



MacEwan Residence

Resident & Parent Guide

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Welcome to Residence at MacEwan University!

Our Residence is a safe, secure, academically focused home to make new friends, build leadership experience, and grow as a person. All of that adds up to the perfect out-of-classroom experience.

This is your guide to Residence housing.

We know moving away from home for the first time to live on campus can be stressful. This guide will help residents and parents successfully navigate the ins and outs of housing at MacEwan University. It covers topics like roommate issues, conduct, move-out, and any other problems you might run into.

Have questions?

Contact Residence Services at [780-497-4500](tel:780-497-4500) or residence@macewan.ca. We will be happy to assist you.

Live where
your life is.

Life at MacEwan Residence

Commitment to Diversity

We believe residents can learn from each other, appreciate each other's differences, and become better citizens — and better human beings. We also believe we're responsible for the decisions we make.

When someone comes to live in Residence, they're entering a space where people should interact with each other positively and respectfully. We don't tolerate actions that hurt other people based on age, sex, physical ability, nationality, sexual orientation, or religion.

Anger, ignorance, alcohol, or drugs aren't good reasons for violating this policy. We address violations under the Residence Community Standards, as well as University policy for Student Rights and Responsibilities, Harassment, Violence in the Workplace and Respectful Workplace.

Residence Programming

Our residents create and take part in a one-of-a-kind community. The Residence Life Program has everything from social events and activities to academic study groups and formal leadership opportunities.

Want more information? Just ask a Residence Life staff member or check out the events calendar in the lobby.



The Residence Team

Residence Services Team

Our **Senior Manager of Residence & Guest Services** knows everything there is to know about MacEwan Residence. They handle budgets and fees, policies and procedures, personnel, student conduct, marketing, Residence Life, student recruitment, and summer operations management.

Our **Housing Manager** creates policies and procedures that match up with the University's student recruitment and admission strategies. They also manage student assignments and admissions, check-ins and check-outs, daily operations, and payment plans — and make sure customer service is always top-notch.

Our **Occupancy & Recruitment Consultant** is responsible for payment plans, damage appeals, and Residence Portal maintenance. They also plan and execute student recruitment initiatives, including Open House, Information Sessions, pop-up events, social media, and Move In.

Our **Housing Assistant** handles room applications, assignments, changes, withdrawals, cancellations, and inspection results. They also send out Residence Services emails and make sure our residents get the answers they need, when they need them.

Our **Accounting Technician** is in charge of residents' accounts and sends out letters pertaining to resident finances, account charges, refunds, and much more.

Our **Guest Services Consultant** takes care of hotel guests and groups staying at Residence through the building's year-round Guest Accommodations business.

Our **Front Desk Manager and Front Desk Team** keep the Residence safe by manning the front desk 24/7. They do everything it takes to keep Residence running smoothly, like sorting and distributing mail, answering residents' questions, receiving maintenance requests, and signing out communal items.

The front desk is staffed 24 hours a day, seven days a week, by full-time staff members and part-time student staff.

Residence Life Team

Our **Residence Life Manager (RLM)** and **Residence Life Coordinators (RLCs)** are full-time professional staff members in charge of developing a positive living environment and promoting academic and personal development for residents. Their responsibilities include policy and procedure administration, crisis intervention, student staff supervision, programming facilitation and direction, Residence orientation, and student conduct (Residence Community Standards).

Residence Life Staff (RLS)

Our **Residence Assistants (RAs)** and **Senior Residence Assistants (SRAs)** are students who have been hired and trained to help our residents during their stay. They're role models who can help our residents adjust to Residence and university life, build the Residence community, and provide one-on-one peer support. Because Residence Life encompasses a variety of different activities, RAs work to find a balance between quiet study and fun social events to create a Residence community that's productive and enjoyable for all residents.

RAs help uphold the Residence Community Standards by documenting incidents and violations. They also help ensure building security and share responsibility for on-duty rotation. Our RAs are trained in peer counselling, conflict mediation, community development, leadership, and much more.

They know all about campus resources and can direct residents to available resources as needed.

RAs each hold regular office hours throughout the week, in addition to nightly coverage in the building. The RLS member on duty is available from 7 p.m. to 7 a.m. each night to assist with any issues in residence or concerns a resident may have.





Move-In

What to Bring

Storage is limited, so residents should only pack what they need. Check out the Residence website for a full list of items you might want to bring. The [Packing and Unpacking](#) section will tell you what to bring, and the [Suites & Amenities](#) section will tell you what's already provided in the room. You can also see a video tour of the Residence Suites online.

Still have questions about what to bring and what to leave at home? Contact us at residence@macewan.ca.

