

# GUIDELINES, POLICIES, PROCEDURES, CODE OF CONDUCT FOR, & CONTRACTUAL OBLIGATIONS OF, RESIDENTS OF ST. JOHN'S INSTITUTE

It is important to understand that the contractual relationship between St. John's Institute (SJI) and our Residents is both unique and complex, since parts of it conform to a licenser/licensee relationship (use of common areas, meal plan, participation in SJI activities/events), while others conform to a landlord/tenant relationship (notice to enter suite, notice of eviction, remedies for non-payment of rent, etc). The contract couples certain rights with certain responsibilities and certain of these rights can be lost by a breach of contract. If any of the specific guidelines or policies below are not covered under the Residential Tenancies Act, these policies are considered a "matter of contract" and are completely at the discretion of the SJI Executive Director, as governed by the SJI board of directors.

When you decide to accept residence at, and move in to, SJI, you agree to be bound by all of the policies, guidelines, charges, terms, conditions, rules and regulations, specified in this document. You also agree to be bound by any updates and additions to this information, which will be made as necessary, at the discretion of the Executive Director of St. John's Institute, and/or its Board of Directors. Updates will be circulated by email and/or posted on the SJI website and/or various notice boards at the Institute. Please note that any requests to deviate from the regulations in this document must be approved by the Executive Director, and may also require the approval of the SJI Board of Directors.

SJI has authorized furnished accommodation, common areas and a dining program to be provided to approved Residents at the Residence complex (the Residence) for those periods indicated in the signed contract (the Contract).

In consideration of the assignment of residence facilities and services as hereinafter described, the Resident (the Resident) named in the application form (which forms part of the Contract), together with his parent or legal guardian who must sign the contract on the Resident's behalf, if the Resident is under the age of 18 at move-in, hereby consents to, and agrees to be bound by, all charges, terms, conditions, rules and regulations specified or referred to in this document.

## **Number & Gender**

Wherever the plural is used, the same shall be constituted as meaning the singular, and vice-versa, and the masculine shall be construed as meaning either masculine or feminine, as the context requires.

## **General**

The Contract is the grant of a license from St. John's Institute to the Resident to occupy a room within the Residence during the period for which the Contract is issued (the "Contract Period"). The grant of license is coupled with other rights, including the right to board and the right to use, in common with other Residents, the facility's common areas including the Dining Room, the Laundry Room, the Fitness Room, the Recreation Room, the Community Lounge and the Chapel. St. John's Institute reserves the right to decline an application of any person for a Contract, and/or to deny any Resident the use of any of the common areas specified above, if, in the Executive Director's opinion, that resident's behavior or attitude warrants such denial.

### **1. Accommodation**

Room Assignment - The Resident shall specify on the Application, the type of suite/room preferred. If a room is available and a security deposit has been processed, a confirmation notice will be sent to the prospective Resident confirming that the application has been approved and a room has been assigned. Specific room numbers will not be provided until the Resident moves in. Rooms will be assigned at the discretion of SJI.

Waiting List for Room Changes - Though St. John's Institute will do its best to accommodate room preferences (bachelor, 2-, 3-or 4-bedroom suites), the Institute retains absolute discretion over such assignments. Residents wishing to be placed on a waiting list for a room or room type other than the one to which they have been

assigned must indicate this on their contract, date their request, and pay the \$100 room change fee at the time they change rooms. If a Resident is offered his waiting list request and declines it at that time, he will be moved to the bottom of the waiting list, and will need to wait until all other waiting list requests have been accommodated.

Re-Assignment of Rooms - St. John's Institute reserves the right to reassign rooms during the contract period. Should a Resident be re-assigned to a room within a different size of suite, a refund may be owed (if the new suite has more rooms, and the reason for the move is not a consequence of the actions of the Resident), or an increase in fees will apply, if new suite has fewer rooms, and the re-assignment is a consequence of the actions of the Resident. The decision to waive a fee increase will be made at the discretion of the Executive Director.

## 2. Fees & Deposits

Security/Damage Deposit - The Contract is not binding on SJI unless, and until, the required application has been completed and Security Deposit processed. This means that a room is not legally held or reserved without a security deposit that has been processed. (Note: At least one letter of reference must be provided prior to, or at, move-in.)

The non-refundable security deposit is used to hold a room until the Resident moves in. Once the Resident moves in, the Security Deposit becomes a Damage Deposit, and is returned in full if:

the room and suite are left in the exact same condition (or better) as they were upon the Resident's move-in, and/or as documented on the move-in inspection form, and no additional fees (as listed on the Contract) are outstanding at the conclusion of the Resident's contract period. Should any fees be outstanding on the day of move-out, they will be deducted from the Damage Deposit before the remainder of the Deposit is refunded or forwarded to the Resident.)

All keys (electronic swipe key, suite and room keys) are returned to the office, either directly to SJI staff, or via the key drop box affixed to the wall in the lobby, prior to move-out (otherwise, Improper Checkout fees apply). NOTE: Residents may not give their keys to a non-Resident without prior approval of the Executive Director.

Contract Fees - Contract fees for the Room and Board package or the Room, Furnishings and Amenities package are payable on move-in, as follows:

In one lump sum (4, 8 or 12 months, or other period, as approved by the Executive Director)

In multiple lump sums (only for Contract Periods of more than 4 months; maximum of 3 installments per 12-month period, usually corresponding to post-secondary academic terms) only by paying the additional Installment Payment Fee of \$100 for each installment payment required

Monthly, by paying first and last month's rent, and providing post-dated cheques or credit card information for all remaining payments in the Contract, for 12-month leases only. In the case of 12-month leases only, no Installment Payment Fee is required. This option, where approved by the Executive Director, may be extended to individuals signing Contracts for periods other than 12 months. In the case of long-term contracts of more than 4, but less than 12 months, one installment payment fee of \$100 will be added to the cost.

Month-to-month leases are not available, except at short-term guest rates.

### **3. NSF Cheques and Late Payments**

If a cheque or other payment is returned NSF or a credit card payment is declined, a fee of \$45 will apply and must be paid prior to move-out, or it will be deducted from the Damage Deposit. A \$10.00/day fee is charged on late rent payments. If a payment is not made within 30 days of its due date, the Resident may be evicted. We encourage all residents who are having trouble meeting their payment obligations, to contact the Executive Director to discuss payment arrangements.

Rent payments are due on or before the first of September for the fall term, and on or before the first of January for the winter term. Residents whose contracts allow for monthly payments must pay their monthly fees on or before the first day of each calendar month.

### **4. Switching from a Meal Plan to a Non-meal plan package**

Residents signing a contract that includes the meal plan can switch to a non-meal plan package, at the start of a new calendar month, and vice-versa, provided they pay a plan change fee of \$25.00 each time they opt out of the meal plan. The plan change fee is due and payable on the day that the change is implemented, or may be deducted from the Damage Deposit if the Resident prefers. The contract will then be revised, reflecting the new monthly payment amount, and the difference between plans must be paid in full (or refunded) at the time the plan is changed. Any policy changes or price increases that took effect after the original contract was signed will then be in effect. Plan changes will not take effect until the first day of the next month.

### **5. Refund of Damage Deposit**

Before moving out, a Resident should ensure that the office has his correct forwarding address and phone number.

Within one week after the end date of the Contract (or sooner, if the Resident voluntarily gives up possession of the room earlier) the room and suite will be inspected (preferably, with the Resident present), and the deposit will be processed within 10 days of the Resident's departure, minus any amounts withheld for damages, cleaning, or any other unpaid fees. If less than the full damage deposit is being returned, the Resident will receive a statement itemizing any amounts that have been deducted. Damage deposits will be refunded directly to the credit card against which they were charged, or by cheque. A Resident may request a copy of any receipt of payment by providing us with a self addressed stamped envelope.

