

# Dormitory Rules & Guidelines

v. 2.0



As a student in the Golden Hills International program, we want to welcome you! We are thrilled that you have decided to study at Golden Hills. We will do what we can to make your dormitory a second home while you're studying in Canada. Please take the time to read through this booklet, and keep it handy so you can easily refer to it throughout the school year.

The following rules and guidelines are meant to help you and your supervisors ensure that your dormitory is a safe, secure, and nurturing place to live. Please remember that we are here to support you! If you have any questions, concerns, or feedback, you can email, text, or call us and we will respond. In an emergency, you can call our on-call number to reach an International staff member (the number is below). However, **if you or someone around you is in immediate danger—including risk of harm, a medical emergency, or a fire—you should first call 911** and later call the on-call number only when it is safe to do so.

You will get to know your dormitory supervisors very well during your time here. We invite you to talk to them, ask questions, and tell them about yourself. We are all here to give you the best Canadian experience possible.

Upon your arrival in the dorm, you will be introduced to your dormitory supervisors and will be told how to contact them during the year. From Monday to Friday, excluding holidays, you can reach an International program staff member from 8:30 a.m. to 4:30 p.m. At any other time, if you need to speak to someone in the International program urgently, please contact the after hours on-call number. For non-urgent matters, please contact us during business hours.

**After hours on-call number:** +1 (587) 333-3345

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# Guidelines for Success

Here are some tips and suggestions to help you have a successful learning adventure during your time in Canada:

- Believe in yourself. It is okay to say “I do not know” or “I did not understand that.”
- Stay busy (being busy does not mean always doing schoolwork). Create a healthy balance in your life between academics, friendships, hobbies, physical activity, and family.
- Ask for help when you need it.
- Participate in school activities. Become a member of your school’s student council, a sports team, Model U.N., or any other school club of your choice.
- Share your knowledge with others. Knowledge is the only measure of wealth that **increases** with its use.
- Be kind to others and respectful of their feelings.
- Listen and be heard.
- Place value on what others have to say.
- Evaluate all of your options before making a choice.
- Act in a way that promotes kindness, generosity, understanding, tolerance, and honesty.
- Keep your options open.
- Maintain a positive attitude. You are the only one who can control how you feel about a task, activity, or person.
- Challenge yourself every day.
- Take time to enjoy life. Build lasting friendships. Laugh often.

# Dormitory Rules

The following five rules will help you contribute to and benefit from a healthy, safe, and positive atmosphere in the dormitory. If you do not understand a rule, see the pages that follow for additional details. If something is still not clear, please ask a dormitory supervisor or your accommodations coordinator.

All of these rules are based on one goal: to ensure your safety and success and the safety and success of others. There may be times where you don't agree with a rule, but we need you to remember why that rule exists and respect those who are there to enforce it—your dormitory supervisors. If you have questions about a rule's purpose, we invite you to speak to your accommodations coordinator or the program coordinator.

Your five dormitory rules are:

1. Follow the law, program rules, and school rules.
2. Be thoughtful with property that is not yours.
3. Treat others with respect.
4. Remember the importance of your studies.
5. Have fun!

## Rule 1: Follow the law, program rules, and school rules

In other words, **make smart choices**. As long as you follow the law and rules of the program and your school, we will continuously support you through any struggles you're facing.

Most laws in Canada will be similar to what you are used to at home. You probably already know that it is against the law to steal, physically abuse someone, purchase illegal drugs and purchase alcohol with intention to provide it to under age students. If you break the law, the matter will be dealt with by the police. Serious cases will result in removal from school and the dormitory; which ends up costing the student a wasted year of school, no refund of fees, and perhaps even a criminal record in Canada and a ban from returning to the country in the future. Dealing with a student who breaks a serious law is not fun for anyone and 99.9% of students have no trouble respecting these laws. We appreciate your help with this.