Suite Condition Report

When a resident moves in, they'll receive the keys to their suite. They'll also receive instructions on how to complete their Suite Condition Report, allowing them to look over their room and tell us if something isn't right.

We know they'll want to make themselves at home right away, but it's a good idea to fill out the report first. That way, they can be sure all their concerns are covered. If a resident needs a hand filling out the report, our team at the front desk will be happy to help.

Residents need to complete the Suite Condition Report within 48 hours through their online portal. If not, they'll be responsible for any damages to the suite that we find when they move out.

Insurance

MacEwan Residence has partnered with Marsh Insurance to offer insurance to residents. Residents are automatically enrolled in this program by accepting their residence offer. More information is sent to the resident in their Welcome Package in early August, including details on opting out if they have alternate insurance.



Withdrawal Process

Residents who decide to move out before their agreement ends must fill out a Request to Withdraw form. This form needs to be submitted at least one month before moving out unless there are exceptional circumstances.

Filling out this form doesn't end the Residence Agreement or release residents from their financial obligations to the Residence. They may still be financially responsible for the remainder of their contract accommodation fees.

It is recommended that residents meet with a member of the Housing team to walk through the departure process, withdrawal fees and penalties, and the inspection process.



If a resident plans on leaving their program and moving out of Residence, they should visit Enrollment Services/Office of the University Registrar either online or in person. That way, they can get all the details they need before they start the process.

If a resident has already left their program or dropped all classes for the semester, they need to move out of Residence within seven business days. Residence Services may ask your student to leave sooner and on short notice if they have violated our Community Standards.

Inactive Students

Inactive students are still financially responsible for the remainder of their contract accommodation fees. A resident needs to settle their account and take care of any unpaid fees before moving out.

If a resident is leaving under exceptional circumstances, we ask them to give us documentation explaining the reasons for our records.

Required Documentation

To be considered an inactive student, a resident must not be enrolled in classes. MacEwan Residence will confirm this with the Registrar's office.

Withdrawal Refunds to Active Students

If a resident chooses to move out and is still an active student, they remain financially responsible for the remainder of their contract accommodation fees unless there are extenuating reasons. If they haven't paid their Residence fees, the resident will need to settle their account and take care of any unpaid fees before moving out.

Exceptional Withdrawal Circumstances

We'll consider requests for early withdrawal without penalty under exceptional circumstances, including situations like a hospital stay, a serious illness, or a death in the family.

A resident must send supporting documents with their Request to Withdraw form. Then a member of the Housing team may meet with the resident to talk through the situation before they give their decision in writing.

Refund Information & Time Frame Estimation

If a refund is requested, it will be processed using the same payment method used for the original transaction. Processing a refund takes 6-8 weeks from the confirmed move-out date.

A resident should give Residence Services their email and mailing addresses before moving out. We'll email the resident if we have any trouble processing a refund. If we can't reach them, the refund could be delayed.

If a resident originally paid by credit card, the refund will go back to the same card. If the card is no longer active, the cardholder will have to contact the credit card company directly to arrange the refund. We can't give refunds to a different cardholder.

If a resident paid by debit, cheque, or money order, we'll mail a refund cheque to the address in the MacEwan's student portal.

International Student Refunds

The information above also applies to international students who paid by credit card. If an international student paid with any other method, they'll need to contact the International Office to fill out a Refund for International Students form.

Have other questions about non-credit-card-related refunds? Contact [MacEwan International](#) directly.



Food Services

Residence doesn't have dining facilities, but that doesn't mean a resident will go hungry.

MacEwan's Food Services department offers campus dining plan options with our secure and convenient declining balance card.

Dining cards work just like a declining balance cash card. Whenever a resident buys food, the total cost of their meal is subtracted from the dollar balance on their account. Residents or parents can add funds to the card anytime during the year.

Residents can use their dining card at all Aramark food service locations on campus.

MacEwan has a great selection of food and beverage options, including Booster Juice, Tim Hortons, Starbucks, Bento Sushi, Subway and local favourite like Teapsy and Takam Market.

For locations, hours and dining card info, visit MacEwanEats.ca.



Guest Hotel Rooms and Suites

Planning to visit a resident on campus? MacEwan Residence has affordable hotel rooms and suites available to guests year-round.

The best part is that residents' parents and family members qualify for a 10% discount on nightly rack rates.

For more information about our rooms, rates and amenities, visit [MacEwan.ca/StayHere](https://macewan.ca/StayHere).

To make a reservation in advance, please contact our front desk at [780-497-4500](tel:780-497-4500) or stay@macewan.ca.



