



MEDICINE HAT
COLLEGE

RESIDENCE HANDBOOK

2026-2027



Welcome to Student Residence





Medicine Hat College

STUDENT RESIDENCE

Student residence is a place to live, learn, and begin building connections as part of the MHC community. Whether you're considering residence or preparing to move in, it offers a supportive environment for students stepping into a new chapter.

For many students, residence is their first experience living away from home. That transition can feel exciting, uncertain, or both. Residence is designed to support you through this change by providing a community where you can grow more independent while staying connected to others navigating similar experiences.

Students arrive with different backgrounds and expectations, but questions and adjustments are a normal part of residence life. You don't need to have everything figured out right away. A sense of belonging develops over time through shared responsibility, respect, and connection.

We're glad to be part of your time at Medicine Hat College.

We will communicate important information through your Medicine Hat College email address. It is your responsibility to check it regularly.

STUDENT RESIDENCE TEAM

RESIDENCE OFFICE

- ensures community standards are being met
- offers resources for personal and residence issues
- mediates roommate conflicts
- manages room assignments
- supports RAs
- organizes events and activities
- conducts unit inspections
- signs out spare keys

RESIDENT ASSISTANTS (RAs)

- are student leaders
- build relationships within the residence community
- check in with residents regularly
- plan and organize Residence events
- referrals to campus and community services
- model and encourage community standards
- moderate roommate concerns under the direction of Student Residence Office

RA ON DUTY

403-952-1499 and 403-952-1498

(AFTER OFFICE HOURS)

- are on duty when the office is closed
- respond to after-hours calls, lock outs and maintenance concerns
- lockouts
- noise complaints
- roommate conflicts
- reporting maintenance issues

FACILITIES MAINTENANCE TEAM

- receives maintenance requests
- facilitates all repairs

STARREZ PORTAL

- apply for Residence
- complete your roommate questionnaire
- create a roommate group
- pay your fees (rent, fines, etc.)
- submit a maintenance request

How to Use This Handbook

This handbook is a reference to help you understand what living in residence is like. You don't need to read it all at once or memorize it. Use it when questions come up.

How it's organized:

Sections are grouped by topic, including daily life, shared spaces, community expectations, and support.

Where to find common answers:

Headings and page titles are designed to help you quickly locate information you may need.

Who to contact if you're unsure:

If you're not sure where to look or need clarification, residence staff are available to help.

Residence Assistants

403-952-1498

403-952-1499

Residence Office:

403-529-3820

Residence Coordinator:

403-529-3817



RESIDENT RIGHTS AND RESPONSIBILITIES

Student Residence is a community-based living environment. All residents share the right to live in a safe, respectful, and supportive environment and the responsibility to contribute to that environment.

SAFETY

Right: Residents have the right to live in a safe and secure environment.

Responsibility: Residents have the responsibility to act in a manner that does not endanger themselves or others, follow safety procedures, and report unsafe conditions or behaviours promptly.

RESPECT AND INCLUSION

Right: Residents have the right to be treated with dignity in a community free from harassment, discrimination, or intimidation.

Responsibility: Residents have the responsibility to treat others with respect and contribute to an inclusive community aligned with institutional values.

REASONABLE PRIVACY

Right: Residents have the right to reasonable privacy within their assigned space and for their personal belongings.

Responsibility: Residents have the responsibility to respect the privacy of others and maintain the security of residence spaces.

COMMUNITY LIVING

Right: Residents have the right to a living environment that supports sleep, study, and well-being.

Responsibility: Residents have the responsibility to manage noise, guests, and personal behaviour in a way that respects others.

FAIR TREATMENT

Right: Residents have the right to fair, consistent, and transparent processes in decisions affecting their residence experience.

Responsibility: Residents have the responsibility to cooperate with processes, respond to communication, and engage respectfully.

ACCESS TO SUPPORT

Right: Residents have the right to access residence staff and campus services that support their academic, personal, and mental well-being.

Responsibility: Residents are expected to take reasonable responsibility for managing their own well-being and seeking support when needed.



RENTAL AGREEMENT

FALL/WINTER AGREEMENT

Unless otherwise expressly agreed to in writing by the Student Residence Office or unless terminated earlier in accordance with the terms of the Rental Agreement and Student Residence Handbook, the term of the Residence Agreement (the "Term") is for a fixed term that shall coincide with an eight (8) month academic year, as follows:

- beginning with the start date stated in the Rental Agreement provided to the Resident; and
- ending no later than 12:00 noon on the end date stated in the Rental Agreement.

In the event you terminate your Rental Agreement for any reason, you will forfeit all rental fees. You will also be liable for your full semester fees should you have an unpaid balance.

SPRING/SUMMER AGREEMENT

Unless otherwise expressly agreed to in writing by the Student Residence Office or unless terminated earlier in accordance with the terms of this Residence Agreement, the term of the Spring/Summer Residence Agreement (the "Term") will be based on a minimum one (1) month rental period.

Residents who are accepted to remain in Student Residence during the Spring and Summer semesters are required to sign a minimum one-month rental agreement.

Returning residents must pay their rent in full a minimum of one (1) month prior to the start date of the new rental agreement. New residents must pay their rent in full prior to the scheduled move-in date.

RENTAL AGREEMENT TERMINATION

Residents may terminate their Spring/Summer Residence Agreement by providing a minimum of thirty (30) days written notice. Where proper notice is provided, a refund will be issued for any prepaid rent covering the remaining period beyond the notice period.

Failure to provide the required thirty (30) days' notice will result in the forfeiture of one (1) month's rent.

Where a resident signs a one (1) month rental agreement and chooses to leave prior to the end of that term, the remaining rent for that month will not be refunded.

If a resident terminates their Residence Agreement without fulfilling the required notice period or payment obligations, all rental fees paid may be forfeited, and any outstanding balances for the full rental term will remain the responsibility of the resident.



INSURANCE AND DAMAGES

INSURANCE

To live in Student Residence, you are required to obtain tenant insurance with a minimum of \$1,000,000 personal liability coverage as part of the policy.

Medicine Hat College is not responsible for the loss, theft, or damage of personal possessions.

DAMAGES

You are financially responsible for any damage to or loss of items in your assigned bedroom beyond normal wear and tear. This includes, but is not limited to, holes in walls, damaged or missing furniture, stains, burns, excessive dirt, or neglect.

You are also responsible for damage or loss caused by you or your guests.

You share responsibility with your roommates for damage in common areas. If the individual responsible cannot be identified, costs will be charged to all occupants of the unit and are typically divided equally.

This includes costs for any repair, replacement, or cleaning beyond normal wear and tear.

You must report damage promptly to the Residence Office by email, or in person. Do not attempt to make repairs yourself.

Significant or repeated damage may result in disciplinary action, up to and including eviction.

DAMAGE DEPOSIT

A \$600 damage deposit must be maintained for the duration of the agreement period.

Damages and/or cleaning costs identified during the final inspection by Student Residence staff will be deducted from the deposit. Residents are expected to return their unit in the same condition and level of cleanliness as received at move-in, excluding normal wear and tear.

If repair or cleaning costs exceed the deposit amount, the resident will be billed for the remaining balance.

Outstanding balances must be paid by the specified deadline. Unpaid balances may be referred to a collection agency and will result in an outstanding account with Medicine Hat College.

Any remaining deposit balance will be returned within 45 days following the final inspection, provided no outstanding charges remain.

Residents wishing to dispute damage or cleaning charges must submit a written appeal to the Residence Office within seven (7) days of receiving notice of the charges.



FEES AND RENT

FEE STRUCTURE

All residence fees, including accommodation fees, deposits, and any additional charges, are established by Student Residence and will be communicated prior to occupancy. These fees will be reflected on the resident's student account and are due in accordance with the timelines outlined in the Residence Agreement.

RENT CHANGES

Residence fees are subject to review and may change between contract periods. Where fees are adjusted:

- notice will be provided in advance of the upcoming contract period
- updated rates will be communicated prior to application or acceptance deadlines where possible
- all changes will be communicated through official Residence channels, including the student email account on file

Residents are responsible for reviewing all fee information prior to accepting a residence offer.

