



UNIVERSITY OF ALBERTA RESIDENCE SERVICES

Lister House Rules

1) Residence Spaces

The following define the various space-types in residence:

Private space

- a. The study bedrooms of the residents of Lister Residence

Common space

- b. Resident wings
- c. Wing washrooms
- d. Floor lounge
- e. Floor service centres
- f. Floor storage and recycling rooms
- g. Floor lounge washrooms
- h. Heritage room
- i. Piano Room
- j. Thelma Chalifoux demo kitchen, study rooms, and multi-purpose room
- k. Henday, Kelsey and Schäffer libraries
- l. Laundry rooms

Public space

- m. Elevators, stairwells and entranceways
- n. The entire ground floor of Lister Centre
- o. The David Tuckey gymnasium
- p. The University of Alberta conference centre;

Restricted area

- q. Fire escape stairwells
- r. Roof
- s. ARAMARK kitchens and loading dock
- t. Mackenzie Hall (while undergoing renovations)
- u. Maintenance and janitorial closets;
- v. Office and business premises (when closed and not for business purposes)

2) Staff and Duties

The following are key staff members that regularly interact with students in residence:

Associate Director, Residence Operations

Responsible for oversight of Residence Operations and for the day-to-day management of all residences on campus.

Assistant Dean of Students, Residences

Responsible for strategic planning and implementation for residences and occupancy management at the university. Serves as the Senior Housing Officer and acts as Landlord (or delegates responsibility to Manager, Residence Life and Education). Receives appeals for decisions concerning breaches of Residence Agreement or the Residence Community Standards Policy.

Manager, Residence Life and Education

Responsible for oversight of the Residence Life program and acts as Unit Director delegate under the Code of Student Behaviour. May also act as an agent of the Landlord and makes decisions concerning any breaches of the Residence Agreement or the Residence Community Standards Policy.

Supervisor, Residence Life (SRL)

Supervises RCs and aspects of the Restorative Justice program; makes decision as to which process will be followed.

Residence Coordinator (RC)

Supervises student staff (e.g. Resident Assistants); is responsible for the residence community's education, facilities, and behaviour; is involved in developing Restorative Agreements and Community

Community Liaison Officer (CLO)

A Community Peace Officer with the University of Alberta Protective Services who works cooperatively with the University communities (i.e Ancillary Services) and stakeholders to identify and address security-related concerns or problems; conduct investigations and enforce laws/statutes.

Assignment Coordinator (AC)

Manages applications, room assignments, keys, move-in and move-out, and can be considered your "landlord" while living in residence

Academic in Residence (AiR)

A Masters or PhD student, or postdoctoral fellow who resides in the residence community to provide academic support for the student residents. The AiR is responsible for managing the Peer Tutor program, promoting academic success, and meeting with students to address their academic concerns.

Faculty in Residence (FiR)

A Faculty member who resides in the residence community in order to provide academic and other support for the student residents. The FiR will act as a one-stop reference for students to navigate the various challenges they face in academia and beyond.

Senior Resident Assistant (SRA)

Senior student staff that leads the RA Team; the SRA will investigate incidents and assist the Residence Coordinator in addressing behaviour concerns through restorative practices; the SRA will liaise with the Lister Hall Student Association; the SRA also performs community building and works on-shift

Resident Assistant (RA)

Student staff member that is responsible for community building, programming, and student conduct.

Arts Leadership Cohort Leader

Student staff member on the Arts Leadership Cohort community that plans programs and events.

Head Peer Tutor

An upper-year undergraduate student who resides in Lister and is a volunteer member of the Peer Tutor team. A Head Peer Tutor is responsible for supervising Peer Tutors during tutoring sessions and helping the AiR and FiR with the Peer Tutor program.

Peer Tutor

An undergraduate student who resides in Lister and is a volunteer member of the Peer Tutor team. A Peer Tutor is responsible for tutoring Lister residents during weekly Peer Tutor sessions.

Food Ambassador

Student staff member who is the communication and information liaison for students on a residence meal plan. Works with University staff and the food provider to help facilitate concerns, requests and suggestions from students.

Internet Proctor

Student staff member, who is responsible for on-call support of the wired Ethernet connection, and the UWS within International House. Works during move-in, and on-call evenings and weekends. Forwards larger issues to the Residence Network Administrator. At the request of residents will visit their unit with them present to help troubleshoot issues with their network connection.

