to Thursday	3 pm - 10 pm
Friday and Saturday	1 pm - midnight

*****No overnight guests are allowed in Housing*****

Housing Discipline Process

When a violation of Housing standards is brought to the attention of the Student Engagement staff, they will ensure an investigation occurs and in deciding, when necessary, upon the appropriate consequence. Discipline in the Housing will be administered with the full awareness that consequences may lead to eviction from the Housing. Discipline will generally occur as verbal and written warnings and repeated

warnings may lead to eviction. Disciplinary steps *at the discretion of the* Student Engagement office will be taken as necessary to ensure the safe, smooth and harmonious operation of student Housing.

The Student Housing Handbook outlines the rights and responsibilities of students living on campus including the housing Rules. All violations of the Housing Rules will be reported to the Student Engagement office. The Student Engagement Assistant will follow up alleged violations with an investigation and, when necessary, implement disciplinary action. Repeated or serious violations will be escalated to the Manager, Student Engagement and Residence Life or the Director, Student Development for investigation and deliberation. Depending upon severity and previous history of the Resident, an informal warning, a formal warning, probationary period, Behaviour Contract and/or eviction will follow.

- All incidents of sexual violence or misconduct are governed under NWCC's Sexual Violence and Misconduct Policy and should be brought to the attention of the Director, Student Development for follow up.
- Any criminal activity will be reported directly to the R.C.M.P.

There are two types of severity. Outlined below are the steps involved with each type.

Low Severity

Violations: disruptive behaviour that interferes with another person(s) free academic or personal pursuits or their ability to sleep or study, those that pose a threat to an individual's safety, or have the potential to damage property*.

Examples of this include (but not limited to): guests in residence after hours, noise violations, smoking inside the Residence, consumption of alcohol, removal of Residence property, ejection of objects from windows or stairwells, failure to maintain clean and sanitary conditions within personal room and/or common areas, propping open doors, pets, pulling fire alarms, having someone unauthorized living in room, and non-payment of rent.

- * Level 1: Written or verbal warning
- * Level 2: Written warning
- * Level 3: Behaviour Contract for the remainder of the semester
- * Level 4: Eviction

High Severity

Violations: illegal, willfully threatening, willful damage or destruction of property

Examples of this include (but not limited to): sexual violence or misconduct, fighting, use of explosives, intentional damage, hosting a party, hosting an evicted Resident, theft, unauthorized key possession, abuse of fire equipment or other safety equipment, sale or trafficking of illegal and/or non-medical drugs, use of weapons, assault, uttering threats, and verbal, physical, or written abuse/harassment.

- * Level 1: Behaviour Contract for the remainder of the semester and overnight suspension or
- * Level 2: Eviction

Students who have placed on a behaviour contract may not be considered eligible for re-application into housing based on the nature of the violation.



Those who fail to move out within 24 hours of a suspension or eviction will have their personal belongings removed by the Housing and Security staff, of which will be placed in storage. Evicted students are allowed back into the Housing only to collect their possessions and must be accompanied by Security or the Student Engagement staff, and will not enter the Housing area for any other reason after eviction.

Appeals

Any student who feels that he/she has been subject to unjust disciplinary action within the Housing shall have the right to appeal to the Vice President (VP), Students, **within 48 hours** of the disciplinary action. Such appeal must be in writing, and state all grounds on which the appeal is based. The decision of the VP is final. The Appeal form may be obtained at the College website.

Check-out Procedure

In order to have your deposit refunded you must follow this procedure:

- ✓ The checkout date is accepted to be the date on your application. If you do not request an extension you are required to follow this check out process.
- ✓ Inform the Housing Office at least 72 hours in advance of your departure date. All students are expected to check out if they are not currently attending classes. In **exceptional** circumstances, students may be considered for an exemption. **Approval is based on a student's prior behaviour and the reason they wish to remain in housing.**

- ✓ **The room must be left in the same condition as when you moved in, i.e. remove garbage, clear pictures, tacks from the notice boards, vacuum floor, clean the fridge (leave fridge plugged in) return your key, close all windows and lock your door.**
- ✓ When your room is completely emptied of your personal belongings, the Housing Office will make an inspection, collect issued keys, and assess any charges. Additional fees may be applied for cleaning or damage.