If storage of personal property is required and available, or you intend to continue to reserve your room throughout the summer without living in it, proper forms must be completed and payments made. Non-meal plan rates apply for Residents who want to have the use of their room throughout the summer, or do not wish to move all of their property out before returning the fall.

### **6. Amounts Withheld from Damage Deposit**

The Resident agrees to be bound by, and pay any fines or other charges levied, pursuant to the regulations contained within this document, whether imposed individually upon the Resident or required as a pro-rata contribution among fellow Residents in the Residence. The Security/Damage deposit can be forfeited by contravention of any of the guidelines and regulations in this document. Such fees may include, but are not limited to:

- Installment Payment Fee: \$100/installment
- Improper checkout - \$100 (keys not returned OR move-out inspection not scheduled/completed prior to departure OR additional contract or incidental fees including those below outstanding at departure)
- Late payment penalty - \$10/night, for each day after the payment due date
- Lock change for lost or stolen keys: \$250/occurrence
- Lockout charge after office hours - \$150/occurrence
- NSF (declined payment) fee - \$40/occurrence
- Parking - \$90/month (limited stalls available)
- Replacement of Electronic Swipe Key and/ keys/ mail box key - \$25/key/occurrence
- Replacement of Laundry Cards- \$5.00/ occurrence
- Extraordinary cleaning/maintenance on move-out - \$100+ (depending upon extent of cleaning required)
- Room change fee - \$100/occurrence

- Opting out of meal plan: \$25/occurrence
- SJI dishes or common area furnishings found in suite: \$50/resident/occurrence
- Exterior door(s) propped open: \$50/occurrence
- Garbage and personal items left in hallways: \$50/occurrence
- Breakage of SJI dishes: \$5/plate, \$2.50/cup or glass

Any balance remaining after all charges are taken into account, will be refunded onto the Resident's credit card (or issued on a cheque, if it was originally paid by cash or cheque) provided the Resident is not planning to return for an additional Contract Period.

**Retention of Damage Deposit as Security Deposit for Additional Contract Period:**

If the Resident is planning to return to the Residence for an additional Contract Period, the Deposit will be retained and applied to the next Contract Period. SJI's retention of the deposit does not guarantee that the Resident will be re-assigned to the exact same room should he return; however, every effort will be made to make this happen, if it is the preference of the Resident.

If the Resident wishes to reserve a room for an additional Contract Period, he must indicate his intention by email or in writing to the SJI office, signifying that he understands that his Damage Deposit will be held as a Security Deposit once we receive his notice. After giving such notice, if he subsequently chooses not to stay at the Residence for the additional Contract Period, he forfeits his Security Deposit, unless, and until, he finds a replacement Resident who signs a Contract to take the same room or equivalent.

**7. Responsibility for Contract Fees:**

Once the Contract is signed and the Security Deposit has been paid, or the Installment Payment Fee has been paid in order to extend the Contract and thereby transfer the Security Deposit to another Contract Period, the Resident is responsible for paying all Contract Fees and additional fees to the end of the next Contract Period, whether or not he/she personally resides at SJI for the entire duration of it. There is no option to terminate a Contract and not pay the remaining Contract Fees owing to the end of the current, or next, signed Contract Period.

**8. Limits on Right to occupy Room:**

The Resident is only entitled to occupy, and have his possessions in the room until noon on the last day of the Contract Period. All days following this period are available for bookings by other guests, unless, and until, the Resident extends his claim on the room by indicating in writing his intention to extend or renew his Contract, such that his Damage Deposit is once again held as a Security Deposit. The Resident may also signal his intention to extend or renew his Contract by paying an Installment Payment fee (payable if the Resident decides to stay for more than one term or 4-month period, and has already paid the first term as a lump sum payment, and intends to pay the second term in the same way).

**9. Payment of Installment Payment Fee as Notice of Intent to Renew or Extend Contract:**

At any time, a Resident may choose to extend his stay (provided his room has not already been reassigned) by signing a new Contract (or extending his current Contract) and paying the applicable fees. Until a new Contract is signed, and the Installment Payment Fee paid (where applicable) SJI is entitled to reassign the room to another prospective Resident. SJI will attempt to determine whether the current Resident intends to extend his/her stay; however, if such determination is not possible (we are unable to contact the Resident or are unable to ascertain his intentions) the room may be reassigned without further notice.

**10. Benefits and Obligations of Installment Payment Fee**

The Installment Payment Fee must be paid in one lump sum, in full, at the time of move-in, together with payment of the first installment's fees. To extend or renew a Contract beyond the initial Contract Period, the Installment Payment Fee must be paid, in full, in advance of the next Contract Period. This fee is payable if the Resident decides to stay for more than one term (4-month period), and has already paid the first term as a lump sum payment, and intends to, or ends up, paying the second term in the same way.

Payment of the non-refundable Installment Payment Fee entitles a Resident to:

- Pay for the next term in a separate lump sum.
- Continue to live in the same type of room (and the exact same room, if possible), subject to any necessary room reassignments required by other bookings
- Transfer his Security Deposit to reserve a room for an additional Contract Period. This means that if the Resident chooses not to stay for any additional period after paying the non-refundable Installment Payment Fee, he forfeits both his Security Deposit and Installment Payment Fee.
- Pay the current prices for the next and all subsequent periods covered by the new Contract Period. (Note: A maximum of 3 installments will be accepted before fee increases apply.)

Payment of the non-refundable Installment Payment Fee obligates a Resident to:

- Pay the Contract fees for all months included in the next Contract Period for which the Installment Payment Fee was paid (or length of the extended contract) by the first day of the month of the next term, regardless of whether or not the Resident actually stays in the Residence for any of the next Contract Period.

#### **11. Absolution of Contractual Obligations via Replacement Resident:**

If a Resident is unable to fulfill his/her financial obligations under the Contract, he/she is entitled to find a replacement who will agree to accept the Resident's remaining financial obligations as his/her own, or in the alternative, sign a new Contract for any term equal to, or longer than, that remaining in the Resident's Contract. The replacement resident must meet with the approval of the Executive Director.

Once a replacement is found, a new Contract signed, and all required payments made, the Resident's Deposit will be returned (subject to all the other terms and conditions governing its return, as expressed elsewhere in this document) and the Resident will be relieved of any further financial obligations to SJI. If a replacement is not found, the Resident's Deposit will not be refunded, and he/she will remain liable for all amounts owing under the Contract.

#### **12. Payment for Extra Nights (prior to beginning of a calendar month)**

Long-term residents arriving before the 1<sup>st</sup> of a calendar month will pay a pro-rated amount per night (based on their monthly rental amount) for each night prior to the first day of the calendar month in which they arrive.

#### **13. Payment Deadlines:**

4-month and 8-month lump sum contract fees must be paid by the first day of the month of each academic term, regardless of when classes begin. For example, even if the classes for the Winter Term begin on January 9, payment must be in the office by January 1. Residents signing 12-month Contracts must pay their fees on the first day of each calendar month. A \$10/day fee applies for every day that a payment is late, and will be deducted from the Damage Deposit, if not paid prior to move-out.

#### **14. Non-Refundability of Contract and Additional Fees:**

Except in extenuating circumstances, as verified and approved by the Executive Director, all fees paid under a Contract are non-refundable, regardless of whether or not the Resident resides in the Residence during the entire Contract Period. Requests for refunds under extenuating circumstances must be made in writing, to the Executive Director.

Difficulties with internet connections, availability and operation of games or other entertainment in the recreation room, or operation of laundry equipment are not, in and of themselves, grounds for a refund of fees or non-payment of rent. Refunds for such reasons will be made at the discretion of the Executive Director.

#### **15. Extenuating Circumstances**

Extenuating Circumstances may be grounds for receiving a partial rent refund when approved by the Executive Director. In such circumstances, the Resident may be refunded a portion of his/her Contract Fees, should he need to leave SJI prior to the end of the Contract Period.