Lister Hall Students' Association Executive

Definition needed

Floor Coordinator

Definition needed

Lister Dodgeball Liaison

Definition needed

Lister Dodgeball Executive

Definition needed

Housekeeper

University employees or contractors that are responsible for cleaning surfaces and sanitizing touch zones in residence common areas.

Maintenance Worker

University employees or contractors that are responsible for repairing the facility and addressing maintenance issues.

Student and Guest Services Staff

Definition Needed

3) Noise

The following outlines expectations concerning noise:

Standard Quiet Hours

- a. Residence spaces (except lounges)
 - i. 11pm – 8am on evenings where the following day has scheduled University classes held;
 - ii. 1am – 10am on evenings where the following day does not have scheduled University classes held
- b. Lounges
 - i. 11pm – 8am on evenings where the following day has scheduled University classes held;
 - ii. 2am – 10am on evenings where the following day does not have scheduled University classes held

Final Exam Quiet Hours (December and April)

- c. 24-hour silent hours will be in effect during final exam periods

Concerns During / After Quiet Hours

- d. Residents are encouraged to self-address concerns that arise during or after Quiet Hours. If it is not appropriate, or a student is not comfortable, they can refer to the [Who To Call](#) reference to get the concern resolved.

Noise Levels

- e. Courtesy hours are in effect at all times. If any student or staff member reasonably requests a resident to reduce the volume of their activity, the resident must comply with the request;
- f. Kelsey, Henday, and Schäffer Libraries, Thelma Chalifoux study rooms, and multi-purpose room are 24-hour quiet;
- g. As a community it is understood that there is associated living noise. People will make an effort to limit this noise and be respectful of others.

4) Cleaning and Community Care

Unit Cleanliness Expectations

Visit the [Cleaning & Care Expectations](#) page for information, tips and a clear understanding of the requirements of residents regarding the care and maintenance of your unit.

- Moving furniture in dorm rooms may lead to a charge if staff have to return it back to the original location during an inspection or the move out process.

Garbage and Recycling

- Residents are responsible for taking all personal garbage, recycling, and organics to the designated disposal sites outside of each community. It is not permitted to dispose personal garbage, recycling, or organics in common or public spaces;
- Residents may not leave items (e.g. garbage, bicycles, floor mats) in the stairwells/hallways.

Reporting

Residents should report or contact appropriate resources to provide the best care for the community. For example:

- Report maintenance concerns through a [maintenance request](#) in a timely manner;
 - If a maintenance request is not resolved within ten business days, residents are encouraged to reach out to their Residence Coordinator for further support.
 - If you are not sure who to contact, please email housing@ualberta.ca or talk to your RA
- Report ongoing cleaning and community care concerns to staff in a timely manner;
- Report pest concerns (e.g., mouse, insect) to staff in a timely manner in person or via a [maintenance request](#);
 - If a maintenance request is not resolved within ten business days, residents are encouraged to reach out to their Residence Coordinator for further support.
- Call 911 and or University of Alberta Protective Services (780.492.5050) to report concerning situations (e.g., overly-intoxicated individuals, suspicious activity, unsafe situations);
- Report to the [Helping Individuals At Risk \(HIAR\) Coordinator](#) concerning behaviours of an individual at risk who is a member of the University Community.

Communal Furnishings

Furniture provided for the community (in common and public spaces) must be available for common and public use. Moving of furniture, including to private spaces is not permitted.

5) Alcohol Consumption

The following outlines expectations related to alcohol consumption:

- a. Residents are not allowed to participate in any activity or game that promotes the mass consumption of alcohol;
- b. Open alcohol is only allowed in private areas; (see section 1 for definition of private areas);
- c. Alcohol may be transported outside a private area if it is factory sealed;
- d. Alcohol permits are required for functions involving alcohol outside of private or shared areas;
- e. Kegs are not allowed at any time in the residence community without a proper University of Alberta liquor permit. The term “keg” shall refer to a container capable of holding 6.0 litres of alcohol or more, which requires tapping and/or cannot be resealed;
- f. Glass beer, cooler and pre-mixed drink bottles are not permitted in Lister. Wine and hard alcohol in glass bottles is permitted;

- g. Drinking alcohol outside of any residence building (including patios) is not permitted, unless approved by Residence Services.