Housekeeping

Common Areas

The Residence custodial staff regularly cleans common areas like the hallways, lounges, and laundry rooms. Residents are responsible for cleaning up after themselves when they use a common area.

If there's a mess, damage, or vandalism, we'll look into the problem. This may lead to the lounges being locked and unavailable for residents to use. If we can't identify the person responsible, the entire wing or floor will be billed for the damage.

When a resident sees any abusive or inappropriate behaviour, they should report it to an RLS member or Residence Services staff.

Suites

Residents need to keep their suites, bedrooms, shared living areas, and suite doors clean. They could be sanctioned under the Residence Community Standards if they don't.

Recycling and Waste Disposal

There are trash and recycling containers in every suite. Residents should bring their garbage to the Garbage & Recycling Room on the main floor in rooms 1-106 & 1-108 (near the front desk) and drop it into one of the waste containers.

We care about our environment and the effect we have on it. Residents should recycle as much as possible to help reduce waste.





Roommates

Living with another person can be rewarding, challenging and fun. Like any relationship, roommates need to be open, flexible and respectful of each other's differences.

On move-in day, residents should sit down with their roommate(s) and review the list of concerns a resident may have, such as noise, guests, sleeping habits and cleanliness. Completing this early in their first week will help them identify areas of concern and deal with them right from the start!

Roommate Issues and Room Changes

Our Room Change Policy ensures residents have the opportunity to fully experience and deal with the challenges of sharing a space before taking the action of a room change.

If a resident has challenges with their roommate, they will need to go through our Conflict Resolution and Room Change Request process before we'll consider their room change request. Room changes will not be considered during the first 30 days of the Fall or Winter terms.

Need more information? Check out the [Roommates](#) section of our website.

Safety & Security

Freedom of Information & Protection of Privacy (FOIP)

The Freedom of Information and Protection of Privacy (FOIP) Act is Alberta provincial legislation that applies to all information collected, generated, and recorded by the University in conducting its business under its charter as a post-secondary educational institution under the Alberta Post-Secondary Learning Act.

One purpose of the Act is to protect individual privacy by controlling how the public body may collect, use, and disclose personal information.

In accordance with FOIP, MacEwan Residence can't discuss a resident's application, record, or experience with a parent, guardian, or family member without the resident's written permission. This includes all aspects of a resident's experience in Residence, including but not limited to roommate difficulties, conduct issues and account information.

Without Written Consent:

- MacEwan University staff aren't permitted to confirm or deny if a resident is living in Residence over the phone, email, or in person. If friends or family come to the Front Desk looking for a resident, we will be unable to provide any information.

- We won't provide family members or friends with information about a resident's Residence application, suite assignment, fees, or related information.
- If friends or family members don't know, forget a resident's suite number, phone number, mailing address, or other contact details and request this information from our staff, we can't provide it.

With Written Consent:

- Our staff can provide information as directed by the resident.

Lost Keys

If a resident loses their keys, we'll need to replace the cylinders for their main suite door, bedroom door, and mailbox. They'll have to pay to replace all keys given to them and the home set of keys kept in the Residence Office.

Residents will be required to pay for the cost of the lock change. The cost will be higher if a locksmith has to come to Residence after hours, on weekends, or on a stat holiday.

Safety & Security

Building Access

The main entrance is open every day from 8 a.m. – 8 p.m., including weekends, and all outside entrances are locked after 8 p.m. Entrances are also locked 24/7 on statutory holidays. If a door is left unlocked, residents should report it to a front desk staff member. Any door that's propped open should also be closed.

Residents need to swipe their access card to enter the building when the doors are locked. They'll also need their access card to get to the building's upper floors.

For added safety, we have cameras in the lobby and elevators.

Sign-In Policy

The Visitor Sign-In Policy will commence on the first day of classes of each term and is in effect on Fridays and Saturdays, as well as other designated times of the year, like Halloween.

Residents can host up to three guests at a time. They must meet their visitors/guests in the lobby. While this policy is in effect, guests must be signed in every night they're visiting. Residents must stay with their guests at all times. Guests are not allowed during orientation week.

Visitors

Residents are responsible for their visitors/guests and their actions at all times. Residents should review all the points in this section, as well as the [Community Standards](#), as it relates to outside visitor sign-in periods.

Campus Security Services

Emergencies and suspicious or criminal activity on campus should be reported to [Campus Security](#) right away by calling (780) 497-5555 or by using one of the Emergency Blue Phones located throughout the campus.

Security guards are on duty 24/7 to answer calls for assistance.

MacEwan Emergency Alerts

A MacEwan Alert notification will automatically be sent to residents' university emails in urgent situations that pose a safety or security risk.