ADDITIONAL CHARGES

Residents may incur additional charges during their stay, including but not limited to:

- fines related to violations of residence policies or community standards
- charges for damage, cleaning, or repairs beyond normal wear and tear
- optional fees, such as parking or other residence services

All additional charges will be applied to the resident's student account and are payable in accordance with applicable College policies.

PAYMENT FLEXIBILITY

Where appropriate, Student Residence may provide options to support residents in meeting their financial obligations. This may include:

- access to an approved installment payment plan
- referral to financial supports, including student aid or bursaries

Residents experiencing financial difficulty are expected to contact the Residence Office as soon as possible to discuss available options. Failure to meet payment deadlines may result in additional charges or action under the Residence Agreement.



ROOM ASSIGNMENTS

Room assignments are made by Student Residence based on availability, operational needs, and, where possible, resident preferences provided during the application process. While efforts are made to accommodate preferences, this is not guaranteed.

Student Residence reserves the right to assign, reassign, or adjust room placements at any time to support community needs, address conflicts, or respond to health, safety, or operational considerations.

ROOM CHANGES

If you request a change to your unit assignment during the academic year, your request may be accommodated based on availability and operational considerations. An administrative fee of \$100 will be charged to your account for approved room changes.

If you are reassigned to another unit or room at the request of Student Residence, the \$100 administrative fee will not apply.

REASONS FOR RELOCATION

Relocation may occur due to:

- health or safety concerns
- facility issues or repairs
- conflict between residents
- accessibility needs
- operational requirements

PROCESS

Where feasible, Student Residence will:

- communicate the reason for the move
- provide notice, except in urgent situations
- discuss options with the resident

SUPPORT DURING MOVES

Student Residence will:

- make reasonable efforts to assign comparable accommodations
- provide guidance on timelines and expectations

RESIDENT RESPONSIBILITIES

Residents are expected to:

- comply with relocation timelines
- cooperate with staff instructions



MOVE IN

INSPECT YOUR UNIT

At move-in, residents are responsible for inspecting their unit and bedroom and recording any pre-existing damage, including damage to walls, floors, fixtures, or furnishings. Residents should take and retain dated photographs as supporting documentation for move-out.

Residents are responsible for maintaining their bedroom and unit in a clean and well-kept condition and must return it to the same standard as when it was received, excluding normal wear and tear.

KEYS

At check-in you will be issued two keys, one key opens the front door to the unit, and another opens your bedroom door. For your safety, the entrance doors to all units lock automatically when shut, for this reason:

- Always keep your keys with you.
- Never give your keys to guests or friends to use.
- Never leave your keys in the mailbox.
- Don't let people into your unit that you don't know.

LOST KEYS AND LOCKOUTS

If a key is lost or misplaced, inform the residence office or an RA immediately. The replacement cost for keys includes the cost of repinning the locks and new keys for the lock. Costs are as follows:

- Lost front door key - \$115.00
- Lost bedroom key - \$65.00

Excessive lockouts are addressed progressively. After two (2) lockouts, additional lockouts may result in a convenience fee and/or further action, depending on the frequency and pattern of occurrences.



MOVE OUT

CLEANING AND MOVE-OUT

It is your responsibility to remove all of your possessions from your unit and properly dispose of your waste in the appropriate bins.

It is also your responsibility to dispose of all large, unwanted furnishings. Should you abandon large furniture at move-out, Student Residence will remove the items at a minimum charge of \$100. If you have furnishings to dispose of during the year that are still in good shape, consider donating them to our local thrift stores.

MOVE-OUT INSPECTIONS

Upon checking out, the Student Residence staff will inspect your unit and bedroom. You are responsible for ensuring that your bedroom and unit are clean and free of garbage and abandoned property.

RENTAL FEES

In the event you terminate your semester Rental Agreement for any reason, you will forfeit all rental fees. You will also be liable for your full semester fees if you still have a balance with the residence office.

In the case of eviction from residence, you will forfeit all rental fees. You will also be liable for your full semester fees should you have an unpaid balance.

DAMAGE DEPOSIT REFUND

Your damage deposit will be refunded within 45 days following your move-out date, provided that your unit and bedroom pass the final inspection.

Please note that deductions may be made from your deposit in the following situations:

- Front door and/or bedroom keys are not returned
- Damage to the unit is identified after move-out
- Personal belongings or furniture are left behind in the unit
- The unit and bedroom are not cleaned to the required standard at move-out

To ensure a full refund, please return all keys, remove all personal items, report any concerns before departure, and leave your space clean and in good condition.

MAIL

As a part of moving out of Student Residence, you are responsible for completing a Canada Post “Change of Address” form as well as changing your address in your MHC student accounts. We will not forward your mail after you move out of Student Residence



CLEANLINESS EXPECTATIONS

Residents are responsible for ensuring cleanliness and are expected to contribute to the overall tidiness of their unit. This includes regularly cleaning (e.g. dusting, disinfecting, sweeping, mopping, etc.) your room and unit.

Common Chores

- Residents are expected to share the responsibility of maintaining these areas by following a chore assignment schedule. Establish a cleaning schedule when filling out the roommate agreement to ensure unit cleanliness is maintained throughout the year.
- Contact your Resident Assistant or Residence Office if you need assistance with creating a cleaning schedule.

Individual Chores

- Clean up after cooking and eating meals, by washing, drying, and putting away dishes and cooking materials.
- Maintain the kitchen and bathrooms ensuring they are clean and free of messes after each use.
- Tidy up personal possessions from common areas.

PERSONAL CLEANING KIT

We suggest the following cleaning products to keep your unit and bedroom clean.

- multi-surface cleaner (Fantastik, Lysol, Mr. Clean, etc.)
- shower, tub, and tile cleaner (Vim, CLR, Lime Away, Scrubbing Bubbles, etc.)
- toilet bowl cleaner (Lysol, Clorox, etc.)
- window cleaner (Windex, etc.)
- cleaning cloths (rags, microfiber cloths, J-cloths, etc.)
- Mr. Clean Magic Erasers
- rubber gloves

You can get these products from grocery stores, drug stores, dollar stores, and similar retailers. We recommend discussing how to share the cost of these items with your roommates.



GARBAGE AND RECYCLING

Residents are responsible for properly disposing of garbage and recycling in the appropriate bins. Garbage should be removed regularly to prevent pests. All bags must be securely tied, and double bagging is recommended to reduce odours.

- **Blue dumpsters** are for waste (garbage).
- **Green dumpsters** are for cardboard only.

For other recyclables, The City of Medicine Hat offers [Bulk Recycling Depots](#)

The bulk recycling depots accept

- | | |
|---------------|-------------------------|
| • Cardboard | • Aluminum and tin |
| • Newspaper | • Rigid plastics (#1–7) |
| • Mixed paper | • Glass |

Beverage Containers: In Alberta, a deposit is paid on most beverage containers at the time of purchase. This deposit is refunded when the empty containers are returned to a bottle depot.

Refundable beverage containers (such as cans, bottles, and cartons) should not be placed in residence dumpsters. Rinse these containers where possible and store them in bags until they can be returned to a bottle depot.



MAINTENANCE

Student Residence works to maintain safe and functional living spaces, including responding to issues such as heat, water, or electricity outages, plumbing concerns, and other maintenance-related issues within residence units and shared spaces. Efforts are made to address concerns in a timely manner while balancing the availability of staff, materials, and external service providers where required.

TYPES OF MAINTENANCE

Maintenance concerns may be categorized as follows:

- **Emergency:** Immediate health or safety risk (e.g., flood, fire, major system failure)
- **Urgent:** Essential system issues such as heat, water, or electricity outages that require prompt attention
- **Routine:** Standard repairs and maintenance requests that do not pose immediate risk

Response times may vary depending on the nature and severity of the issue.

COMMUNICATION

During heat, power or water outages and other notable maintenance issues, Student Residence will:

- notify residents as soon as reasonably possible using available communication channels (e.g., email or notices)
- provide updates on timelines and progress where available
- explain the nature of the issue, expected impacts, and any required actions

Residents are responsible for monitoring their student email and posted notices for updates.