6) Safety

The following outlines expectations related to safety (in addition to those noted in the Residence Agreement):

Fire Safety

- a. Do not tamper with any fire or safety equipment in the residence community (including removing or covering smoke detectors and blocking fire exits);
- b. In evacuation emergencies, residents are to evacuate the building using the stairwells and head to the Lister Muster Point (Jubilee Auditorium parking lot) until notified by staff that it is safe to re-enter the building;
- c. Residents may not use or store fuel canisters nor any appliance/device that requires fuel canisters and/or produces open flame (including candles);
- d. Ovens and stovetops should not be left unattended while in use;
- e. Use of emergency stairwells limited to evacuation or emergency situations only;
- f. Starting a fire on residence property is expressly prohibited unless it has received the consent and approval of Risk Management Services and Residence Services. This includes the use of fire pits;
- g. As a Treaty 6 territory, students in University of Alberta residences may pray/smudge in their rooms as per the University's [Ceremony \(Smudging\) Guidelines](#).
- h. Maximum occupancy of each unit can be found [HERE](#).

Smoking

- i. As per your Residence Agreement, smoking of any substance is strictly prohibited anywhere in the residence; therefore, anyone choosing to smoke must do so outside at least 10 metres away from any entrance and/or open window;
- j. Cannabis
 - Smoking and vaping of cannabis products will be permitted only in designated areas (behind Lister Centre in front of the Mackenzie tower)
 - Smoking and vaping of cannabis products inside residence buildings is not permitted
 - Growing cannabis plants in any university building (other than in approved research) is not permitted. This includes residences.
 - Smoking and vaping of cannabis products will not be permitted at university events, including student group events
 - Sales, advertising, branding and sponsorship of cannabis products on university campuses or at university events will not be permitted
 - Storage
 - Cannabis must be stored in a sealed container that does not allow the odours to be detected outside the private residence room.
 - Cannabis may not be stored in a shared fridge, freezer, or cupboard.

- o Cannabis products (bongs, equipment, etc.) must be stored in sealed containers that does not allow the odours to be detected outside the residence room.
- For more information, please go to the website [Cannabis at the University of Alberta](#)

7) Community Expectations

The following outlines specific requirements for community expectations:

- a. Respectful and inclusive behaviour is expected in the residence community;
- b. Students must abide by the Residence Services **Poster Policy**;
- c. Window areas and other apartment areas in public view must be kept free of offensive material and mess;
- d. Students should be active participants in enhancing the community environment, including cohort groups;
- e. Students living on or visiting a behaviour-themed floor (i.e. alcohol-free, quiet) are responsible for following that community's expectations;
- f. **Guests or Visitors:**
 - i. Residents are responsible for their guests' behaviour whether they participated in, condoned or were aware of the guests' behaviour or not. Anyone who is invited to, accompanied on, accepted or admitted to the residence property (which includes but is not limited to all residence buildings, parking lots, and surrounding grounds) is deemed to be a guest of that resident.
 - ii. A resident who facilitates the access (for example, opening of a locked door) of a stranger or 'unhosted' person to residence property 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.
 - iii. Definition of a visitor/guest and how long they are allowed to occupy the premises can be found in the [Residence Agreement](#) for each residence

8) RJ Process and the Community Standards

The following outlines the Community Standards Restorative Justice process for the community:

Internal investigators

The Supervisor, Residence Life will appoint a Residence Life staff member to conduct an investigation when necessary.

9) Dispute Resolution Process

If roommates/neighbours have concerns with their living environment, the following steps are required in pursuit of a mutually-agreeable solution.

- a. Roommates must complete the Roommate Agreement together once they have both moved into a suite. Links to the Roommate Agreement can be found on the Residence Services website;
- b. Roommates/neighbours must first honestly and openly talk with each other and attempt to work out the issues;
- c. If the problem fails to be resolved, roommates /neighbours must then consult the Resident Assistant (RA), who will mediate discussions in the hopes of arriving at a resolution to the issue(s);
- d. Finally, if no other measures work to resolve the issue(s), roommates/neighbours will consult with the Residence Coordinator (RC) to discuss options and to resolve the situation as provided for in the Residence Community Standards.

NOTE: room transfers will be considered only as a “last-resort” option and will not take place until each of the above steps has reasonably been attempted. Exceptions can be made by Residence Services staff in extenuating circumstances.