If the Resident finds his own replacement resident to fill his spot, a full refund for days remaining in the Contract Period, during which that Resident does not stay, will be processed; however, in cases where he cannot find a replacement, the Resident will be refunded the remainder of his Contract Fees, minus 30% as an Early Withdrawal Fee. The Executive Director has discretion over the amount to be refunded in extenuating circumstances.

## **16. Evictions**

St. John's Institute enforces a zero-tolerance policy with respect to violence or abuse (including verbal) by Residents and guests towards staff and/or other Residents. The same is enforced with respect to damage to the property of the Residence or other Residents, or to the suites/rooms/furnishings of other Residents.

Evictions for reasons other than the above are handled in a four-step process. Complaints will be recorded and filed in the Resident's file at the Executive Director's discretion. Individuals named in the complaint will be emailed notification of the complaint. Individuals involved then have the opportunity to submit a letter of explanation to be kept on file. The second incident report will result in a written warning of impending eviction. Eviction will follow the third breach of guidelines. St. John's reserves the right to extend or shorten the eviction process, at the discretion of the Executive Director.

The Residence Contract and the license granted by it may be terminated by SJI, and the Resident will be required to vacate the Residence

### ***On demand where:***

- In the opinion of the Executive Director, the continued presence of the Resident in the Residence constitutes a real or perceived danger to the physical or other safety of the Residents and staff;
- the Resident has failed to pay all Contract Fees and additional fees within thirty (30) days of the due date specified;

### ***On 24 (twenty-four) hour written notice to that effect, given to the Resident or placed inside the Room where:***

- The Resident is guilty of a breach of Contract where, in the opinion of the Executive Director, the breach concerns a matter affecting the operation of the Residence and/or the well-being of the Residents and staff;
- The continued presence of the Resident in the Residence is felt, by the Executive Director to be contrary to the best interests of the other Residents and staff.

All evictions pursuant to this Section shall include the removal of visiting privileges to the Residence, including all common or public areas.

The Resident will vacate the Residence as required, and will pay any administrative, legal or other related costs incurred in effecting the removal of the Resident from the Residence.

In the event the Resident fails to vacate the Residence and comply with the withdrawal procedures, St. John's Institute may, without further notice to the Resident, enter the Room (whether the Resident is present or not) and remove to storage (at the Resident's expense) the property of the Resident and thereafter deny the Resident all further access to the Residence, except for the purpose of allowing the Resident to take possession of his stored property and complying with the withdrawal procedures of the Residence.

The following guidelines, Policies, Procedures and Code of Conduct are in place to ensure that each resident at St. John's Institute upholds the standards of mutual respect, cleanliness, quiet living, focus on studies or work, and personal integrity, and agrees to protect the rights of all Residents to such a life. All Residents must acquaint themselves with the contents of this document and agree to live by these guidelines. Residents who fail to follow these guidelines will be asked to leave. Potential residents who do not wish to adhere to guidelines in this document are advised to seek residency elsewhere in order to avoid eviction at a later date.

The Security/Damage deposit can be forfeited by contravention of any of these guidelines and regulations. The extent to which this regulation is enforced will be determined at the discretion of the Executive Director, based on the behavior, practices and attitudes of the Resident in question.

#### **17. Use of Common Areas including Furnishings and Equipment**

There are a number of common areas and amenities to be enjoyed while staying at St. John's Institute. These include a fitness room, a recreation room with televisions, movies and gaming equipment, and an on-site laundry facility with access to irons and ironing boards for convenience of our guests. Residents are asked to operate the equipment with care, and to report any misuse of it, or damage to it.

The common areas are generally accessible to residents 24 hours per day; however, hours may be modified, as necessary, at the discretion of the Executive Director. Should common areas not be left clean and free of garbage by residents, access to these areas may be restricted, to reduce the workload of our maintenance staff.

Certain rooms and areas may also be booked for private or public events; in which case, notices will be posted advising residents of restrictions to access. We appreciate your cooperation as we make our facility a hub of community activity.

#### **18. Bicycles**

Residents bring bicycles to the Institute at their own risk. The Institute will provide outdoor bike storage for bicycles but is not responsible for any loss or damage to them. Bicycles are not allowed in the building at any time.

#### **19. Candles, Incense and Smoking**

Residents may not burn candles or incense unattended in the building.

St. John's Institute is a no-smoking facility. Smoking is not permitted anywhere. This policy is strictly enforced. Individuals caught smoking within the building will be given a written warning and may face eviction.

##### **NON-SMOKING AREA**

Please be aware that there is no smoking on either of the back steps (northwest or northeast) of our building. The residents who live above these areas find that their suites fill with smoke when smokers use those areas, and we would like to put a stop to this problem. We cannot prevent people from smoking in the alley since this is city property, but we ask that you respect the living space of the people who live in our building, and smoke as far away from the building as possible.

##### **ONLY SMOKING AREA**

The only remaining designated smoking area on St. John's Institute property is the front (south) side of the building, near the ashtray which is attached to the cement ledge. Please stand as far away from the entrance doors as possible, and do not impede the path of visitors and guests on their way in to the building.

## **20. Tobacco and Marijuana**

### **Prohibition on Tobacco and Marijuana Smoke**

In consideration of the Landlord's desire to offer tenants a smoke-free environment, the health hazards associated with second hand smoke, other safety concerns and the nuisance caused by the presence of smoke including lasting odours which permeate walls, floor coverings and other interior finishes, this premises is **STRICTLY NON-SMOKING**. This prohibition includes the use of both tobacco and marijuana products which have undesirable effects on the property of the landlord and the peaceful enjoyment of other tenants. Breach of this prohibition will be considered a substantial breach of the lease and as a result the landlord will take any and all action, including eviction.

### **Prohibition on the Production of Marijuana**

In consideration of the nuisance smells, the property damage associated with increased indoor moisture levels, the danger of overburdened electrical systems, and safety concerns related to these things, there is a prohibition on the growth of marijuana in the premises. Further, in consideration of the nuisance smells associated with the production of marijuana derivatives and other deleterious effects caused by such activities, the production of marijuana derivatives is also strictly prohibited. Any breach of these prohibitions will be considered a substantial breach of the lease and as a result the landlord will take any and all action, including eviction.

## **21. Chapel of St. John Chrysostom**

The Chapel of our patron saint, St. John Chrysostom, can be a central point in a Resident's life. Throughout Christian history, the Church has encouraged its members to pray. St. John's Institute affords its Residents the opportunity for prayer during special services and on feast days. All Residents must respect the rights of other Residents to the quiet enjoyment of the Chapel.

From time to time during the year, St. John's Institute celebrates Orthodox feast days. These include the Feast Day of St. John Chrysostom, the Feast of Jordan (Baptism of Christ), and others. Residents will be advised of when these services are taking place, and will be invited to attend.

## **22. Chaplain**

A Ukrainian Orthodox chaplain has been assigned to St. John's Institute, and is available to meet with and minister to Residents by appointment. He will also be coordinating activities and services at the Institute for those who would like to learn about, and practice the Ukrainian Orthodox faith.

## **23. Co-Ed Living**

St. John's Institute is a co-ed facility. Some suites are female-only, and some are male-only, while others are co-ed. Similar to a hotel, every floor of the building has many different types of living arrangements.

## **24. Responsibility for Personal Safety**

While St. John's Institute is a secure building (authorized access can only be gained with an electronic access key), all residents must take personal responsibility for their own safety, and ensure that their room and suite doors are locked at all times. We recommend that doors are not left unlocked, even when Residents are in their suites. Normal access to the building is through the main (south-facing) doors. Please be aware that a security camera and monitoring system are active at every entrance, at all times. Residents found to be propping open exterior doors to allow entrance of friends and visitors will be fined \$50/occurrence. Residents are not to use the northwest door (off the kitchen) as an entrance.