PLANNED WORK

Where maintenance work is planned in advance, Student Residence will make reasonable efforts to provide notice. Notification may include:

- the nature and scope of the work
- the expected duration
- any anticipated impacts, including temporary outages or restricted access

Advanced notice may vary depending on the scale and scheduling of the work.

UNPLANNED OR EMERGENCY ISSUES

In emergency situations or when urgent repairs are required:

- immediate access to units or areas may occur without advance notice
- all reasonable efforts will be made to inform affected residents as soon as possible
- work will be prioritized to address safety and prevent further damage

ALTERNATIVE ARRANGEMENTS

Where significant issues or outages occur, Student Residence may:

- provide access to alternative spaces or facilities
- temporarily relocate residents
- communicate available supports

RESIDENT RESPONSIBILITIES

Residents are expected to:

- report maintenance concerns promptly
- ensure reasonable access can be provided for repairs

MAINTENANCE REQUESTS

Residents are required to report all maintenance concerns and pest sightings in a timely manner. To report a maintenance problem within your unit please login to StarRez and click the 'Room Maintenance' tab.

Maintenance requests are completed between 8:00am and 3:30pm Monday to Friday. Prior to entry into your unit, a team of two maintenance staff will knock and if no one answers, they will enter and complete the required maintenance.

To report maintenance emergencies, contact the Student Residence Office.

To report maintenance emergencies after hours, contact the RA on duty.

ENTERING UNITS

At times maintenance staff conduct preventive maintenance inspections or general maintenance of all units. Typically, you will receive an email notifying you of the type of work and the area of the unit that they will need to access and a time frame for the work to be completed.

There are rare circumstances when Student Residence and Facilities Maintenance staff may need to enter your unit without advance notice for the following reasons:

- To make necessary repairs
- To investigate or assess health and safety risks
- To assess damages
- To perform scheduled inspections
- To confirm misconduct or breach of policy
- Emergencies

Staff will knock and identify themselves before entering and will allow a reasonable amount of time for residents to respond when possible.

Student Residence is committed to maintaining a respectful balance between residents' privacy and the responsibility to ensure a safe, healthy, and policy-compliant environment. Residents are expected to cooperate with staff requests for access.

Medicine Hat College Student Residence is not governed by the Residential Tenancy Act. Entry without 24-hour notice is permitted under our Residence Agreement.



LIVING IN RESIDENCE

PARKING

Parking stalls are assigned to residents at the cost of \$185.00 per semester. Student Residence parking permits are only for use in the assigned stall and do not allow you to park in other assigned stalls in residence or Medicine Hat College campus plug-in lots. Vehicles without a valid parking permit will be ticketed and may be towed at the owners' expense. Subletting your parking stall is not allowed. Parking is a non-refundable fee.

FURNITURE

All furniture in the units is to remain where it is located (the bedroom furniture stays in bedrooms, kitchen furniture in kitchen, et cetera). Should furniture be moved within the unit and not returned to its original location at move-out, you will be charged \$50.00 per item that needs to be moved back. Residence furniture should not be used outdoors as patio or lawn furniture.

WALLS & HANGING PICTURES

We recommend that you use [sticky tac](#), push pins or small nails to attach posters to walls. Please refrain from using adhesive light strips and hooks (including 3M products) on the walls. Removal of these products often results in extensive wall damage resulting in damage fines.

AIR CONDITIONING

Ensure that your thermostat is set to "Auto" and no lower than 20°C. At lower temperatures excessive energy is used, and AC units are at risk of damage.

SIDEWALK & GRASS

You are responsible for ensuring your walk is cleared of snow, up to the public sidewalk.

You are responsible for cleaning the area in the front and back of your unit. Grass areas must remain clear of garbage and indoor furniture.

WINDOWS

As the temperature drops, it is very important that all windows are closed, especially when you are away from your unit. If windows are left open, it can quickly lead to frozen pipes and flooding in your residence unit. Damage caused by open windows will result in charges for the students involved.

EMOTIONAL SUPPORT ANIMALS (ESAS)

Emotional support animals are permitted only with prior approval from the Residence Office. Appropriate documentation and registration requirements must be completed.

ANIMALS

Animals are not permitted in students residence units. With the exceptions of dogs belonging to the Service Dog and Canine Studies Management Program, fish kept in an aquarium of 2 gallons or less.

PEST CONTROL

If you see a pest (mice, bed bugs, cockroaches) in your unit, please complete a maintenance request through StarRez immediately.

CANINE STUDENTS

Failure to pick up and dispose of canine feces will result in a \$100.00 fine per unit for the first occurrence and increase to a \$200.00 fine per unit for each additional occurrence.

COMMUNITY ROOM

You are welcome to use our amazing community room; a versatile space designed for your convenience and enjoyment. It features a full kitchen, perfect for preparing meals, and a living room and TV for movie nights. To use the community room, sign up at the Residence Office.



MAIL

Mail is delivered by Canada Post to the Community Mailboxes located at the entrances of Golfview and Couleeview. Mailbox keys can be signed out from the Residence Office.

Do not use the Residence Office mailing address to receive your personal mail.

Your Residence Mailing Addresses:

Couleeview Residence

Student Name

Unit # ___, 201 College Drive SE

Medicine Hat, AB T1A 8T4

Golfview Residence

Student Name

Unit # ___ Primrose Drive SE

Medicine Hat, AB

Odd Unit #'s T1B 2C4

Even Unit #'s T1B 2G4



INSPECTIONS

To help you maintain your living space, Student Residence Staff will conduct inspections twice per semester during the academic year. Notices of upcoming inspections will be sent at least 24 hours in advance. During these regular inspections, the common areas and bedrooms of each unit are inspected.

Units that do not meet the cleanliness standards will be charged with a fine, which is calculated at \$50 per hour for cleaning required to return the unit to an acceptable cleanliness standard. Inspections help us to address:

- Safety concerns
- Cleanliness issues
- Pest concerns

WINTER BREAK INSPECTIONS

During the December holiday break, inspections are conducted in all residence units to ensure safety and prevent damage during the vacancy period.

The inspection will include checks of:

- Fire safety equipment
- Thermostats
- Windows
- Cleanliness



SAFETY

MHC is committed to providing and promoting a healthy and safe environment that addresses the physical, psychological, and social well-being of all members of the college community including the provision of an environment that is free from harassment or violence. Achieving a healthy and safe environment is the responsibility of all members of the college and student residence community.

The following outlines the expectations related to safety in Student Residence.

FIRE SAFETY

1. Tampering with or misusing fire safety equipment endangers residents and will result in a \$250.00 fine. This includes:
 - Disconnecting smoke detectors or removing their batteries
 - Discharging fire extinguishers without cause
 - Removing fire extinguishers from their location for reasons other than their intended use
2. Fire extinguishers are located at the entrance in Couleeview Residences, and in the kitchens and upstairs hallway in Golfview Residences.
3. If a fire occurs and the extinguisher must be discharged, inform the Residence Office or RA on duty immediately.

4. In the event of a residence evacuation:
 - Residents must leave their units immediately using the safest available exit.
 - Residents must proceed to the designated Muster Point and remain there until cleared by residence staff or emergency responders.
5. Ovens and stovetops must not be left unattended while in use.
6. Propane cylinders and barbecues must be stored outside.
7. Starting a fire on residence property—including fire pits or open flames—is prohibited.

PERSONAL SAFETY

1. If you are concerned about your own safety or the safety of another resident, contact your Residence Assistant or the Student Residence Office immediately.
2. In emergencies (e.g., medical emergencies, immediate danger), residents must call 911 first.
3. Non emergent, but urgent safety concerns (e.g., suspicious activity, intoxicated individuals) should be reported to campus security or residence staff.
4. Residents are required to follow all additional health and safety expectations issued by:
 - Student Residence
 - Medicine Hat College
 - Federal, provincial, and municipal legislation



NOISE

COURTESY HOURS

Courtesy hours are in effect at all times. You are expected to make reasonable efforts to minimize noise and be respectful of others within the Student Residence community.