*****NOTE:** Check-out must be **within 72 hours of your last day of classes or final exam.** ***

Failure to comply with any part of the check-out procedure constitutes violation of the agreement and subsequent forfeiture of the damage deposit.

Damage and Charges

Students are collectively responsible for the upkeep of common areas, including the care of all furniture and appliances. Any expense incurred from damage to a common area, damage/theft of equipment (vacuum, T.V., etc.), extra janitorial cleaning or any other reason where a charge is applied upon the Housing Office, the costs will be divided equally among all assigned students in the house, if the specific individual(s) responsible cannot be identified.

Examples of extra charges for damage to NWCC property include:

- \$25 for loss or damage to notice boards
- \$50-\$150 if areas have been marked with graffiti
- \$50 for extra cleaning for common kitchen or laundry areas
- \$50-\$100 for damage/stains to carpets requiring excess cleaning or damage to doors/windows
- \$200 for damage/cleaning of a room that has been smoked in.

Damage Deposit

Student Housing applicants are required to provide a \$25.00 Application Fee when applying, and before being accepted into Student Housing. Prior to check-in the student must pay the \$200 damage deposit and all Student Housing fees for the semester. For consecutive housing stays, fees are due at the beginning of each semester. Semester dates may vary depending on your program's start and end dates.

The damage deposit may be refunded after check-out has been completed through the formal process; providing all College property has been returned and no damage has been incurred to the assigned room, or other College property. If the student has an outstanding monetary debt owed to the College, any damage deposit due to be returned to the student shall first be applied to reduce the debt obligation.

If a student is eligible for damage deposit refund, a cheque is mailed to the address on file within 10 business days of the formal check-out process.

ON CAMPUS SAFETY AND SECURITY



Students at NWCC are strongly encouraged to download our Alertus Emergency Notification System app. Doing so will ensure that you receive an emergency notification and updates should there be an ongoing emergency. You will also receive notification s of unscheduled campus closures due to weather or other issues. Your phone will not use data to connect to the Alertus Server and the app is free.

Emergency Contacts

Please use **9-1-1** for all emergencies: fire, police, or ambulance.

Terrace Campus **FIRST AID (Mon to Fri 8am to 4pm)**.....**4444**
Terrace Campus **AFTER HOURS ASSISTANCE** **contact your local RA**
Terrace **CAMPUS SECURITY**..... **250.615.9894**
Smithers Campus **FIRST AID (Mon-Fri 8:30am to 4:30pm)**..... **5807**
Smithers Campus **AFTER HOURS ASSISTANCE** **contact your local RA**

TERRACE SECURITY

Security is on duty around the campus and to assist students when required. The hours for Security are:

7 Days a week: 6:00 p.m. – 3:00 a.m.

Housing students must identify themselves when requested to do so by Security staff or authorized College personnel. Failure to do so may result in suspension from Housing.

Terrace Campus Security can be reached at 250.615.9894

Room Security

Students are advised to keep all common doors and individual room doors locked at all times. It is recommended not to leave ground floor windows open while you are away from your room. The College assumes no responsibility for the loss, theft, damage or destruction of the student's personal property. *Unaccompanied, suspicious, or troublesome visitors should be reported to security personnel.*

Insurance of Personal belongings

The insurance carried by the college CANNOT COVER the personal belongings of individuals living in Housing. Many students will likely find that their belongings are covered by insurance coverage on their permanent housing or that of their parents. All residents, especially those keeping items of significant value in Housing, are cautioned that the insuring of your belongings is your OWN RESPONSIBILITY – no responsibility will be assumed by the College.

Fire Safety

The College is required by the Provincial Fire Marshall's Act to conduct periodic fire drills. Students must take part in all fire drills. Participating in a drill will give you knowledge of what to do should an emergency occur. Drills combined with the use of heat detectors and audible fire alarms work to ensure the safety of all residents.

Tampering with fire alarms or fire safety equipment:

It is an offence under the Criminal Code of Canada to make false alarms or tamper with fire safety equipment. Any person(s) found to be involved in such an act will be immediately evicted from the Housing, terminated from their college program, and charged under the Criminal Code. The College offers a reward of up to \$250.00 for new information leading to the arrest and conviction of any person(s) tampering with fire safety equipment.