As St. John's Institute regularly hosts functions that are open to the public, Residents must be mindful that it is possible that non-residents may remain in the building after hours. In addition, for certain events, the exterior



door may be left unlocked for specific periods of time. Any unauthorized access to, or use of the facility or amenities, should be reported to the office.

Residents will be issued electronic access keys, and must be able to produce the key on demand, to verify their identity. Individuals without proper keys may be asked to leave the property. Guests of Residents are not allowed to be in the building without the Resident, nor are they allowed to have the keys of a Resident in their possession, without the prior written approval of the Executive Director or Operations Manager.

Residents with severe food allergies must take personal responsibility for ensuring that they do not come into contact with allergens that may be in the food served or made available in the dining hall. Meals are served according to a set menu (there is no option to order a la carte), and are not altered to accommodate food preferences, but guests are encouraged to ask about meal ingredients, to ensure that they do not come into contact with food items that will irritate them. It is important to let our kitchen team know about the items to which you are allergic, so that they can advise you of the dishes you should avoid.

## **25. Security**

Take the following measures to ensure your safety:

- Keep your room and suite locked at all times, even when you are inside.
- Never prop open doors to the building or your suite. This is a serious offence and will result in an incident report.
- We recommend you do not walk alone at night - your best security is a companion. Should you require their services, contact the SafeWalk office at the University of Alberta.
- If you encounter or notice suspicious persons in the building, report them to the office. We appreciate your assistance in ensuring the safety of the SJI resident community.
- Record serial numbers or other identifying numbers, makes and models of your electronic equipment.
- Keep money and valuables in a secure place.
- Record the numbers of all your credit cards and bank accounts. Keep the addresses of banks and credit card companies, to report lost or stolen cards, money, etc.
- Do not leave any personal items in common areas of the building. SJI is not responsible for any lost, stolen or damaged property.

## **26. Emergency Procedures**

Residents are responsible for familiarizing themselves thoroughly with all emergency information. After checking in, residents should take a tour of the building to locate all exits and emergency equipment, fire hoses, fire extinguishers, fire alarm bells, pull boxes and exit lights.

## **27. Cooking, Kitchenware, and Household Supplies**

Residents must supply ALL of their own kitchen cookware, dishes, cutlery, kitchen towels, dish soap, and other items like toasters, kettles, and coffeemakers. A full list of "Items to Bring" is available on the SJI website.

Residents are not permitted to bring any SJI Dishes to their suites and rooms. Contravention of this guideline will result in a \$50/occurrence penalty against each Resident in a suite where SJI dishes and cutlery are found. Multiple incident reports may result in an eviction.

## **28. Cleanliness of Suites/Rooms**

The Resident is responsible to St. John's Institute for the general condition of the Room and of the furniture and fixtures therein and will, upon taking occupancy of the Room, complete a Room Inspection Report with a member of SJI's staff. It is the Resident's responsibility to ensure that the move-in inspection is completed within 7 days of move-in.

The Resident shall keep and maintain the Room in a neat and tidy condition at all times during the Contract Period. Dirty dishes, open food left out, and general messiness in the room may invite insects and rodents, and is cause for a

warning to be issued to the Resident. Please note that walkways in the suite need to be free of items, so as not to impede escape in case of fire. Smoke detectors must not be covered or tampered with, at any time.

Except for normal wear and tear, and damage occasioned by fire or other risks covered by standard fire and extended risk policies of insurance carried by St. John's Institute, the Resident is responsible to St. John's Institute for:

- Damage to/or breakage of property belonging to St. John's Institute in and about the immediate vicinity of the Room.
- Damage to/or breakage of property belonging to St. John's Institute beyond the confines of the Room, other than as set forth in the above, caused by the Resident.
- Damage to/or breakage of property belonging to St. John's Institute on the floor on which the Room is located (the "Floor") under circumstances where reasonable inquiry fails to disclose the individual or individuals responsible. Responsibility shall be apportioned on a pro-rata basis among the Residents.

Residents are asked to use care in preparing and storing food, and to unplug appliances when leaving the Residence. For health, safety, and pest control reasons, food should not be left out for extended periods of time. Random monthly suite and room inspections will be conducted by maintenance or management personnel, and individuals found to be in violation of this regulation, or general standards of cleanliness and tidiness, or whose suites contain excessive damage, will be notified and warned, asked to correct the problem, and may be asked to leave, should the situation not improve. As required by the Residential Tenancies Act, at least 24 hours' notice will be given prior to these inspections, via email and/or posted in the lobby of the building.

## **29. Furniture**

Common Areas – Common area furnishings are intended for the use of all Residents and guests. They are not to be taken to individual rooms. If such furnishings are found in Residents' suites or rooms, each Resident of that suite will be fined \$25.

Rooms - All rooms are furnished with a microwave, fridge, cooktop and/or stove, cabinets, counters, desk(s), bed(s), tub chair, chests of drawers, sofa and ottoman (applicable suites only), dining table, mirror, blinds, closet(s), garbage cans, shelves and chair(s). These items must not be removed from the suite/room. The cost to replace missing items in the room will be deducted from the Resident's damage deposit, and the cost to replace missing items from the common areas of the suite will be assessed equally among all residents of that suite. If there is room in your suite/room, you may bring in items of your own, provided they do not create a hazard to safety, in the event of a fire or other emergency. You are responsible for removing all your belongings upon checking out.

Do not place items directly in front of the heat source in your room, as they interfere with the heating system.

## **30. Damages**

Residents must ensure an accurate room inspection upon move-in. Charges will be levied for damages noted on the Resident's move out- inspection. Charges will also be levied for the replacement or repair of missing or damaged furnishings, kitchen equipment and other amenities (blinds, mirrors, etc).

Damage attributed to individual residents will be charged to them immediately. In the common areas of the Residence, notably the Lounge, Dining Hall, Chapel, hallways and classroom, the repair costs will be charged to individuals when responsibility is established. However, when individual responsibility cannot be determined, the residents of a Floor, wing or the entire residence may, at the discretion of the Executive Director, become collectively responsible for repair and restoration costs.

Rooms must be cleaned thoroughly, prior to check-out. Should additional cleaning be necessary by maintenance staff to restore the room to its original condition, cleaning charges will be deducted from your damage deposit. Appropriate cleaning (for long-term guests only) includes vacuuming and washing floors, washing down furniture (inside and out), washing sinks, bathtubs, showers and mirrors, removing all garbage and washing garbage cans, removing all personal items including furniture, and washing walls where necessary. SJI does not provide cleaning materials. Some cleaning equipment is available for sign-out from the office.

### **31. Complaints**

It is the Resident's responsibility to communicate any complaints and concerns to the appropriate SJI staff member.

#### ***Interpersonal***

To make an official complaint, certain procedures must be followed. The Resident must first speak directly with the individual involved, to discuss the issue at hand. If personal safety is an issue, please request the help of a fellow resident. If the issue is not resolved, the Resident may approach an RA (Resident Advisor) - if one has been appointed by the SJI Residents Association - and explain the issue. The RA will then work with the individual(s) involved to find a resolution. If the issue is still not resolved, the complainant must complete an incident report. This report will be submitted by the RA to the Executive Director and will be reviewed. These reports serve as a warning and are used in the four-step eviction process, should such a step become necessary (see below). Residents who are named in an incident report will be notified via email by the office. If the incident is of a severe nature, the Executive Director will discuss the issue with the offender and appropriate steps will be taken.

#### ***Facility Maintenance***

Maintenance request should be made through our website, and will be passed along to the Maintenance Manager, with matters of an urgent nature taking priority. Please be patient with your requests as there are 72 guests in the building who may require services at any one time. It is best to bring your requests through the office so that a record of such requests is maintained and can be monitored to ensure fulfillment.