Noise is considered disruptive when it can be heard outside of your room/unit or interferes with another resident's ability to study, sleep, or enjoy their living space. Examples of disruptive noise may include (but are not limited to):

- Loud music, videos/shows, or gaming
- Bass or vibration from speakers
- Shouting, yelling, or loud conversations
- Parties or large gatherings
- Musical instruments or amplified sounds

Residents are responsible for the behavior and noise levels of their guests at all times.

NOISE CONCERNS & RESOLUTION

Residents are encouraged to address noise concerns respectfully and directly when comfortable doing so by informing the individual(s) responsible and describing the impact of the noise.

If the concern is not resolved, or if you are not comfortable addressing it directly, you should contact the Student Residence Office or the on-duty Residence Assistant (RA) for support.

Residence staff will respond to and address noise concerns at any time, including outside of designated quiet hours, to support a respectful and balanced living environment.

QUIET HOURS

During designated quiet hours, noise must not be audible outside your room/unit and must not disrupt neighbours or roommates. Quiet hours are established to support an environment conducive to academic success, rest, and overall well-being.

Quiet hours are as follows:

- Sunday to Thursday: 10:00 p.m. – 7:00 a.m.
- Friday to Saturday: 12:00 a.m. – 9:00 a.m.

These expectations apply to all areas of residence, including:

- Outdoor areas immediately surrounding residence buildings

FINAL EXAM PERIODS

Twenty-four (24) hour quiet hours will be in effect during final exam periods, beginning at 8:00 a.m. on the day prior to the start of exams and continuing through the final day of the exam period.

Residents will be notified in advance of exam quiet hours. During this time, noise must not be audible outside your room/unit at any time.

EXPECTATIONS

Residents must comply with RA and staff directions related to noise immediately.

ENFORCEMENT & VIOLATIONS

Failure to comply with courtesy or quiet hours will result in disciplinary action under the Residence Conduct process.

Possible outcomes include:

- Verbal or written warnings
- Fines or community restitution
- Probation or eviction

Residence staff, including RAs, are authorized to:

- Respond to complaints
- Require noise reduction
- Document incidents
- Follow up on repeated concerns



RESIDENT ASSISTANTS

Resident Assistants (RAs) support Student Residence in maintaining a safe, respectful, and inclusive living environment. They play an important role in promoting community standards and encouraging you to take responsibility for your behaviour within Residence.

RAs respond to after-hours concerns and address behaviour that may impact the well-being of individuals or the broader Residence community. In fulfilling their responsibilities, RAs are authorized to request information, engage with residents regarding concerns, and provide reasonable directions to ensure Student Residence standards are upheld.

RAs are also responsible for documenting incidents and concerns to support a consistent and fair response process. As representatives of Student Residence, their directions are expected to be followed.

Failure to comply with reasonable directions, or demonstrating disrespect toward an RA, may result in further action under Student Residence policies.



GUESTS

A guest is anyone who a resident has invited, accompanied, or accepted into residence units, parking lots, and surrounding grounds.

A resident who facilitates access to residence (for example, opening of a locked door) for a stranger or 'non-hosted' person will be deemed to be the host of that person and will be held responsible for that person's behaviour as if the person were their guest.

Residents are responsible for their guests' behaviour regardless of whether they participate, condone or are aware of the guests' behaviour.

GUEST PARKING

Guest parking is available daily until quiet hours in designated guest parking areas in Golfview and Couleeview parking lots.

Overnight guest vehicles require a guest parking permit, which can only be obtained from the Student Residence Office after completing a Guest Pass Request. A minimum of 48 hours' notice is required to secure a guest parking permit. Guest parking permits are limited.

Vehicles parked overnight in Student Residence without a valid guest parking permit will be ticketed and may be towed at the owner's expense. Additionally, a \$50 fine will be applied to the resident who hosted the unauthorized guest.

LATE NIGHT/OVER NIGHT GUESTS

Hosting a guest in Student Residence is a privilege. You are permitted a maximum of one (1) overnight guest at a time, for up to three (3) nights per month. You are responsible for your guests' behaviour at all times and must remain with them while they are in Student Residence. If your guest(s) violate residence rules, you may face disciplinary action, including eviction.

Before hosting an overnight guest, you must complete the Guest Pass Request and get your roommate's consent. The following rules must also be followed.

- Overnight guests require a valid guest parking permit, which can only be acquired after completing the Guest Pass Request.
- Lending your residence keys to your guests or anyone else is strictly prohibited.
- Leaving your unit doors open, even just a little bit, is equally problematic and compromises the safety of your unit and roommates.
- Your overnight guests must be 18 years of age or older.
- Basements may not be set up as bedrooms for residents or guests. This is a fire code regulation.
- Not allowing unauthorized persons into residence, including evicted or banned individuals.
- Guests who exceed permitted stay limits will be required to leave immediately upon notice.

Failure to comply with these rules will result in a minimum \$150.00 fine, probation, or eviction.

Student Residence reserves the right to deny guest pass requests at its discretion.



INTERPERSONAL CONFLICTS AND RESOLUTION

ROOMMATE AGREEMENTS

You are required to complete a roommate agreement with your roommates. This will guide you through conversations on how to share space in a way that is agreeable for everyone.

Preferences on guests, music/video noise levels, cleaning, sharing and important health information such as allergies are important places to start communicating.

CONFLICTS

You are expected to engage in conflict management in a constructive and respectful manner. The following outlines the process for addressing and resolving concerns within Residence.

Conflict with your neighbours in Student Residence:

If another resident's behaviour is affecting you, and it is safe to do so, you are encouraged to address the concern directly with the individual in a respectful manner. Clearly communicate the concern, describe the impact, and request that the behaviour change. Individuals may not always be aware of how their actions affect others.

If you are not comfortable addressing the concern directly, or if the issue is not resolved, you should contact the Student Residence Office or the on-duty Residence Assistant (RA) for support in managing the conflict.

Conflict with your roommate

In the event of a conflict, the following steps are expected:

1. Review the Roommate Agreement to determine how previously agreed expectations relate to the concern. If an agreement has not been completed, it must be finalized and followed for a minimum of seven (7) days before further steps are taken.
2. Communicate openly, honestly, and respectfully. All parties are expected to act in good faith and make reasonable efforts to manage and resolve the conflict.
3. If the concern remains unresolved, contact an RA, who may assist in facilitating a discussion to support resolution.
4. If the situation persists, it may be escalated to a Senior RA or Student Residence staff member for further review and resolution.

Room changes or relocations will be considered only after reasonable conflict management efforts have been made. Exceptions may be granted in extenuating circumstances at the discretion of Student Residence staff.



REPORTING CONCERNS

Every resident shares the responsibility for maintaining a safe and respectful living environment. If you have concerns about someone's well-being, a neighbour or roommate, or observe suspicious activity, you are expected to report it.

You are encouraged to report concerns by contacting the student Residence Office by phone, email, or in person. Resident Assistants (RAs) are on call outside of office hours and are trained to respond to resident concerns.

Student Residence staff will document reported incidents and concerns, including the nature of the concern, individuals involved, actions taken, and relevant observations or communications. Information may be shared with appropriate college personnel when necessary to support follow-up, safety planning, or compliance with college policies and applicable privacy legislation.

WELL-BEING CONCERNS

Student Residence is committed to supporting the mental health, wellness, and success of residents. If you are concerned about a resident who may be struggling personally, emotionally, academically, socially, or financially, you are encouraged to notify Residence staff.

Examples of well-being concerns may include significant changes in behaviour, social withdrawal, signs of emotional distress, difficulty coping with daily responsibilities, or other indicators that a student may benefit from support.

Residence staff may consult with or refer students to the College's [CARE Team \(Coordinated Assistance and Response for Everyone\)](#) or other appropriate support services. The CARE Team provides a coordinated, proactive approach to helping students access resources and support before concerns escalate into crises.

SAFETY CONCERNS

Student Residence is committed to maintaining a safe and respectful community. While Residence staff strive to support students through challenges, behaviours that present an actual or potential risk to the safety, health, or well-being of individuals or the residence community require intervention.

These behaviours may include, but are not limited to, expressed or implied threats of self-harm or harm to others, harassment, discrimination, aggression, intimidation, stalking, sexual misconduct, significant property damage, repeated or escalating disruptive conduct, or behaviour that causes others to reasonably believe there is a risk of harm.