When you registered to study at Golden Hills, you and your parents agreed to follow certain rules of the international program. Some of these rules prohibit things that a local student might otherwise be allowed to do, including: driving a car once you're 16, or buying and consuming tobacco, cannabis, and alcohol once you're 18. **These rules do not exist to try to prevent you from having fun or to limit your experience in Canada.** While you are in the care of Golden Hills, we must honour the agreement we made with your parents and ensure that a healthy, safe, and positive atmosphere exists for all students. Even if you are of legal age it may still be against the rules of the program. **The reason for these rules is always to ensure your safety and success and the safety and success of others. Breaking these rules will have consequences, up to removal from the program with no credit for incomplete courses and no refund of fees.** If you do not know or understand the rules of the program, please ask your dormitory supervisors or accommodations coordinator.

Finally, there will be rules and expectations set at your school that you will need to follow. Consequences for breaking these rules will be handled by the school. A serious violation or repeatedly breaking school rules may result in suspension from school. A student who is removed (expelled) from their school will not be permitted to attend a different school, which means they will be sent back home with no credit for incomplete courses and no refund of fees.

To reiterate, make smart choices and you will be fine.

## Rule 2: Be thoughtful with property that is not yours

Your dormitory is your home while you are studying at Golden Hills. Please treat your room, the cafeteria, common areas, and all appliances and equipment with the respect they deserve. Defacing the dormitory—such as graffiti, scratching your walls, or intentionally causing damage—is disrespectful to yourself and your fellow students and will result in the full cost of repair being billed to your parents.

Each dormitory is home to dozens of students, so the safety and security of each building is a priority. You can keep your dormitory building secure by closing the door behind you when you come in and letting a supervisor know when there are visitors coming to the dorm with you. You can keep the dormitory building safe by not cooking in your room, unplugging heaters when you leave the room, and not having any open flames like candles. Any behaviour that poses a fire risk to your room or dormitory—such as candles, unattended hot plates or curling irons/straight irons, or smoking inside a building or your room—will be treated very seriously and may result in removal from the program. If you are not sure if something is allowed, please ask your dormitory supervisor *in advance*.

Your room is your place to sleep and study. For most of you, it will be a room you share with someone else. Please respect your roommate and dormitory by keeping food and drink out of your room. Water is always allowed in a container with a closed lid (a reusable water bottle is best), but any other food and drink will attract insects and rodents. You have fridge space and areas to cook and eat, so please use those areas to prepare and eat snacks. Even if food or drink doesn't attract ants or mice, a spill may cause damage and we would rather you not have to pay for repairs or cleaning. Cooking appliances and refrigerators are not permitted in bedrooms.

Common areas are there to be enjoyed by everyone, and damaging those spaces will cause everyone to lose out while they are repaired or replaced. If your actions result in damage that was accidental, please speak to your dormitory supervisor or accommodations coordinator right away. **Please do not hide the damage, as we would rather fix it right away.**

Being in a dormitory means living closely with many other students. Storage space—including fridge and freezer space—is limited. If there is food in the fridge or freezer that is not yours, please do not eat it. If someone else's cash or valuables are sitting out, please do not take them. Damaging or taking someone else's things shows a disrespect for them and the rules. Your fellow students want to live in a dormitory where they can trust everyone else, which is something we're sure you want, too.

To reiterate, please respect the property of the school division, your school, your dormitory supervisors, and your fellow students.

## **Rule 3: Treat others with respect.**

If there's one principle to live by that would guarantee your growth into a kind and contributing member of society as an adult, it is to treat others with respect. Part of treating others with respect is understanding their point of view. If your roommate is trying to sleep and you are being loud, it's not enough that you don't think you're being loud or that you think it's too early for them to try to sleep. Instead, respect that they feel what they're feeling (even if you don't agree) and consider why they might want to sleep (they had a long day, they have a big test tomorrow, they need more sleep than you to feel rested, and so on).

Please treat all supervisors with respect. Listen to what they are asking you to do and follow their guidance. We are here to help you be successful.

Please respect other students with your actions and words. Doing things that make others uncomfortable such as personal displays of affection, foul language are not permitted in the dorms.