#### ***Kitchen/Food***

We welcome comments about our food services. Residents are asked to submit their requests and complaints to the office in writing, or to provide input using the Suggestion Box. Please note that SJI cannot personalize menus according to specific individuals' preferences, but we will attempt to provide a variety of foods to satisfy many different tastes. Let us know about menu items you would like to see, and we may be able to accommodate your suggestions.

The price of individual meals for guests and visitors has changed. Individual meal tickets and book of tickets are:

**Individual ticket -- \$13**  
**Pack of 10 tickets -- \$120 (\$12/each)**  
**Pack of 20 tickets-- \$200 (\$10/each)**  
**Pack of 30 tickets-- \$270 (\$9/each)**

#### ***Administrative***

Any administrative concerns such as payment discrepancies, refunds, and record keeping should be communicated to the main office. For accuracy and record-keeping, email is the preferred method of communication.

If you feel that your complaints and concerns have not been dealt with in a timely or fair manner, you can make an appointment with the Executive Director. Appointments can be made via email to [suzannab@stjohnsinstitute.com](mailto:suzannab@stjohnsinstitute.com). If you still feel that your needs and concerns have not been addressed, you can submit a letter to the attention of the SJI Board of Directors through the main office. This will be presented at the next board meeting. Board meetings are held once per month, and the results of the discussion of your issue will be communicated to you via the office.

### 32. Fire

If you discover a fire, pull the fire alarm box located in the hallway or lobby. Leave the building immediately. Proceed to the exterior exit indicated on your floor plan (also posted by the elevator), and descend the stairway. In a building with heavy smoke, crawl with your face down toward the floor where there will be much less heat and smoke. If the smoke is too heavy, stay in your Room. **IN THE EVENT OF A FIRE OR OTHER EMERGENCY, DO NOT USE THE ELEVATOR.**

If you are in your room and the fire alarm rings, feel the door from top to bottom before opening. If it is hot, do not open. Open the door slightly, only if it is cool. If there is obvious heat and smoke in the corridor, close the door and remain in your room. Prevent smoke from entering your room by wedging wet towels or clothing underneath the door and in all vents. If at all possible, telephone 911. Attract the Fire Department's attention while in an enclosed room by hanging a sheet, towel or piece of clothing from the window. Remember that more people are injured by smoke and panic, than by the fire itself.

The MUSTER point for SJI residents, staff and guests is the two vacant lots at the northwest corner of 111 Street and 83 Avenue. Upon vacating the building all Residents will meet at the MUSTER point. Residents are not to re-enter the building until the Fire Department or an SJI staff member indicates that it is safe to do so.

Fire Drills may be conducted occasionally for your own safety. Evacuation during such a drill is mandatory. Failure to evacuate the building when an alarm rings may result in fines, loss of privileges or other consequences.

### 33. Guests & Visitors

Guests and visitors of Residents can only be permitted access to the Residence by the Resident they are visiting. Residents will need to meet their guests in the lobby, to take them to residential floors of the building. The office is not able to contact Residents to make them aware that their guests have arrived.

**Sign-In:** All guests and visitors must sign in and out, in the Guest Book in the lobby. We ask that Residents and guests voluntarily respect this policy so that we do not need to implement a more stringent policy. Residents are responsible for the behaviour and actions of their guests and visitors, and must communicate St. John's Institute's standards of conduct to them.

**IMPORTANT:** *Guests are not permitted to stay overnight in the residence, nor to be in residents' suites/rooms after 11:00 pm. If SJI staff observes and confirms that a resident has a guest in their suite after 11 pm, a penalty of \$40/guest will be applied and taken off of the damage deposit of the resident. This will be deemed the equivalent of having an overnight guest. The resident will be asked to sign a statement confirming that an individual was in their room/suite after 11:00 pm and the penalty will be applied; however, even if the resident is not willing to acknowledge breach of the guidelines, a report will be issued and the penalty will be applied and withheld when the resident moves out.*

**Common Spaces:** Use of SJI's common spaces is available to paying guests, but this is a privilege that can be revoked, if facilities are not being properly cared for, or abused.

**Parking:** Parking for short-term guests is available at Garneau Safeway, ONLY by prior arrangement with, and parking passes from, the SJI office. Parking for long-term Residents is at a premium since there are very few spots available. Visitors and guests who park their vehicles at SJI may be tagged and/or towed, since all parking spaces are rented to other Residents and staff.

Long-term Residents who are paying for parking must register the make, model and license plate of their vehicle on their Contract. A signed, authorized SJI parking pass must be visibly displayed in all vehicles that are authorized to park at SJI. Vehicles that are not registered will be tagged and/or towed at the owner's expense.

#### 34. Health Services

Residents must be physically and emotionally able to care for themselves. SJI staff does not provide any monitoring or support services. For emergency health care, call 911 Emergency or the University of Alberta Hospital. The emergency Ward is located on 112th Street and 84th Avenue.

#### 35. High Speed Internet

Residents must note that **the internet service provided for the Facility Fees is SHARED, LIMITED ACCESS**. The speed and restrictions on the shared service may not be suitable for all uses by all Residents. Those requiring highspeed, unlimited access are welcome to contact Shaw Cable to contract a private internet connection.

Please see our policy on use of Internet at

<http://www.stjohnsinstitute.com/Residence/StudentInternetInformation/tabid/1396/Default.aspx> A copy of the policy is included below.

SJI Resident Internet/Telephone Policy

*This policy last updated 11-Sep-2011.*

- SJI is providing shared internet for residents of St. John's Institute. Every suite is wired with a network jacks in each room that can be used to connect to the internet. In-suite wireless internet is not provided by SJI. Students will need to provide their own network cables, or they can be purchased from the SJI office for a nominal fee. A Cat5e patch cable 50' or less is recommended.
- Wireless access points will be available in the common area/social room, the dining area, and the classrooms. Residents will be able to connect to the wireless system in these areas and move freely between wireless zones. Internet usernames & passwords will be provided to residents when they check into SJI.
- The network switch mounted near the electrical panel in each suite is the property of SJI. Replacement/Repair of the switch will be the responsibility of the suite residents if the switch fails and the failure is deemed to be caused by suite residents. Do not plug any additional equipment into the switch.
- For performance & security reasons, the following limitations will be imposed on the student internet:
- Suites & Common areas are segregated from each other. This means that computers within each suite will be able to see each other, but computers in different suites will not be accessible. This stops the propagation of viruses from infected computers. Note: computers on the wireless network will also be unable to see each other.
- Bandwidth usage (# of bytes uploaded/downloaded from the internet per month) will be monitored. At this time, there will be no minimum bandwidth allowed per month; this policy's intent is to ensure that no one user/suite can use the majority of the internet thereby affecting the speed of the internet for other users.
- Primary services used (web browsing & email) will have priority over all other web-based services. This means that connections to non-primary services (Skype, Online Gaming, YouTube, etc.) will be either rate-limited (slow) or rejected outright. Note: for residents requiring a particular service for educational purposes (ie FTP/SSH), please contact the office and adjustments will be made on a case-by-case basis.
- Torrents/File Sharing and excessive media downloads ARE NOT PERMITTED as it dramatically impacts the experience of other residents.
- SJI will provide best possible efforts to scan for and attempt to stop Virus and Malware applications from entering the network using a security endpoint appliance, but it is strongly recommended that users provide their own antivirus solution such as ESET Nod32 Antivirus or Smart Security.
- Users accessing Illegal or questionable content/sites/downloads will not be tolerated. These sites will be blocked. This content includes sites that are in the following categories (not a complete list):
  - Criminal Activities (ie Hate/Discrimination, Hacking, Illegal Software)
  - Drugs
  - Extremist Sites (ie Violence, Gruesome content)
  - Gambling
  - Nudity
  - Weapons

- Suspicious Sites (ie Spyware/Adware, Parked Domains, Spam URL's, Phishing, Web Ads)

Note that connecting to sites above using a proxy server is disallowed

### **Conduct Procedures**

Abuse of the Internet at SJI affects all residents. SJI office and IT Staff will be monitoring suite connections regularly and will conform to the following action levels if abuse occurs. The actions relate to the suite as a whole regardless of which resident in the suite is abusing the network.