Residents are expected to take reasonable responsibility for managing their own health and behaviour. However, when there is an actual or potential risk to the individual or others, Residence staff and the broader college community will intervene in a timely, caring, and compassionate manner to assess risk, ensure safety, and connect individuals with appropriate resources.

Information related to behaviours that may pose a risk to health, safety, or well-being may be shared with appropriate MHC staff, the CARE Team, and other support services for the purposes of assessment, intervention, and response, in accordance with college policies and applicable privacy legislation.



MENTAL HEALTH SERVICES

MHC's team of professionals provides a wide range of on-campus services to meet the diverse needs of MHC students. Services include referrals to community resources, Peer supporters, one-on-one counselling, group counselling, mental health programming, workshops, and certificates. Mental Health Services uses an online intake system. To complete an intake go to [Counselling & Care | Medicine Hat College | MHC](#) and under book an appointment select step 1. If you have an assigned counsellor, select step 2 to book an appointment. Students are welcome to contact counselling@mhc.ab.ca if they need assistance with accessing Clockwork and/or filling out the intake form online. For after-hours crisis information text or call 9-8-8.

CARE TEAM & REFERRAL

If you know a student that is experiencing personal difficulties, mental health issues, or is struggling academically, we encourage you to notify the CARE Team. This team of professionals responds to concerns around mental and physical well-being, security and academic issues, and can help students find the appropriate support on campus.

Anyone—students, employees, or family members—can submit a referral using the [CARE referral form](#). Before making a care referral, speak with the student, listen to their concerns, and let them know you're making a referral. Your care is the first step. Learn more at <https://www.mhc.ab.ca/student-life/counselling-and-care/care-team>

GENDER-BASED AND SEXUAL VIOLENCE

Medicine Hat College (MHC) is committed to addressing and preventing gender-based and sexual violence and creating safe and positive spaces. Gender-based and sexual violence is unacceptable and will not be tolerated.

Ways to Report a Concern

- Contact the Office of Student Conduct:
 - Tel: 403-529-3829
 - mwanty@mhc.ab.ca
- Complete MHC's [CARE Team Referral Form](#)
- Call the anonymous third-party reporting line: 403-502-8447



COMMUNITY STANDARDS

GUIDING PRINCIPLES

Students living in residence agree to abide by the Student Residence Handbook Rules when signing their Residence Agreement. Residents are required to review, be familiar with, and uphold **the Student Residence Handbook** and other policies that are in place including:

1. Student Residence Rental Agreement
2. [SD-04 Student Non-Academic Misconduct Policy](#)
3. [SD 4.0 Gender Based & Sexual Violence Prevention & Response Policy](#)
4. [HS-02 Smoke Free Environment Policy](#)
5. [6.8 Weapons and Controlled Materials](#)
6. [HS-01 Occupational Health and Safety](#)

All residents are expected to engage in respectful and inclusive behaviour. Student Residence is committed to fostering a community that values diversity and welcomes individuals of all ages, genders, races, ethnicities, religions and faiths, abilities, languages, sexual orientations, and gender identities and expressions.

Discrimination, harassment, or exclusionary behaviour—including but not limited to sexism, racism, homophobia, transphobia, and ableism—is not permitted in Student Residence.

ACCOUNTABILITY

1. Residents should be active participants in enhancing the community environment.
2. Residents must practice good judgement and be held accountable for their actions. Accountability can range from apologizing for wrongdoings and committing to changing behaviour, to engaging in educational conversations with staff.
3. Residents should be prepared to give their name or present student identification upon request of a residence staff member for the purpose of documenting interactions and incidents in residence.
4. Residents are required to review notices and communications from Student Residence and attend any scheduled mandatory meetings.

MISCONDUCT

Misconduct by student residents or guests within Student Residence, or anywhere on the campus grounds of Medicine Hat College, will result in discipline of the individuals involved in the incident. If the College deems the misconduct to be of a more serious nature the College will evict an individual(s) from Student Residence with 24 hours' notice, and/or take further steps if deemed necessary, as per the student non-academic misconduct policy and procedure.

The standard of whether a resident is “responsible” or “not responsible” rests with the “preponderance of evidence”. That is, would a reasonable person, upon reviewing the information provided, come to the same conclusion as the administrator reviewing the case. The standard in residence discipline cases is unlike that in criminal cases, which are usually “proof beyond a reasonable doubt”.

Community Standard Charts



COMMUNITY STANDARD CHARTS

Community Standards exist to provide all those living in Student Residence a standard for behavior within the residence community. These rules apply to behaviours occurring within residence units, parking lots, and grounds. Student Residence believes in demonstrating mutual respect and treating each other with dignity.

Student Residence reserves the right to address issues not explicitly defined here and/or alter outcomes as required to maintain the overall integrity and safety of the community and Student Residence property.

Standard	Description
Animals	Emotional Support Animals (ESAs) Emotional support animals are permitted only with prior approval from the Residence Office. Appropriate documentation and registration requirements must be completed.
	Animals Animals are not permitted in students residence units. With the exceptions of dogs belonging to the Service Dog and Canine Studies Management Program, fish kept in an aquarium of 2 gallons or less.
	Canine Students Failure to pick up and dispose of canine feces will result in a \$100.00 fine per unit for the first occurrence and increase to a \$200.00 fine per unit for each additional occurrence.

Standard	Description
Access & Security	Authorized Access You may only occupy the residence unit and bedroom assigned to you by Student Residence. Moving into another unit or an unassigned bedroom without permission is not permitted.
	Unauthorized Entry Allowing unauthorized individuals into Student Residence, including those who are banned or have been removed, is prohibited.
	Door Security Propping open entrance doors to residence units is not permitted, as it creates a security risk for residents and their property.
	Identification You are required to provide valid identification to Student Residence staff upon request. Providing false information or failing to identify yourself when requested may result in further action.
	Keys and Parking Permit Lending your residence keys or parking permit to others is not permitted.
	Key Duplication Duplicating or attempting to duplicate residence keys is prohibited.
	Lost Keys / Lock Changes You must report lost or stolen keys immediately to the Student Residence Office. A lock change and replacement keys may be required for safety reasons, and associated costs may be charged to you.

Standard	Description
Alcohol	Legal Age Requirement In accordance with the <i>Gaming, Liquor and Cannabis Act</i>, only residents who are 18 years of age or older may possess or consume alcohol in Student Residence. <i>Residents under the age of 18 are not permitted to possess or consume alcohol within Residence.</i>
	Responsible Use Alcohol must be consumed responsibly. Behaviour that disrupts others, creates safety concerns, or violates Student Residence policies is not permitted.
	Permitted Locations Alcohol may only be consumed within private residence units. Consumption, service, or transport of unsealed (open) alcohol is not permitted in community rooms or outdoor spaces within Student Residence.
	Common Source Alcohol The possession or consumption of common source alcohol (e.g., kegs, Texas mickeys, or other large-volume containers) is not permitted in Student Residence.
	Mass Consumption Activities Activities or games that promote excessive or rapid alcohol consumption (e.g., beer funnels, beer bongs, drinking games) are not permitted.
	Responsibility for Guests You are responsible for your actions and the actions of your guests. Providing alcohol to individuals under the legal drinking age is strictly prohibited.
	Safety and Intervention If alcohol use results in behaviour that poses a risk to yourself or others, you are expected to follow the directions of Student Residence staff and may be referred to support services.

Standard	Description
Smoking	Smoking and Vaping Indoors Smoking and vaping of any kind—including cigarettes, cigars, e-cigarettes, vapes, shisha, and cannabis—are not permitted inside residence buildings or within 10 meters of the entrances. Residence rooms and common areas are all non-smoking spaces.
	Designated Smoking Areas Smoking is only permitted in designated outdoor smoking areas. Residents and guests must use these areas and comply with all posted guidelines.
	Cleanliness and Disposal Cigarette butts and related waste must be disposed of properly in appropriate containers. Discarding smoking materials on residence grounds is not permitted.