Here are some additional guidelines that will help you understand and follow the rule of treating others with respect:

### **Emergencies**

If the fire alarm sounds or a dormitory supervisor tells you to evacuate the building, exit immediately through the closest exit and go to the muster point. Do not gather your belongings, wait for friends, or treat it as a false alarm. Your supervisors should tell you where the muster point is when you first arrive, but if you are ever unsure please ask. Once students are all at the muster point, the supervisors will do a head count to ensure all students are present. A supervisor will tell you when you can return to the dormitory. There will be several fire drills throughout the year to help prepare you in case of a real emergency.

### **Bullying and violence**

It is okay to disagree with someone or have different beliefs than them, but bullying, verbal or physical violence (fights, taunting, intimidating, name calling, etc.), and gossip will not be tolerated. Bullying and violence (whether physical or verbal), where students or supervisors feel threatened or unsafe, will have strict consequences. It's best to treat others the way you would want to be treated yourself, and act compassionately rather than hurtfully.

### **Dormitory curfew**

The dormitory supervisors are in charge of dozens of students, and one of the worst feelings is when it is getting late and we don't know where a student is. After curfew, there will usually be fewer supervisors on duty, so it becomes even more difficult to track down students who are missing.

To ensure the safety of all students, we need you to inform your supervisors when you are leaving the dormitory, and give a time when you expect to return.

This should also be logged on the sign-in / sign-out sheet found in your dormitory. Using the sign-in and sign-out sheet is important in the event of an emergency or evacuation. Please respect your fellow students and the dormitory supervisors by following the curfew (which is the time you are expected back in your dormitory). Please let a supervisor know when you return to the dorm.

- **Junior high students** (grades 7-9) have a curfew of 9 p.m. on school nights and 10 p.m. on non-school nights.
- **Senior high students** (grades 10-12) have a curfew of 10 p.m. on school nights and 11 p.m. on non-school nights.

A school night is one where there is school the next day. A non-school night is one where there is no school the next day. If a student has a spare in the morning it does not change their curfew. Getting back to the dormitory by curfew is about your safety. Students who are unable to respect the dormitory curfew will have to follow an earlier curfew until they are able to respect their fellow students and dormitory supervisors. Supervisors will have the discretion to extend curfew as they see fit, but we need you to respect the decision they make. Your dormitory supervisors are committed to ensuring your safety and security, so we thank you for helping them achieve this.

If you will be late for curfew, please contact a dormitory supervisor to let them know. If you will be late, it is better that they know about it rather than them not knowing where you are.

## Bed Time

After curfew, you will have additional time to finish any tasks out of your room and prepare for bed. You will have 30 minutes after your curfew to be out of your room, shower, finish your laundry, or play games in a common area. Please respect those who choose to go to bed earlier by keeping volume to a conversational level. At 30 minutes past curfew, students are expected to be in their rooms. You are permitted to use the restroom or get water after bed time, but we need you to do so quickly and quietly so as not to disturb others. During (and after) bed time, there should be no running or yelling in the halls. Please show respect for others, who may be preparing for bed or trying to sleep.

Things like laundry, cooking, or eating are expected to be done before curfew time. It is up to you to manage your time effectively—don't return to the dormitory right at curfew expecting to have enough time to eat, shower, and do laundry. As with curfew, students who cannot handle their bed time will need to follow an earlier bed time until they show they can respect their fellow students and dormitory supervisors.

## Dormitory bedrooms

The dormitory is your home while you're in Canada and we strive to respect your privacy. Your bedroom is your personal space where you keep your belongings and valuables, and it is



important that it be respected. This means that you need to keep the room clean and tidy and that others need to respect your space and your property. A tidy room means the floor is cleared, garbage is in the trash bin, floors are vacuumed twice per week, bedding is changed (and sheets are washed) once per week, desks are wiped and free of clutter, and there are no food or drink containers left out to spoil. If you have a roommate, communicate with them often, talk about any concerns, and respect each others' privacy.

To ensure the privacy and security of all students, students are not permitted in bedrooms other than their own. Visiting should take place in common areas or outside of the dormitory.

## Room checks

Supervisors and International program staff respect your right to privacy and will make efforts to support those rights. However, supervisors have the right to check your rooms and property if they are concerned about your health and safety. A dormitory supervisor and/or International program staff member has the right to enter rooms for the following:

- For room inspection.
- To check for missing students.
- To confiscate items.