Level 1 - Warning issued to resident with details about the infraction.

Level 2 - Internet connection will be severely rate limited in the suite if abuse continues.

Level 3 - Disconnection of Internet in the suite.

- Residents requiring access to sites & services that have been blocked by SJI or who want their own dedicated connection are welcome to contact Shaw Cable (310-SHAW [[www.shaw.ca](http://www.shaw.ca)]) to arrange for internet, telephone, and television services.
- DSL (from Telus or other providers) is not supported at SJI. Contact the office for more information. Any suite using Shaw internet shall not plug the Shaw modem into the in-suite network jacks.

Please note that these policies are always evolving and may change at any time.

If you encounter difficulties with your connection, please go to Internet Trouble (on SJI's website at <https://www.stjohnsinstitute.com/Residence/InternetTrouble/tabid/1398/Default.aspx> ) and fill out a report. SJI is not responsible for configuring Resident computers to be compatible with our system. We can refer you to a computer technician to assist you in this process; however, any services provided will be at your own expense. If the internet service is down for a period of time, please let the main office know. Please note that repairs to this service may take up to one business day to rectify. Repairs may not be able to be made over the weekend.

### **36. Holiday Periods and Dining Hall Access**

Please advise the office and kitchen staff of your intention to remain in Residence over holiday periods, so that your schedule can be taken into account for meal preparation. SJI reserves the right to change the meal schedule and nature of meal service, and notice of such changes will be given to those Residents remaining in the Residence over the holiday period.

Before leaving for extended periods, Residents must turn off all room lights, unplug all electrical appliances (except refrigerators and microwaves), close all windows completely, and turn off alarm clocks.

### **37. Insurance and Residents' Personal Property**

St. John's Institute is not responsible for the theft, destruction or loss of any Resident's or guest's money or personal belongings, under any circumstances. We urge you to review the particulars of your, or your family's own personal property insurance, and prepare accordingly. Most insurers provide some form of tenant's insurance, to cover your personal contents. We highly recommend that you protect your personal property with tenant's insurance.

All property of the Resident or guests of the Resident in the Residence is at the risk of the Resident and not of St. John's Institute, whether damage or loss is due to interruption of water, heat or other utilities, or by fire or by other risks or cause whatsoever. St. John's Institute expressly denies any responsibility or liability for any damage to or loss of the property of the Resident or of guests of the Resident.

### **38. Intoxicants**

Possession of illegal substances or intoxicants of any kind is forbidden within St. John's Institute. Residents of legal drinking age must be discrete with alcohol and may only be in possession of alcohol in suites or rooms, unless under a liquor license. An area for bottle recycling is provided in the cafeteria. It is illegal for Residents under the age of 18 to possess or consume alcohol; alcohol or drugs in the possession of a minor will be confiscated.

### **39. Keys & Lock-Outs**

Upon move-in, each resident is issued an electronic access key to the main (south-facing) exterior door, the northeast exterior door, the fitness room, the recreation room and the laundry room. Metal keys will be issued for the suite and room. Keys must be returned to the office when rooms are vacated. Should all keys not be returned prior to departure, the lock-change fee may apply.

All keys remain the property of St. John's Institute and may not be duplicated. If a lock change is necessary because of lost or stolen keys, the resident may be subject to a fee of \$250. If keys are found in the possession of someone other than to whom they were issued, the lock change fee of \$250 applies, since all locks will need to be changed in order to ensure the security of all Residents.

Residents accidentally locked out of their rooms or suites may contact the office during office hours (9am-5pm). If the Emergency Contact Person has to come in, it will necessitate the levy of a fine of \$150 per incident, at the discretion of the Executive Director. This fine will be deducted from the damage deposit, if not paid prior to move-out. SJI will not provide access to rooms for visitors when Residents are not in the building. Exceptions to this rule may only be made with the prior approval of the Executive Director.

The front door is normally locked. Public events hosted by, or held at, SJI are the only exception to this rule.

### **40. Laundry Facilities**

Card operated washers and dryers are located in the Laundry Room on the main floor. Irons, ironing boards and drying racks are also available for use in the Laundry Room. A second set of these items is available to borrow and take to your room for temporary use. Cost for the laundry machines is \$1.50 for the washing machine and \$1.50 for the dryer. Non-residents are not permitted to use the laundry machines.

### **41. Mail Service**

Parcels are delivered to the office and must be collected personally by the Resident. Special deliveries are the responsibility of the resident receiving them; not that of the office staff. St. John's Institute accepts no responsibility for lost or stolen mail or packages. The addressee of the mail is the only individual to whom the mail will be given – exceptions to this rule must be requested in writing to the office. Please make sure to add your unit number and suite letter when giving your address.

### **42. Mailing Address Change**

After move-out, Residents must contact Canada Post to redirect their mail. Please provide SJI with your new mailing address and phone number for us to have on file, should we need to send a refund or contact you for other reasons. All mail that comes to the Institute after you have moved out will be returned to the sender. If a Resident intends to return to the Institute for an additional Contract Period and wishes SJI to hold mail until his return, the Resident must make this request in writing to the office.

### **43. Maintenance & Care of Rooms**

Residents must comply with all safety, fire and health regulations and must not neglect to correct anything which could create a safety, fire or health hazard. Residents will be responsible for any damages incurred by leaving windows or doors open allowing the entry of hail, snow, wind, sleet or freezing temperatures. Residents will also be charged for maintenance and repairs to broken locks, writing or stickers on doors, and holes, scratches and gouges in walls from moving furniture or hanging pictures, posters, notice boards, etc.

SJI implements the following fire and safety rules:

- No more than 30% coverage of wall surfaces with posters and ornaments, or using tapestries or flags measuring more than 6 ft – coverage beyond this extent constitutes a fire hazard.
- Bicycles and gasoline-powered items, such as motorcycles or mopeds, are not to be stored inside the residence.
- Plugging extension cords into outlets in the hallways is not allowed.

- If your room is too hot or cold, individual temperature adjustments can be made on the control in your room or suite. If the thermostat is not working properly, please advise the office and we will address the problem.

The Maintenance Manager will replace light bulbs and fluorescent tubes. You must advise the office of the need for a change in light bulbs and this will be communicated to our Maintenance Manager.

Suites must be kept reasonably clean; garbage must be emptied regularly, and there is to be no rotten food in the suites, refrigerators, or garbage cans. There should be no bad odors coming from your suite and seeping into adjoining suites.

It is your responsibility to notify the office immediately of burned out light bulbs and any malfunctions in your suite, such as leaking pipes, faulty windows etc.

Regular inspections (with 24 hours' notice for entry) will take place for the purpose of detecting and repairing potential problems in your suite.

Residents are prohibited, by law, from disassembling or tampering with smoke detectors and carbon monoxide detectors. Any malfunctions noticed with this equipment should be reported to the office for attention by Maintenance personnel.

Poster putty is the only acceptable means for hanging items on the wall. Please do not drive nails, screws or hooks into walls, floors, ceilings or woodwork. Do not use adhesive tape or any sort of glue on the walls. A fee will be deducted from your damage deposit for any damage to walls, ceiling, floors, or woodwork.

Please do not remove any furniture from your room or suite. A fee will be deducted from your damage deposit for any missing furniture at the end of the year.

If your room or suite requires an emergency repair, let the office know. This includes burst pipes, backed-up toilets, electrical hazards, major water leaks, etc. When reporting the repair, please be as specific as possible about the problem: give the location, urgency, etc. If it is after regular office hours, contact the Maintenance Manager at (780-289-0826) for Emergency Maintenance issues only. If he has to come in for a non-emergency issue, it will necessitate the levy of a fine of \$100 per incident, at the discretion of the Executive Director.