Standard	Description
Drugs and Substances	Illegal Drugs The possession, use, distribution, or sale of illegal drugs or controlled substances is not permitted in Student Residence.
	Misuse of Substances The misuse of legal substances (including prescription medication, cannabis, or household products) in a manner that creates risk, harm, or disruption is not permitted.
	Safety and Community Impact Any behaviour involving substances that endanger health, safety, or the well-being of others, or negatively impacts the residence community, will be addressed under Student Residence policies.
	Responsibility for Guests You are responsible for the behaviour of your guests. Guests must comply with all laws and Student Residence policies related to drugs and substances.

Standard	Description
Cannabis	Legal Age Requirement In accordance with the <i>Gaming, Liquor and Cannabis Act</i>, only residents who are 18 years of age or older may possess or use cannabis in Student Residence. Residents under the age of 18 are not permitted to possess or use cannabis.
	Residents are not permitted to: • Possess cannabis in Student Residence that has not been legally obtained. • Smoke and vape cannabis or any other substance inside residence units. • Cook or bake with cannabis products inside Student Residence units. • Grow cannabis plants in Student Residence. • Store or leave cannabis or related accessories in shared spaces within a residence unit.
	Storage and Odour Cannabis and related accessories must be stored securely in an airtight container within your bedroom. Residents are responsible for ensuring that cannabis-related odours do not negatively impact others in their unit or residence community. You are responsible for controlling odours associated with cannabis use.
	Guests and Distribution Residents are responsible for their guests. Providing cannabis to underage individuals or engaging in illegal distribution is strictly prohibited.
	Permitted Use The smoking of cannabis is permitted only in designated outdoor smoking areas. Residents must comply with all residence policies and applicable legislation regarding cannabis use.

Standard	Description
Fire Safety	Fire Safety Equipment It is prohibited to change, tamper with or remove fire safety equipment. Tampering with fire safety equipment puts the community at risk
	Smoke Detectors Tampering with smoke detectors in Student Residence units is prohibited. Tampering includes, but is not limited to, removing batteries, disconnecting, or covering the smoke detectors.
	Fire Extinguishers Tampering with or removing fire extinguishers is prohibited. This includes discharging extinguishers without cause, removing them from designated locations, or obstructing access.
	Emergency Exits Emergency exits must remain clear and accessible at all times. Blocking or obstructing exits, hallways, or stairwells is prohibited.
	Reporting Damaged Equipment Any damaged, missing, or malfunctioning fire safety equipment must be reported immediately. Failure to report issues may compromise safety.
	Prohibited Appliances Cooking appliances that are open-coil, open-flame or gas based, including but not limited to hot plates and butane burners are not permitted in Residence.
	Flammable and Explosive Materials Possession of explosive or flammable material including, but not limited to, firecrackers, ammunition, combustibles, explosives, gasoline, propane tanks, and butane or other such materials is not permitted on Student Residence property.

Fire Safety	Open Flame and Heat Sources Open flames, such as burning candles, are not permitted within Residence. Space heaters are high fire risk and must be CSA approved and tip resistant for use in Student Residence. Space heaters should not be left unattended while in use.
	No Sleeping in Basements Basements may not be used as bedrooms for residents or guests. Residence spaces must be used in accordance with fire code requirements.
	BBQ's Barbeques are permitted for use outdoors only and require prior approval from the Student Residence Office. Barbecues and propane tanks must be stored outdoors and cannot be kept inside residence units. Barbeques are a high fire risk and should always be attended while in operation.

Standard	Description
Guests	Definition of Guest A guest is any individual you invite, accompany, or allow into Student Residence, including units, parking areas, and surrounding grounds.
	Responsibility for Guests You are responsible for your guest's behaviour at all times, whether or not you are present, aware of, or involved in their actions. Misconduct by your guest may result in action being taken against you.
	Unapproved Access Allowing access to an unapproved or "non-hosted" individual (e.g., opening a locked door) means you may be considered the host and held responsible for that individual's behaviour.
	Overnight Guests Hosting an overnight guest is a privilege. You may host one (1) overnight guest at a time for up to three (3) nights per month. You must remain with your guest while they are in Student Residence.
	Guest Approval Before hosting an overnight guest, you must complete a Guest Pass Request and obtain your roommate's consent. Student Residence may deny guest requests at its discretion.
	Guest Requirements Overnight guests must be 18 years of age or older and must comply with all Student Residence policies. Guests who exceed permitted stay limits will be required to leave immediately upon notice.
	Guest Parking Guest parking is permitted between 9:00 a.m. and 11:00 p.m. and only in designated areas. Overnight parking requires a valid guest parking permit. Unauthorized overnight parking may result in a \$100 fine issued to you as the host.

Standard	Description
Noise	Courtesy Hours Courtesy hours are in effect at all times. You are expected to make reasonable efforts to minimize noise and be respectful of others within the Student Residence community.
	Quiet Hours During designated quiet hours, noise must not disrupt neighbours or roommate(s). Quiet hours support an environment conducive to academic success, rest, and overall well-being. Quiet hours are: Sunday–Thursday, 10:00 p.m. – 7:00 a.m.; Friday–Saturday, 12:00 a.m. – 9:00 a.m.
	Final Exam Periods Twenty-four (24) hour quiet hours are in effect during final exam periods, beginning at 8:00 a.m. on the day prior to the start of exams and continuing through the final day of the exam period.
	Noise Concerns and Resolution You are encouraged to address noise concerns respectfully by informing the individual(s) responsible of the impact. If unresolved, or if you are not comfortable addressing it directly, you should contact the Student Residence Office or the on-duty RA.
	Residence Response Student Residence staff may respond to and address noise concerns at any time, including outside of quiet hours, to support a respectful living environment. You are expected to comply when asked to reduce your noise levels.

Standard	Description
Parties	Advertising Advertising for parties in Student Residence is not permitted. This includes, but is not limited to, posters, flyers, social media posts, group messages, or any other form of communication intended to attract participants.
	Gathering Size Each resident may host up to two (2) guests at a time prior to quiet hours. A maximum of twelve (12) individuals may be present in a residence unit at any time. All attendees must remain within the unit.
	Outdoors Parties and gatherings are not permitted outdoors unless explicitly approved.
	Guest Responsibility You are responsible for the behaviour of your guests at all times. Guests must comply with all Student Residence policies.
	Alcohol and Substance Use All alcohol and substance use during gatherings must comply with Student Residence policies and applicable legislation.
	Noise and Disruption Gatherings must not create excessive noise or disrupt other residents. Quiet hours and courtesy expectations apply at all times.
	Safety and Compliance Gatherings must not create safety concerns. Residence staff may intervene and require a gathering to end if it becomes disruptive, unsafe, or in violation of policy.
	Cooperation with Staff You are expected to comply with all directions from Student Residence staff. Failure to do so may result in further action under Residence policies.

Standard	Description
Weapons and Controlled Materials	Weapons and Controlled Materials Weapons, controlled materials, or any item used, displayed, or threatened to be used to cause bodily harm are prohibited in Residence and on Residence property.
	Definition of a Weapon A weapon includes any device or instrument designed, intended, or used to injure, threaten, or kill another person or animal. Any item that can be perceived as a weapon will be treated as a weapon under Residence policies.
	Firearms and Ammunition Possession, storage, use, or display of firearms, ammunition, air guns, pellet guns, BB guns, CO ₂ guns, or similar devices is prohibited in Residence and on Residence property.
	Replica and Imitation Weapons Replica, imitation, or prop weapons, including imitation firearms, are prohibited as they may reasonably be perceived as real weapons.
	Prohibited Weapons Possession, storage, use, or display of prohibited or restricted weapons is not permitted. This includes, but is not limited to, brass knuckles, TASERS, prohibited knives, martial arts weapons, swords, crossbows, long bows, and other weapons as defined by Canadian law.
	Defensive Sprays and Chemical Agents Pepper spray, bear spray, oleoresin capsicum (OC), and similar chemical agents are prohibited in Residence except where otherwise authorized by law and approved by the Residence Office.
	Explosive Devices Possession, storage, use, or distribution of explosives or explosive devices, including pipe bombs and similar devices, is prohibited.