To ensure a resident is notified as quickly as possible about situations that pose a safety or security risk, they should:

- Download the [SAFE@MacEwan](#) mobile app for push notification alerts
- Subscribe to receive alerts via text message by texting the word MACEWAN to 723389

If you're worried or concerned about your student, here's what you can do and how MacEwan Residence may assist.

Immediate Health or Safety Concerns

If you are concerned that your student is at risk and you believe an immediate health or safety check is necessary, please call 911 to request a check on your student's well-being. MacEwan Residence's address is 11050 104 Ave NW.

Edmonton Police Services will respond, and our team, including MacEwan Security Services, will support their efforts to ensure the safety of your student. Please note that MacEwan Residence staff cannot conduct these types of wellness checks.

If Your Student Hasn't Returned Your Calls

If an urgent health or safety check is not warranted, but repeated efforts to contact your student have failed, and you are growing concerned about their wellbeing, call the MacEwan Residence Front Desk at [780-497-4500](tel:780-497-4500).

Within 24 hours, our team will send a note to your student to inform them that you have contacted us and that you have requested they contact you. Please note we are not able to confirm that your student lives in Residence without their consent.

Difficult Transitions to Residence

If you are communicating with your student and have concerns that they are having trouble transitioning to Residence, you can email MacEwan Residence Life reslife@macewan.ca. Our Residence Life team cannot disclose specific information about your student without their consent. Within 2 business days, our team will reach out to your student to check on their well-being and offer assistance in accessing relevant campus services, supports, and resources. We may also share this information with our colleagues at [MacEwan University Student Support](#).

Privacy of our Residents

We take concerns from parents, family members, and friends seriously, and we will follow up with your student. However, please understand that MacEwan Residence is obligated to uphold your student's privacy under [The Freedom of Information and Protection of Privacy Act](#) (FOIP). Without your student's permission or a completed [FOIP Form](#) on file, we are unable to share information with you, provide updates on your student's status, or confirm whether your student resides in MacEwan Residence, even in the above situations.

IN CASE OF EMERGENCY Call 911

Reach Campus Security by:

- Calling 780-497-5555.
- Pressing the red emergency button on any Emergency Blue Phone on campus.

Parking

All university parking lots are managed and maintained by Transportation Services. Residents can submit a parking application to park on campus for an added fee.

It's important to note that Residence is not responsible for vehicles.

For more information, check out MacEwan.ca/Parking.



Maintenance

Work Order Request

If something breaks in a resident's suite, they should fill out a work order request so we can get it fixed quickly. The work can't start until the work order request is submitted.

Residents report maintenance concerns at the front desk or online through the Residence portal. They should provide as much information about the problem as they can, as well as any repairs they might have already tried to make.

We'll forward valid work order requests to Facilities. Work orders are prioritized and scheduled depending on how serious the problem is.

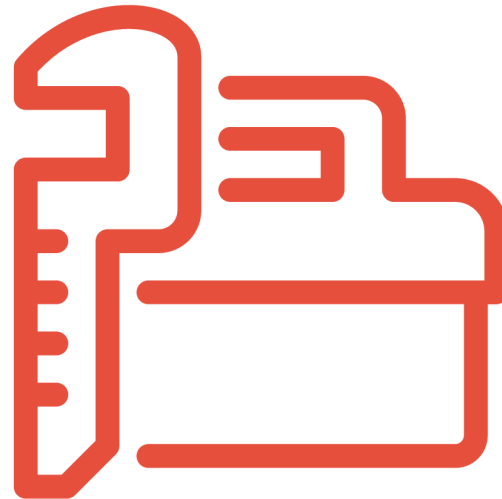
Maintenance concerns should be addressed in five working days. If this hasn't happened, residents need to contact the front desk.

Urgent Work Order Requests

If a resident has an urgent work order request (like heating problems or an overflowing toilet), they shouldn't wait to fill out a work order. They should phone the front desk right away.

Mandatory Window Closures

During freezing temperatures, we have a mandatory window closure in Residence. When windows are left open, the cold air hits our heating pipes, which causes the pipes to expand, causing extreme flooding and damages at the resident's expense. If a resident's room is too hot, have them adjust the temperature using the thermostat in their suite. If that doesn't work, they can submit a work order.





Mail and Packages

Mail comes to the Residence Monday through Friday, not including holidays and the December break. A resident's mailing address is provided prior to move-in day. The format looks like this:

Full Name
Suite Number
MacEwan Residence
11050 104 Ave NW
Edmonton, AB T5K 2Y9

Parcels, Registered Mail and Special Deliveries

Welcome to MacEwan Residence's new parcel locker system! We've integrated sophisticated automated technology to enhance your parcel and package delivery experience. With our new system, you'll receive notifications via email when your parcel arrives. You can then conveniently claim your parcel at any time using a QR code, PIN code, or our user-friendly app. Enjoy a seamless and secure delivery service designed to fit your schedule.