Before entering a room, the supervisor will knock and make their presence known.

## Common areas

Common areas are shared by several students, and each student is expected to respect others by cleaning up after themselves when they are done. Please do not expect a custodian, a supervisor, cafeteria staff, or another student to clean up your wrappers, wash your dishes, wipe down the table, put away equipment, or pick up after you. If you made the mess, you're expected to clean it up.

Always wear appropriate clothing outside of your bedroom, so common areas can be a comfortable, shared space for all students. Students are not permitted to walk around without a shirt or in a sports bra. Please wear proper clothing in all public spaces.

Small appliances such as stove tops, rice cookers, kettles, and microwaves should be used responsibly and only in the main kitchen. Appliances are not permitted in bedrooms.

## Laundry

Please remember that you share a dormitory with other students all looking to share a limited number of washers and dryers. Your dormitory supervisors will show you when and how to use

the laundry machines. They may even set a laundry schedule. Doing laundry is not permitted after curfew time ends as the machines can be loud. Students who repeatedly do their laundry after curfew time will have their laundry times scheduled by a supervisor. All laundry must be removed from the laundry areas by curfew time.

If you do not know how to do laundry, please ask your supervisor, who can show you how to use the machine, how much soap to use, and so on.

The laundry room needs to be kept clean and tidy at all times. Please stay close so that you are there to remove your laundry once it is dry. If you want to do laundry but another student's laundry is in the machine, please talk to a supervisor rather than removing the laundry yourself.

Each dryer has a lint trap. Please take it out and empty it after every use. Your dormitory supervisor will show you how. It is suggested that you check it before each use, too, as a clean lint trap will dry your clothes faster and prevent a fire.

Please do not put your clothes in mesh bags while in the washing machines other than for small delicate items such as underwear or bras. These bags will cause damage to washing machines and dryers. Washing machines are not for washing shoes or teddy bears. If you notice your clothes are still dripping wet when you take them out of the washing machine please ask a supervisor for help. Do not put them in the dryer, if they are still dripping with water.



## Washrooms

As you are in a dormitory with a number of other students, please treat the washrooms as a shared space. If everyone has a 20 minute shower, there will be no time for showers and the hot water will run out. If you spill water on the floor or counter, or if you get makeup on the counter, respect others by cleaning it up. Flush the toilet after every use. A plugged toilet or shower will shut down the bathroom for everyone (meaning *more* people are now using *less* bathrooms), so please follow these three simple guidelines:

1. Toilet paper goes in the toilet and not in the trash.
2. Anything that is not toilet paper goes in the trash and not in the toilet.

3. Nothing should go down a sink or shower drain except water.

Paper towel, food (including noodles), feminine hygiene products (tampons/pads), and hair should only go in the trash. If they go down the drain or toilet, it will plug the sewer system. Please do not cut or dye your hair (your own or someone else's) in the washroom. If you would like to go to a hairdresser or barber, please speak to your dormitory supervisor to help book you an appointment.

Showers can start as early as 5 a.m. and must be done before bed time. Washrooms in Canada are not equipped with a drain, so make sure your shower door or curtain is closed tight while you are showering. Please clean the shower stall when you are finished. Hair goes in the garbage and your personal soap and shampoo containers should be removed. If the floor gets wet, please wipe it dry once you're done.

## Visitors

Due to on going health and safety concerns, visitors are not permitted in the dorms at this time. Please meet up with your friends outside of the dorm.

## Cafeteria

The cafeteria is a space for you to enjoy your meal and respectfully socialize with your fellow dormitory students. Please treat the kitchen staff with respect by cleaning up after yourself, following the cafeteria rules, tucking in your chair, and showing up for meals on time. All food, cutlery, and dishes should remain in the cafeteria and dirty dishes should be returned to the dish pit.

If you are going to miss a meal for any reason, it is your responsibility to make other arrangements for dinner.

## Smoking

Smoking cigarettes or vaping is highly discouraged by Golden Hills. However, if you choose to smoke, we ask that you respect the health, safety, and comfort of others by following these guidelines:

- You are responsible to know the rules and laws related to smoking.
- Only smoke in designated areas. Do not smoke right outside of doors or windows.