Weapons and Controlled Materials	Threats Involving Weapons Using, displaying, brandishing, or threatening to use any weapon, controlled material, or object in a manner that causes fear or risk of harm to others is prohibited.
	Reporting Weapons Concerns Residents who become aware of a weapon, prohibited item, or potential threat involving a weapon must immediately notify Residence staff or Campus Security.



PROCEDURAL FAIRNESS STATEMENT

All Student Residence decisions are guided by principles of procedural fairness. These principles help ensure that decisions are transparent, consistent, and respectful of each resident's rights. Residents have the right to:

NOTICE

Be informed of alleged behaviour, relevant policies, and the process being followed. This includes receiving clear information about the concerns being addressed and any potential outcomes.

OPPORTUNITY TO RESPOND

Provide their perspective, relevant information, and context prior to a decision being made. Residents will be given a reasonable opportunity to share their account and respond to the information presented.

IMPARTIAL DECISION-MAKING

Have decisions made by individuals who are appropriately trained and free from bias or conflict of interest. Decisions will be based on available information and made in good faith.

REASONED DECISIONS

Receive a written decision outlining:

- findings
- rationale
- any sanctions applied

Decisions will reflect consideration of the information provided and the specific circumstances of the case.

APPEAL

Access an appeal process with:

- clear timelines
- defined grounds (e.g., new evidence, procedural issue, disproportionate outcome)

Residents will be informed of how to submit an appeal and the process that will follow.

SUPPORT DURING PROCESS

Residents are encouraged to access available support during the process. This may include:

- speaking with a Resident Assistant (RA) or Residence staff
- accessing campus services such as counselling or student supports or the Students' Association.
- bringing a support person to meetings where appropriate.



RESPONDING TO RESIDENT CONCERNS

Residents may have concerns related to their residence experience, including fees and charges, maintenance or facilities, service quality, or administrative decisions. These concerns are separate from conduct or discipline matters.

STEP 1: DIRECT RESOLUTION

Residents are expected to raise concerns as soon as possible with the appropriate party. This may include the Residence Office, a Resident Assistant (RA), or submitting a maintenance request through StarRez.

STEP 2: ESCALATION

If a concern is not resolved, it may be escalated to the Student Residence Coordinator or designate. A response will be provided within a reasonable timeframe.

STEP 3: FORMAL REVIEW

If the concern remains unresolved, a formal written request for review may be submitted. The concern will be reviewed by a senior decision-maker who was not directly involved in the original matter.

EXTERNAL SUPPORTS

Residents may seek support or guidance from the Students' Association or campus services, such as counselling, where appropriate.

PRINCIPLES

All concerns will be addressed in a manner that is fair, consistent, and responsive to the circumstances presented.



RESPONDING TO RESIDENT MISCONDUCT

Receiving Information

The Student Residence Office receives information and incident reports from a variety of sources, including Security, Resident Assistants, and members of the residence and college community. Residents are encouraged to report concerns, information, or evidence to a staff member or other authority figure. All reported information is documented in accordance with privacy legislation.

Assessing Information

All information related to alleged misconduct is reviewed and evaluated based on the following:

- The type and number of allegations involved
- The likelihood of the behaviour recurring
- The individual's behavioural history
- The quality and availability of evidence
- Any past or present risk to the health, safety, or security of others

Interim Measures

While an investigation is ongoing, Student Residence may implement interim, non-disciplinary measures to support the safety and well-being of all individuals involved. These measures are precautionary and do not imply responsibility. All interim measures will be lifted once a final decision has been made.

Required Response from the Resident

All residents are required to engage in the Student Residence Conduct Process. Failure to respond to communications related to alleged misconduct, sanctions, or disciplinary decisions may result in additional sanctions. Residents are expected to respond within 48 hours of initial contact from Student Residence staff.

Meetings to Discuss Misconduct

Residents involved in a possible misconduct will be invited to attend a conduct meeting. This meeting is intended to be a respectful, open, and constructive conversation, allowing the resident(s) to:

- Share their perspective on the situation
- Ask questions
- Express concerns or provide context

During the meeting, the Student Residence Coordinator or designate will provide education regarding community expectations and, where appropriate, collaborate with the resident to determine a constructive resolution.

Addressing Behaviour or Misconduct

Student Residence is committed to addressing negative behaviours in a way that supports accountability, learning, and community well-being. This includes both holding individuals responsible for their actions and supporting those affected to ensure a respectful, inclusive, and restorative environment.

To address misconduct, one or more sanctions may be applied.

Breaches of the Students Rights and Responsibility policy and the Gender based Violence policy, may be referred to the office of student conduct to investigate.

Communicating the Decision

Once the Student Residence Coordinator (or designate) has reviewed all relevant information; a written decision will be issued to the respondent.

The decision letter will include:

- A summary of the alleged behaviour
- The findings and outcome
- Any sanctions applied
- The rationale for the decision
- Information on the appeal process

SANCTIONS & RESTITUTION

The following sanctions and restitutions can be applied, in no particular sequence. This list is not exhaustive.

Sanction or restitution	Description
Verbal Warning	Issued by a Resident Assistant and/or Student Residence Staff either in the moment or during a follow-up meeting to discuss the incident. This serves as an initial response to minor concerns and includes a reminder of expectations.
Written Warning	A formal letter issued to the resident outlining the nature of the incident, the misconduct, and an expectation for behaviour change moving forward.
Fines	Monetary fines may be issued to recover costs associated with property damages, repairs, cleaning, or staff time.
Conduct Probation	Probation is a formal disciplinary status, typically imposed for one or more academic terms. While on probation: • Certain privileges (e.g., guest access, event access or use of residence amenities) may be restricted or suspended. • Any additional violations of residence policy during the probation period may result in further conduct action, up to and including eviction from residence.
Community Service Hours	Residents may be asked to complete community service as a means of accountability. This could involve participating in or supporting events, creating educational materials, or promoting residence and campus resources.

Restorative Meeting	Facilitated by the Student Residence Coordinator and/or the Manager of Student Conduct, these meetings bring together involved parties to identify harms caused and work collaboratively toward resolution. The goal is to repair harm, rebuild trust, and develop a mutual agreement.	
Apology	The student responsible may be required to provide a written apology to the complainant to acknowledge harm and take responsibility for their actions.	
Additional Sanctions & Restitution	This involves compensation or corrective action in alignment with the Student Residence Conduct Guidelines.	
	Additional Sanctions and Restitution Are Meant To: • Educate students on the impact of their actions • Improve ethical decision-making • Reinforce accountability to the Student Residence Agreement	Additional Sanctions and Restitution Are Determined Based On: • The severity of the misconduct • Established precedents for similar situations • The student's past conduct history • The student's behaviour and attitude during the conduct process
Student Residence Ban	Residents or individuals who are issued a ban are not permitted to enter Student Residence or attend residence-related events or activities for the duration of the ban. Bans may apply to both residents and their guests and may be issued for a defined or indefinite period of time. Individuals who violate a ban may be removed from the property, and Campus Security may involve local law enforcement where necessary.	

Denial of Re-Admission	Acceptance into Student Residence is a privilege and is based not only on availability but also on a resident's past record of conduct and responsibility while living in the community. If you apply to return in a subsequent year, your application may be denied for reasons such as: • Previous behaviour that demonstrated disregard for Student Residence Community Standards • Damages to residence property, either within your unit or in common areas • Failure to maintain cleanliness during your stay or at the time of move-out • Late or non-payment of rent, fees, or fines These factors are reviewed to ensure that Student Residence remains a safe, respectful, and well-maintained environment for all residents. Medicine Hat College reserves the right to deny any application for Student Residence.
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CHARGES AND FINES

The following is a partial list of fines that may be imposed in addition to educational sanctions and/or repair costs of damaged items. Please note that this list is not exhaustive. Final costs may include both replacement and labour fees.

Student Residence reserves the right to apply charges as necessary to recover the cost of supplies, labour, and any associated damages.