For residents' safety, we won't deliver items directly to Residence rooms. Additionally, deliveries will only be accepted if the resident's full name and full mailing address are clearly marked. If not, the item will be returned to the sender. We also are unable to accept packages dropped by friends and family; packages must come through a mail service.

Community Standards Incident Process

MacEwan Residence is an inclusive and respectful space where residents can live, study, and work without fear of harassment or discrimination. We want residents to enjoy social activities, but only so far as they don't affect other residents' ability to study.

We created the Residence Community Standards to clearly outline the behaviour we expect from our residents and to protect residents, guests, and staff. These basic guidelines keep our residents safe so they can focus on their studies and their personal growth.

The Community Standards apply to residents on all Residence property (including the building and surrounding grounds) and during Residence-related events, even if an event isn't held on our property. They align with municipal, provincial, and federal laws, as well as other institutional policies.

We do whatever it takes to make sure all residents respect our Community Standards. If a resident violates these standards with a serious offence, they might be asked to leave Residence or even MacEwan University.

If an offence is illegal, the resident will face serious penalties, and we'll hand over the situation to the authorities.

You can read our full [Community Standards](#) on our website.



Community Standards Incident Process Diagram

This diagram illustrates the standard process for dealing with incidents and resident conduct issues.



Move-Out

Work Order Request

Once a resident finishes their studies and their time in Residence, they must begin moving out. Residents are responsible for cleaning their room and clearing out all personal belongings. If the suite doesn't meet our cleanliness standards or there's damage to the space, there might be added fees and charges.

Once a resident is finished cleaning and moving out their items, they'll need to hand in their keys and access card at the front desk.

Need more information? Check out the [Move Out](#) section of our website.



Charges

Below is a list of standard charges residents may encounter over the course of their stay. All fees are non-negotiable and will be charged to the Residence Account.

Fee Description	Fee Amount	Date Payable	Refundable/ Non-Refundable
Application Fee*	\$50	Upon Application	Non-refundable
Community Standards Violation Fee	\$25–\$500	Prior to deadline**	Upon appeal
Confirmation Fee*	\$400	Prior to offer deadline	Will become part of accommodation fee payment
Early Move-In/Extension Fee	\$50/night	Prior to deadline**	Non-refundable
Early Withdrawal Fee	Cost of the Entire Contract	Prior to departure	Non-refundable
Fire Safety Violation	\$100–\$500	Prior to deadline**	Upon appeal
Improper Check-Out Fee	\$100	Prior to departure	Non-refundable
ID Prox Card Replacement Fee	\$30	Upon replacement	Non-refundable

Charges

Fee Description	Fee Amount	Date Payable	Refundable/ Non-Refundable
Lock Change Fee	\$25	Upon lock change	Non-refundable
Lock-Out Fee	\$25	Upon lock-out	Non-refundable
Mailbox key	\$25	Upon replacement	Non-refundable
NSF (declined payment) Fee	\$40	Varies	Non-refundable
Payment Plan Fee	\$50	Subject to terms of agreement	Non-refundable
Personal Content Insurance and Personal Liability Insurance	\$37.50/term + \$5 Policy Fee	Prior to deadline**	Subject to opt-out by providing alternate proof of coverage
Residence Life Fee (per Fall 2024 and Winter 2025)*	\$100/term	Prior to deadline**	Non-refundable
Room Change Fee	\$120	Upon form submission	Non-refundable
Suite Cleaning Fees	\$50–\$800	Prior to deadline**	Upon appeal
Storage Fee	\$300/term	Varies	Non-refundable

*Applicable to all residents.

**Students will receive an email from Residence Services specifying the deadline to pay any assessed fees.

Charges

Please note: Refunds of any kind (if required or granted under extenuating circumstances) can only be issued to the original card that was used to make the original payment. If a resident is entitled to a refund and no longer has their original card, they will have to contact the credit card company directly to arrange the refund. We recommend that residents avoid using prepaid credit cards or credit card gift cards to pay fees, as these types of cards are frequently discarded after use. If a resident chooses to pay using one of these card types, they must make sure they keep it. All refunds must be issued back to the same method of payment and the same card. Debit, cheque, and money orders will be refunded via cheque. In all circumstances, refunds can take up to eight weeks to process.





MacEwan Residence

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Canada

 residence@macewan.ca

 MacEwan.ca/Residence