- It is not permitted to smoke indoors, which includes anywhere in the dormitory (including your bedroom or the bathrooms) or in your school.
- If you are a minor (under 18) and are caught smoking, your tobacco or vaping devices will be confiscated and not returned and your parents will be informed. After that, it will be up to them whether they continue to send spending money in the future.
- If you are a minor and are caught smoking by a police officer, you will be responsible to pay any fines.
- Providing tobacco or vape kit/juice **to a minor is a serious offense** in Canada and may result in removal from the program. If you are 18 or older, **do not provide** tobacco or vaping supplies to a minor (whether they pay you or not).

## School gymnasium

You will have access to the school gymnasium (gym) to play sports and activities at certain scheduled times during the week. Please respect the school by tidying up all equipment once you are done. Students are not permitted in the equipment rooms. The school will always have priority to use the gym so if you are asked to leave, please do so quickly and respectfully. Doing so will allow continued use of these school gymnasiums. Damage to the school gym or equipment caused by you will be charged to you, so please treat it as if it were your own. For additional details, please speak to a dormitory supervisor. Students must be supervised in the gym.

## Study time

On Monday to Thursday nights, there will be a mandatory study time of one hour. The exact time will be communicated to you by your dormitory supervisor. We encourage you to use this time to improve your academic and language skills. Acceptable use of study time includes:

- Studying and reviewing for core classes
- Studying for diploma exams and finals
- Research assignments
- Writing essays and term papers
- Reading English newspapers, magazines, and books
- Vocabulary review
- Homework help
- Studying for TOEFL or IELTS
- English conversations and reading in a group
- Post-secondary research and filling out applications for university or college

Please respect others who are trying to learn and study by keeping conversations or computer volume low. Students who disrespect study time may have devices taken away or may be asked to sit separately. There should be no talking during study time. Study time will be in the common areas or library. Students are not permitted to study in their rooms at this time. Playing video games is not an acceptable activity during study time.

Privileges may be granted based on academic and behavioural performance and achievement of certain goals.

## **School bus**

Every dormitory student is provided with transportation to and from school every day. Please ensure you arrive at the pick-up spot for the school bus. Your bus driver will explain the bus rules when you first meet them. Please listen and follow these rules. Students who repeatedly break school bus rules, including holding up the bus by arriving late, may be denied access to the bus for a period of time. Those students will need to get to school by walking or taxi. If you miss your scheduled bus time, you must walk or take a taxi at your own expense.

## **Getting rides**

Because your safety is important, you can ride with a pre-approved adult without a waiver. Pre-approved adults include dormitory supervisors, Golden Hills staff, licensed taxi drivers, and homestay parents. Driving in a vehicle with anyone else carries additional risk and will require your parents to sign a waiver in advance. Travel with unapproved drivers is discouraged, but for details please speak to your accommodations coordinator.

If you participate in school sports or school activities, you will probably miss the afternoon school bus back to the dorm. As long as you make plans in advance, a dormitory supervisor will do their best to pick you up from school. Please be respectful of the supervisor's time by ensuring you are at the pick-up spot at the arranged time. The first time you are late, the supervisor will likely give you a warning. If it happens again, you will need to make your own arrangements at your cost going forward (there are taxi services in town that can drive you for around \$15). Please give the supervisor as much notice as possible as they may not always be able to leave the dormitory.

If you are borrowing a bicycle from the dormitory, please take care of it and lock it up properly when it's returned.

## **Rule 4: Remember the importance of your studies.**

Most students come to Golden Hills hoping to do well in school, improve their English, experience Canada, and prepare them for post-secondary studies or the workplace. You will meet new people and make friendships that may last beyond your time here, and it is our mission to do everything we can to maximize your success and enjoyment.

Alberta is known around the globe as being amongst the world's best K-12 education providers, and your parents have made significant sacrifices to put you in a position to get that education. You can honour their sacrifices by attending school regularly, arriving to class on time, and making an effort in class with all coursework and interaction. Take advantage of your dormitory's study time—it's there to give you the time to get your schoolwork done and improve your English skills. Complete your assignments and homework with effort and on time.