Failed inspections:	Cost:
Cleaning	\$50/hour

Fines:	Cost:
Tampering with Fire Safety Equipment	\$250
Smoking inside Student Residence Buildings	\$250
Smoking within 10m of Student Residence Buildings	\$100
Noise violation (Quiet or courtesy hours)	\$100
Unauthorized room change	\$100 per day
Failed unit inspection	\$100
Violating Community Standards	*\$100

**Per incident/ Per Standard*

Damaged Item:	Repair or Replacement Cost:
Desk	\$600
Mattress	\$300
Bed	\$1000
Desk Chair	\$200
Kitchen Chair	\$200
Kitchen Table	\$800
Bedroom or Front Door	\$400
Bedroom Window	\$400
Window Screen	\$150
Couch	\$1500
Loveseat	\$900
Chair	\$500
Fire Extinguisher	\$125
Lost Bedroom Key (Lock Rekeying)	\$65
Lost Unit Key (Lock Rekeying)	\$115
Lost Mail key (Replacement)	\$65



ENDING YOUR RESIDENCE AGREEMENT

If You Want to Cancel Before Move-In

You can cancel your Residence agreement before moving in. The fee depends on when you cancel:

Agreement Terms	Cancel By	What You Pay
Fall /Winter	On or before July 1	No fee (deposit refunded)
	After July 1	Deposit is kept as a cancellation fee
Winter (new)	On or before November 1	No fee (deposit refunded)
	After November 1	Deposit is kept as a cancellation fee
Spring/Summer	On or before March 15	No fee (deposit refunded)
	After March 15	Deposit is kept as a cancellation fee

If You Cancel After Move-In

If you move in and then decide to leave:

- You must submit a Request to Withdraw Form
- No refund will be provided
- Your Deposit is not refunded (it is used as a cancellation fee)

Cancelling Winter Term

You can cancel your Winter term by December 1 with no penalty

- After December 1:
- You may be responsible for any lost rent if your room cannot be filled

If You Don't Move In (No-Show or Late Arrival)

- You must submit a Request to Withdraw Form
- No refund will be provided
- Your Deposit is not refunded (it is used as a cancellation fee)

Abandoned Property

- Items left behind may be stored, disposed of, or handled under provincial law
- You may be charged for:
 - Storage
 - Removal or disposal
 - If ownership is unclear, charges may be shared between roommates



TERMINATION AND EVICTION

Termination of a Residence Agreement is a serious action and will generally be considered a last resort. Student Residence is committed to promoting safe, respectful, and supportive living environments while holding residents accountable for their behaviour.

Residents may be subject to termination of their Residence Agreement, including eviction, where behaviour poses a risk to the safety, security, or well-being of the residence community, or where other contractual obligations are not met.

PROGRESSIVE APPROACH

Where appropriate, Student Residence may apply a progressive approach prior to termination. This may include:

- warnings
- educational or restorative outcomes
- opportunities to change behaviour

Progressive measures may be bypassed in situations involving serious or immediate risk.

SUPPORT PRIOR TO TERMINATION

Before termination, where feasible, Student Residence may:

- refer residents to campus supports such as counselling or financial assistance
- offer payment plan options where applicable
- support residents in addressing underlying concerns

GROUNDINGS FOR TERMINATION

A Residence Agreement may be terminated for reasons including, but not limited to:

- behaviour that poses a risk to the safety, security, or well-being of the residence community
- serious or repeated violations of residence policies, including those outlined in the Eviction Violations
- failure to pay residence fees or outstanding charges
- withdrawal, suspension, or failure to maintain student status at Medicine Hat College

IMMEDIATE TERMINATION

Immediate termination may occur where:

- there is a significant or immediate risk to safety
- serious misconduct has occurred
- legal or institutional obligations require it

Residents may be required to vacate immediately or by a specified deadline depending on the circumstances.

NOTICE AND TRANSITION

Where circumstances permit:

- reasonable notice will be provided
- residents may be given time to secure alternative accommodation

All decisions are made on a case-by-case basis by the Student Residence Coordinator.

POST-TERMINATION CONDITIONS

Termination due to serious misconduct may result in additional restrictions, including:

- an indefinite or time-limited ban from Student Residence properties



EVICITION VIOLATIONS

The following identify behaviours that pose a serious risk to the safety and well-being of the Student Residence community. Engaging in any of the following can result in immediate eviction and, where applicable, referral to law enforcement.

Standard	Description
Harassment, Intimidation and Discrimination	Any activity (verbal, written, graphic, or physical) that is threatening, racist, sexist, homophobic, discriminatory, or unwanted (which includes harassment, sexual harassment, or unwanted sexual attention) is not tolerated.
Illegal Acts	Any acts within the Criminal Code of Canada committed by a resident will not be tolerated within our Student Residence. This includes, but is not limited to, vandalism to Medicine Hat College property, possessing stolen goods including signage, possessing or using illegal drugs within residence, using or possessing weapons on campus, and participating in suspicious behaviours that imply the likelihood of criminal activity.

Illegal Drugs	Residents and their guests are prohibited from using, trafficking, possessing, and using any illegal drug substances in Student Residence.
Inappropriate/ Dangerous or Negligent Behaviour	Acting, intentionally or recklessly, in a manner which threatens the personal safety, health, or wellbeing of any person, either directly or indirectly is not permitted
Theft	Theft or possession of Student Residence property, College property, or the personal belongings of another resident is prohibited and can result in a referral to the Police.
Violence/Physical Aggression	Physical aggression defined as, but not limited to, fighting, hitting, punching, slapping, kicking, pushing, pulling, and throwing objects is not tolerated.
Vandalism	Causing damage (intentional or negligent) to Student Residence facilities, College property, or the personal property of another resident is not permitted. Individuals responsible will be required to cover all damages and repair costs.
Weapons or Replicas	Possession of real or replica weapons is not permitted anywhere on Medicine Hat College property. Regardless of whether a weapon is legal or illegal, possession of any weapons or ammunition is not permitted in Student Residence. This includes but is not limited to any type of firearms (including pellet guns, BB guns, airsoft guns and paintball guns), ammunition, hunting knives, bows and arrows, bear spray, or any other weapons.

If you have concerns about someone possessing or using illegal drugs in Residence, contact the Residence Office, the RA on duty, and/or the Medicine Hat Police Service Drug Hotline at 403-502-8909.

If you have experienced violence or physical aggression, please seek assistance from a Student Residence staff member or Medicine Hat College Campus Security immediately.



EVICITION PROCESS

Residents may be required to vacate residence if their behaviour is determined to be unacceptable or in violation of residence policies. The following process generally applies:

- incidents are reported to the Student Residence Coordinator
- the Coordinator reviews the information and may meet with involved individuals
- the Coordinator determines whether a violation has occurred and the appropriate outcome
- residents will receive written notice outlining the decision and any required actions

In urgent situations, immediate action may be taken without following all steps. All decisions are made in accordance with applicable College policies and procedures.

RE-ADMISSION ELIGIBILITY FOR RETURNING RESIDENTS

Acceptance into Student Residence is a privilege and is based on both availability and a resident's demonstrated ability to meet community expectations.

Residents applying to return in a subsequent year may be evaluated based on their previous conduct and responsibilities while living in residence. Applications may be declined for reasons including, but not limited to:

- previous behaviour demonstrating disregard for Student Residence Community Standards
- damage to residence or College property, within units or common areas
- failure to maintain cleanliness during occupancy or at move-out
- late or non-payment of residence fees, charges, or fines

These factors are considered to support a safe, respectful, and well-maintained living environment for all residents.

APPLICATION DECISIONS

Medicine Hat College reserves the right to approve or deny any Student Residence application. Decisions are made at the discretion of Student Residence based on operational requirements, conduct history, and community considerations.



APPEAL PROCESS

Decisions made by the Student Residence Coordinator (or designate) may be appealed within seven (7) days of receiving written notice.

Appeals must be submitted in writing to the Executive Director, Corporate Finance (or designate) and must clearly outline the reason for the appeal, including any relevant information or basis for reconsideration.

Upon receipt of an appeal:

- an appeal tribunal will be established
- the tribunal will include appropriate institutional representation
- the appeal will be reviewed and a decision issued within a reasonable timeframe

Residents will be notified of the outcome in writing. Decisions of the appeal tribunal are final.



MEDICINE HAT
COLLEGE

STUDENT RESIDENCE

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