In the event of an intentional false fire alarm pull where the individual(s) responsible cannot be identified, the resulting response charge from the Fire Department and/or additional emergency services will be split back amongst all residents of the specific dorm.

Fire Procedures

1. If you see a fire: ***SHOUT LOUDLY: FIRE!***
 - a) Immediately sound the fire alarm in the building by activating the alarm.
 - b) Quickly vacate the building.
 - c) Report fire location to the Fire Department and any staff member.
2. Upon hearing the fire alarm *leave via the nearest exit, gather in meeting area.*
3. DO NOT ATTEMPT TO REMOVE PERSONAL POSSESSIONS! Many people have died trying to save “valuables”.
4. NEVER RE-ENTER the building until cleared by Fire Officials and College administration staff.

Evacuation

Every student must learn the evacuation process and know where your meeting area is in the event of an emergency talk with an RA, Security or College staff.

Unlicensed or Uninsured Vehicles

Any motor vehicle that is unlicensed/uninsured i.e. cars, trucks, trail bikes, snowmobiles, is **NOT** allowed on the College grounds. Fire safety and health reasons prohibit the storage of motor vehicle parts and/or motorcycles or bicycles in the buildings. Please note that any unsafe or hazardous use of a motor vehicle on College property will not be tolerated. Proper discipline leading to eviction and/or police involvement will be considered.

CAMPUS LIFE

Bookstore

Textbooks and course materials for College courses and programs are available at the Bookstore. The Bookstore has a “Special Order” department; if there is a book you require or would like which is not in stock, they will be pleased to order it for you. Stationery supplies, backpacks, memorabilia and a wide variety of sportswear for adults and children are also available. Campus Bookstores are open Monday - Friday: 8:30 a.m. – 4:30 p.m.

Financial Aid

Contact the College Financial Aid Officer or Educational Advisor for assistance with Adult Upgrading Grant (AUG), Canada Student Loan applications, Scholarships or Bursaries.

Library

The campus Libraries have quiet study spaces with a computer lab. In addition to a growing collection of books and videos to assist you in your research, there is also a comfortable lounge area to browse magazines and newspapers, and an inter-library loan service. Library hours vary throughout the school year, with reduced hours from May to August.

Students' Union

This association is a self-governing body composed of an elected executive and appointed class representatives from each program. All students are automatically members which entitles you to a number of privileges. We encourage you to get involved! The Association organizes a number of entertainment and sporting events throughout the year.

Student Services

Student Services exists to support students in their academic endeavors and, if needed, their personal lives. The team is in place so that all learners have every possible support to assist in obtaining a post-secondary education.

The Student Support Team consists of an **Educational Advisor, First Nations Access Coordinator, Learning Assistance Specialist, Accessibility Services Coordinator, Financial Aid Officer, and a Student Engagement Office**. For more information visit the Student Service Department on your campus.

Student Leadership Opportunities

Help develop and host special events and activities for NWCC students. Our **Leaders in Action** volunteers assist with on-campus events and in planning and organizing a variety of social, sporting and cultural activities.

Leaders in Action volunteers receive training and orientation to gain valuable skills to support NWCC Student Engagement.

This opportunity is open to all NWCC students enrolled in University Credit, CCP, Trades or Diploma programs.

- Participate in a committee to plan off-campus events for students including lunches at restaurants, cultural events, and excursions to local attractions
- Lead campus tours and assist at orientation sessions

- Assist at on-campus cultural and special events

Why Volunteer?

In appreciation of their contributions each Leader in Action volunteer is presented with a reference letter and a Statement of Achievement at the completion of his/her time in the program. Other incentives may be awarded to exceptional volunteers!

- feel great about helping others
- meet new people
- experience new things
- develop new skills

Student Events

Dinners-Hot chocolate bar-Winter wellness kits-Movie night-Drum making-Exam kits-cupcake care.....all these, and many more, **FREE events for students** are held throughout the months from September to May.

Calendars are posted around campus each month to let students know what is scheduled.

ALL CONTENT IS REVIEWED ANNUALLY AND IS SUBJECT TO CHANGE AT THE DISCRETION OF THE STUDENT ENGAGEMENT OFFICE