#### **44. Meal Times, Food Policies & Dining Hall**

St. John's Institute prides itself on having well-balanced, home-cooked meals. Our qualified staff prepares meals three times daily on week days and twice daily (brunch and supper) on weekends and holidays.

Normally, meal times are as follows:

BREAKFAST:	7:00 – 9:00am
LUNCH:	12:00 – 1:30 pm
SUPPER:	5:00 – 6:30 pm
BRUNCH:	11:30am – 1:00pm (weekends and holidays only)

Meal times may change, as necessitated by special bookings, events or occasions. St. John's Institute reserves the right to modify meal times and the nature of meal service, especially during holidays, long weekends, and other break periods between post-secondary academic terms, but also during special occasions, events and bookings. Modifications to the meal service and meal times will be posted on notice boards in the facility.



## FOOD POLICIES: SERVING SIZES, SECOND HELPINGS & SAVED MEALS

To clear up some confusion about these topics, keep our prices low, avoid unnecessary waste of food and extra expense, and help our kitchen staff prepare adequately for meal service, here are the answers to the questions no one wants to ask, but everyone needs to know:

### 1. CAN I HAVE ANOTHER PIECE?

You will be served 1 portion of protein for your first serving. Once you have finished your first plate, you may return to the counter to ask for a second helping. Often, when residents ask for two or three pieces on their first plate, some pieces end up in the garbage. We want to eliminate this type of waste and cost.

### 2. CAN I HAVE ONE OF EACH?

Our chefs normally prepare two types of protein in order to accommodate those who may not be able to eat the main protein prepared for that meal. You will be offered a CHOICE of proteins and you need to choose between the two. You must choose one or the other: you may not have both.

### 3. (IF I THINK NOBODY SEES ME DO IT...) WHY CAN'T I TAKE 6 COOKIES AND 8 TEA BAGS TO MY ROOM?

The price you pay for your meal plan entitles you to a single serving (with an optional second helping) for your meals and snacks. This means that taking 5 or 6 cookies, whole fruits, several bags of tea, containers of yogurt, cereal bars, juice boxes, or multiple desserts is not acceptable. Taking an entire tray or several portions of leftover food is also unacceptable. The food is meant for single serving consumption only. You should only take what you will eat at one sitting.

If you are expecting guests or you want to stock extra snacks in your room, please go to Safeway or Sobeys and buy your own extra food. Please do not "shop" in SJI's dining room. It is not fair to your fellow residents, or anyone who shares the cost of the meal plan. If this persists, we may need to take other steps to prevent this type of behavior.

### 4. "THREE STRIKES POLICY" ON SAVED MEALS: WHAT IF?

If you ask the kitchen to save a meal for you and you do not claim it that day, that meal must be discarded after 2 days (Food Safe Handling policy). If this happens 3 times in a row, your name will be removed from the list in the dining room, and you will no longer be permitted to request saved meals. Though you may feel it is your right to waste the food since you have paid for it, you may not realize that you are living in subsidized housing, and therefore, you are not paying the full cost of your stay. We ask you to respect our chefs' time and the money spent on food, by not asking for a saved meal if you do not intend to collect it.

### 5. CAN MY FRIEND STAY FOR DINNER?

If you would like to invite your friends to eat with you, they must pay for their meal at the cost of \$13.00 per person. Payment can be left with the chef, or with Rachel. Guests do not eat for free, nor are they entitled to free beverages or snacks, simply because these foods are left out in the open. Your cooperation here is greatly appreciated.

# ST. JOHN'S INSTITUTE

## MENU GUIDE

### BREAKFAST (7 AM – 9 AM)

Monday	Tuesday	Wednesday	Thursday	Friday
Pancakes or Waffles	Breakfast Sandwich	French Toast or Crepe	Breakfast Sandwich	Waffle or Toast
<ul style="list-style-type: none"> <li>• Egg Dish</li> <li>• Bacon and Sausage</li> <li>• Potato or Starch Dish</li> <li>• 1 kind of Sautéed Vegetable               <ul style="list-style-type: none"> <li>• 1 kind of Cut Fruit</li> <li>• Boiled Eggs</li> </ul> </li> <li>• 1 kind of Breakfast Pastries or Muffins</li> </ul>				

### LUNCH (12 PM – 1:30 PM)

Monday	Tuesday	Wednesday	Thursday	Friday
<ul style="list-style-type: none"> <li>• Soup of the Day</li> <li>• Sandwich or Pasta or Casserole</li> <li>• Vegetarian Option (ONLY Vegetarian)               <ul style="list-style-type: none"> <li>• Salad of the Day</li> </ul> </li> <li>• Vegetarian Platter (3 kinds of Vegetable) with dipping sauce               <ul style="list-style-type: none"> <li>• Fruit Platter</li> <li>• 1 kind of Dessert</li> </ul> </li> </ul>				

### DINNER (5 PM – 6:30 PM)

Monday	Tuesday	Wednesday	Thursday	Friday
<ul style="list-style-type: none"> <li>• 2 kinds of Meat for Main course               <ul style="list-style-type: none"> <li>• 1 kind of Vegetable</li> <li>• 1 kind of Starch</li> </ul> </li> <li>• Vegetarian Option (ONLY Vegetarian)               <ul style="list-style-type: none"> <li>• 1 kind of Salad</li> </ul> </li> <li>• 1 Fruit Platter or Fruit Bowl               <ul style="list-style-type: none"> <li>• 1 kind of Dessert</li> </ul> </li> </ul>				

# ST. JOHN'S INSTITUTE

## MENU GUIDE

### WEEKEND BRUNCH (11:30 PM – 1 PM)

Saturday	Sunday
Breakfast Sandwich with Eggs	Crepes or Waffles or French Toast with Egg Dish
<ul style="list-style-type: none"><li>• Potato or Starch Dish<ul style="list-style-type: none"><li>• Vegetable Dish</li></ul></li><li>• Pasta or Casserole<ul style="list-style-type: none"><li>• Bacon</li><li>• Sausage</li></ul></li><li>• Breakfast Muffins or Pastries</li><li>• Fruit Platter or Fruit Bowl</li></ul>	

**AVAILABLE 24/7**

### 1. Sandwich Station

- 2 kinds of bread (white & brown)
- 3 kinds of meat
- 1 kind of Cheese
- 1 Lettuce
- 1 Tomato
- 1 Cucumber

### 2. Fruit Station

- 2 kinds of Fruit

### 3. Juice Station

- 4 kinds of Juices

### 4. Milk Station

- Milk
- Chocolate Milk

### 5. Cereals Station

- 2 kinds of Cereal

*\*Yogurt, pudding, tetra pack juices and oatmeal packs are also available*

If you would like to discuss these policies or anything else at St. John's Institute, please come and talk to us by appointment. You can call Suzanna at 780.809.3771 or email [suzannab@stjohnsinstitute.com](mailto:suzannab@stjohnsinstitute.com).

#### **Dining Hall rules:**

- Shirts and shoes must be worn in the dining hall.
- Residents are not permitted to bring any SJI Dishes to their suites and rooms.
- Residents must bring their own dishes if they intend to take their food to their rooms. Fines of \$50/incident will be levied against each Resident in a suite where SJI dishes found.
- Disorderly conduct in the dining hall, including food fights, is strictly prohibited. An incident report will be written up on Residents involved in food fights.
- Only Residents on the meal plan are entitled to the food and beverages served and available in the dining room. Guests of residents are welcome to eat at St. John's Institute, using meal tickets purchased from the office during office hours.
- In respect of other residents and SJI staff, please help to keep the dining hall clean: cleaning supplies are provided (in the cabinet under the small sink) to clean up spills and wipe down tables after use.