One of the most important things you can do to be successful at school is getting a good sleep. Some students will make a habit of staying up late gaming or on the Internet. When this becomes a routine, those students struggle to wake up on time for school. These students have poor attendance, they fall asleep in class, and their grades suffer. They also disturb their roommates, who are trying to sleep. Please respect your teachers, dormitory supervisors, and fellow students by getting a good night's sleep and coming to school well rested. You are responsible for waking up in time for school. If your dormitory supervisor feels that you are not getting sufficient sleep due to gaming or device use, they may take your devices overnight until you have proven that you can handle the device appropriately. If a device is confiscated, it will be returned in the morning.

The other thing you can do to be successful at school is eating a healthy diet. You are provided with meals and snacks each day and also can use the fridges/freezers to store any additional snacks you've purchased. If you go to school hungry, you are likely to become distracted and will retain less of what you're learning. Please take advantage of the meals provided. If you have any dietary concerns or struggle to adjust to a Canadian diet, please talk to a dormitory supervisor or your accommodations coordinator.

Finally, an important part of studying abroad is meeting people—especially people different than you. Do your best to meet and talk to international students from other cultures as well as local students at your school. We are often told that the students who enjoyed their time here the most were those who made friendships with students who were from a different country than them, including students from Canada. Your school is full of students who are interested in your culture and background, and they may never have the chance to experience your country in person. They have the chance to learn from you as much as you can learn from them.

## **Rule 5: Have fun!**

As important as it is to focus on your schoolwork and strive for good grades, it is also important that you enjoy your time in Canada and have as full an experience as possible.

Our program, as well as the dormitory supervisors, will offer a number of activities throughout the year. Be sure to join these activities whenever you can, as they are a good way to relieve stress, get to know other students, experience life in Canada, and overcome feelings of homesickness or loss.

While you're here, you may have more schoolwork than you're used to at home or you may have less. You may find the work easier than you're used to or it may be more difficult. Balancing your academics with friendships and social events is an important part of being a teenager and will help prepare you for life as an adult.

Speak to your accommodations coordinator if you want examples of things you can do while you're here.

# Talk to Us

If at any time you find you are having difficulty with your school or dormitory life, please reach out to anyone you are comfortable talking to, including a teacher, dormitory supervisor, accommodations coordinator, or International staff. Make sure you always have access to the after hours on-call number and the number of your accommodations supervisor, and be sure that you know how to contact a dormitory supervisor.

Living in Canada—and in a dormitory—will probably be a very big life change for you, and our main purpose is to be here for you. If you are going through difficult times—whether they involve a friend, a boyfriend or girlfriend, your academics, your family at home, or you're worried about the future—you never have to go through it alone. The school division has counsellors for you to speak to if you feel overwhelmed, sad, or worried. We also partner with a service called Keep Me Safe, which connects you by chat or phone—at any time of day or night—to a counsellor who understands your culture and speaks your language.

If you choose to use Keep Me Safe, your conversation will remain confidential. You can access the Keep Me Safe service by:

1. Downloading the My SSP app from either the [Apple App Store](#) or [Google Play Store](#).
2. Calling 1 (844) 451-9700.
3. Chatting with an advisor online at [keepmesafe.myissp.com](https://keepmesafe.myissp.com).

Some of the reasons you may want to speak to an advisor include (but are not limited to):

- adapting to a new culture.
- finding success at school.
- stress, anxiety, sadness, and depression.
- difficulty adjusting to life in Canada.
- worries about upcoming exams or disappointment with academic performance.
- anxiety about a public-speaking assignment.
- procrastination and time management skills.
- tensions with family members, friends, or roommates.
- breakups or relationship issues.
- loneliness or homesickness.
- concerns about post-graduation plans.

Even if your concern is not on this list, we would encourage you to reach out and speak to someone. In many cultures, talking about your struggles and concerns might be discouraged or treated as a weakness, but in Canada it is encouraged and considered a show of strength.

**If you are going through a difficult time, the worst thing you can do is go through it alone.**