Coffee, tea, juice, milk, pudding, yogurt, cereal, cereal bars, and unlabelled leftovers, are available ONLY to Residents on the meal plan, 24 hours per day. Guests of residents are not entitled to these foods and beverages; however, they are welcome to buy meals tickets for meals, from the office. Please be respectful of the food supply, and eat and drink in moderation. These food supplies are not to be taken in proportions for more than one person, to individual suites or rooms, or to provide residents with an ongoing and unlimited supply of personal snacks. Residents are asked to limit themselves to one item of each type per snack, and limit

themselves to 2 snacks per day. Please note that Safeway is only one block away, and we encourage you to purchase additional foods and snacks for your guests, should they wish to eat while at SJI.

Those using the dining hall for snacks after hours must leave it clean and tidy after each use, wiping tables and counter tops and disposing of garbage when they are finished. Abuse of the snacking policy and problems with dining hall cleanliness may result in the restriction of dining hall hours and/or reduction/restriction of snacks available to Residents, at the discretion of the Executive Director. To reduce workload for kitchen and maintenance staff, Residents are asked to leave the dining hall and other common areas clean and free of garbage after snacking.

#### **45. Dishware**

You are expected to report breaking of dishes. You will be charged \$20 per plate broken. You are not allowed to bring SJI dishes, cutlery, and cups to your room/suite. Random checks will be conducted, and each resident will be fined \$50 if kitchenware is found. Multiple incident reports may result in an eviction.

#### **46. Noise & Quiet Hours**

**Quiet hours begin at 11:00pm and run through 8:00am, SUNDAY through THURSDAY, and 12:00am through 8:00am on FRIDAY and SATURDAY. Quiet hours during Exam Periods are as follows: 7:00pm through 9:00am and 2:00pm through 4:00pm EVERYDAY.** Residents and visitors alike must respect quiet hours, regardless of whether or not they are students. Parties are not allowed in residential suites or rooms after 11:00 pm. To keep noise levels to a minimum, residents and guests may congregate in common areas only, after 11:00 pm.

If you have a concern about noise, you may do the following:

- Discuss the concern with the person making the noise if safe to do so
- Call the Edmonton Police Services at 780-423-4567.

If an Emergency Contact Person has to come in to resolve the issue, all individuals involved in making the noise will incur a fine of \$200 per person, at the discretion of the Executive Director. This fine will be deducted from the damage deposit, if not paid prior to move-out. Multiple incident reports may result in an eviction.

#### **47. Parking**

Parking at the back of the building is limited. Parking rates are \$90.00 per month. Parking passes must be visibly displayed when the vehicle is parked on SJI property and are not transferrable unless authorized in writing by the Executive Director. SJI is not responsible for towing charges or other fines and fees if a vehicle is towed when no parking pass is visibly displayed.

Any vehicle not registered with our office will be fined and towed at the owner's expense. Regardless of how long you plan to be at the building, SJI has a zero tolerance policy with regard to cars parked illegally on the property. This also applies to guests visiting SJI Residents: unauthorized vehicles will be tagged and towed.

Underground heated parking spaces, if available, can be rented from Impark at the Garneau Professional Centre, to the west of St. John's Institute. Please note that their hours of operation are limited. Parking is also limited in front of the building; the city does patrol this area and many tickets have been issued. Note: Vehicles parked within 15' of the fire hydrant may be ticketed and towed.

#### **48. Plug-Ins for Vehicles:**

Cars authorized to park at SJI parking spaces may use the electrical outlets to plug in their vehicles when the temperature is at least -10 degrees. If vehicles are plugged in when the temperature is above -10, SJI reserves the right to unplug the vehicle, and is not responsible for damage to vehicles.

#### **49. Pest Control**

From time to time, for the comfort of our residents, maintenance personnel will conduct various pest control initiatives. Notices will be emailed and/or posted.

#### **50. Pets**

Pets are not allowed in the building. No exceptions.

#### **51. Items to Bring to St. John's Institute**

A list of approved items to consider bringing to SJI is attached. Any appliances or furniture not on the list must be approved by SJI prior to being brought to the Institute.

Illegal items of every kind are prohibited from being anywhere on the property of St. John's Institute. Should such items (drugs, explosives, weapons, illegal literature or digital materials, or unauthorized copies of keys belonging to St. John's Institute) be found in the room or possession of a Resident, eviction shall be immediate and the proper authorities shall be notified for prosecution.

#### **52. Promotions & Posting of Materials**

All items to be displayed on bulletin boards or magazine racks must be presented to the office for approval, date stamping and posting. Door-to-door promotion or canvassing of any kind is prohibited. Groups wishing to canvass or promote their own causes in the Residence may do so in a predetermined, designated area, provided they have received prior approval from the Executive Director.

#### **53. SJI Residents Association**

The SJI Residents Association represents residents on issues that affect their life at the Institute. The association also works to organize and coordinate programs and activities that further the mission and goals of the Institute and respond to residents' needs and interests. We encourage you to get involved with the Resident Association.

#### **54. Telephones**

SJI does not take personal phone calls or messages for Residents. Please make appropriate arrangements to receive calls on your private phone. Messages will not be taken or delivered to residents by SJI office personnel.

Local phone calls as necessary is available for resident use via the main office telephone. Telephone outlets are available in each room and can be set up by residents at their own expense, by contacting Shaw Cable. SJI will not provide access to residential rooms for installation of telephone or any other additional equipment, in your absence. You must be available to provide access to your suite and room.

#### **55. Notices, Postings and Communication**

It is recommended that all residents have an email account. Notices and messages will be communicated by SJI administration via email, and may also be posted on notice boards and in the lobby. Residents should submit a current email address on their application form or update the office once they have an email address. It is the resident's responsibility to check their inbox on a regular basis. SJI will not be held accountable for unread notices, due dates, deadlines, and memos.

#### **56. Washrooms**

Public washrooms are located on the main and first floors. Please help us to keep these spaces clean and tidy. If the washrooms need attention or supplies, please inform the office.

### 57. Water Fights

Water fights are strictly prohibited. Instigators of water fights will be fined and may face eviction and costs to repair damage.

### 58. Windows, Screens, and Closet Doors

Residents are prohibited from removing windows, window screens, or closet doors.

Windows **CANNOT** be left open in the winter months for any reason. The pipes can freeze, resulting in a huge liability, not covered by insurance. The *Guidelines, Policies and Procedures* state: “**Residents will be responsible for any damages** incurred by leaving windows or doors open allowing the entry of hail, snow, wind, sleet or freezing temperatures.” The liability to a resident, should pipes freeze, can be enormous.

Second, leaving the windows open in the winter forces the boilers to work constantly 24/7, resulting in heavy wear-and-tear on the machinery as well as sizeable increases in the heating bills.

### 59. Hallways

Our cleaning schedule and fire regulations require that no personal items be left or stored in the hallways. Items left in the hallway will be removed and disposed of. Residents found to be leaving personal garbage and items in the halls will be fined \$50/occurrence.

### 60. Garbage

Garbage from your suite and room must be disposed of in the dumpster behind SJI, not in the bathroom garbage. Please dispose of garbage frequently, to avoid odors, insects and pests.

### 61. Recycling

A recycling bin is located behind SJI. Students are responsible for their own recycling.

### 62. General Conduct

Unless otherwise noted herein, Residents of St. John’s Institute must abide by the Code of Conduct of the University of Alberta.

### 63. Move-Out Expectations

When you move out, you are responsible for leaving the room and suite **in the same condition** it was when you moved in. Repairs for any dents, scratches, holes in the walls, floor, ceilings, doors and furniture will be deducted from your damage deposit.

Kitchen cupboards and appliances need to be washed and cleaned; bathrooms should be clean and rooms swept and floors washed. You will be charged for extra time spent by our cleaning staff bringing your room to pre move-in condition.

If you have a roommate/s you are expected to work out a schedule of who is responsible to clean the common spaces. If a roommate is moving into your suite, the suite should be clean and half of the common areas should be available for them.