



**Holy Family**  
UNIVERSITY

---

OFFICE OF  
**RESIDENCE  
LIFE**

**Office of  
Residence Life  
Policies and Procedures Manual**

August 2022

**STUDENT HANDBOOK**  
**Table of Contents**

**About the University** ..... 2

**About Holy Family University** ..... 4

**Residential Living Expectations, Policies, and Procedures**..... 4

    Residence Life Community Expectations .....4

    Resident Requirements .....5

    Housing Assignments.....5

    Cancellation of Housing Contract or Withdrawal from Housing .....5

    COVID-19 and Public Health-Informed Policies .....5

    Rooms and Common Areas .....6

    Facilities and Maintenance .....8

    Residential Student & Community Living Expectations ..... 12

    Policies & Procedures ..... 16

## About the University

---

### University Mission

Holy Family University, a ministry of the Sisters of the Holy Family of Nazareth, offers education in the liberal arts and professions through graduate, undergraduate, and non-degree programs. As a Catholic University, Holy Family seeks direction and inspiration from the life and teaching of Jesus Christ, affirms the values of the Judeo-Christian tradition, and witnesses to the dignity of each person and the oneness of the human family. Holy Family University educates students to assume life-long responsibilities toward God, society, and self.

### The following core values inform the University as it seeks to carry out its Mission:

**Family.** Holy Family University welcomes and cares for students, faculty, and staff as members of a diverse but interconnected family. A community united by a common Mission, the University promotes an atmosphere of mutual concern and attention to the spiritual, intellectual, social, emotional, and physical needs of all those whom it serves.

**Respect.** Holy Family University affirms the dignity of the human person through openness to multiple points of view, personalized attention, and collaborative dialogue in the learning process and in the interaction among members of the University community. The University seeks to instill appreciation of and respect for differences so that its graduates can function successfully in multicultural contexts.

**Integrity.** Intent upon forming persons of integrity who recognize the importance of life-long learning, Holy Family University advocates free and conscientious pursuit of truth and the responsible use of knowledge. It bases education upon a foundation in the liberal arts that highlights the humanities and the natural and social sciences. In keeping with the teachings of the Catholic Church, concern for moral values and social justice guides the University in designing programs and activities.

**Service and Responsibility.** Holy Family University incorporates its motto, *Teneor Votis* ("I am bound by my responsibilities"), into curricular, co-curricular, and extra-curricular programs. Reflecting this motto, educational experiences at the University apply theory to practice and course content to serving human needs. The University educates individuals to become competent professionals and responsible citizens.

**Learning.** Holy Family University seeks to instill in its students a passion for truth and a commitment to seeking wisdom. It promotes values-based education, creative scholarship, informed and imaginative use of research and technology, and practical learning opportunities such as co-operative education and internship programs. The University seeks to strengthen ethical, logical, and creative thinking; to develop effective communication skills; to nurture an aesthetic sense; and to deepen global, social, and historical awareness.

**Vision.** Holy Family University envisions learning as a dynamic and fruitful exchange between traditional sources of wisdom and contemporary developments in knowledge. Throughout the teaching and learning process, the University seeks to embody Christian philosophical and theological perspectives. It offers an education grounded in a Judeo-Christian worldview that serves as a

foundation upon which to address contemporary problems and to build a vision for the future.

*(Approved by the Holy Family University Board of Trustees, November 2000.)*

### **The University Motto**

The motto of Holy Family University is *teneor votis*, “I am bound by my responsibilities.” This is often interpreted to mean, “I am expected to give in return for all I have received.” In keeping with this motto, the University encourages its students to participate in community service programs.

### **The University Seal**

At the center of the seal of Holy Family University is a shield over which hovers a dove, representing the Holy Spirit. The shield portrays three discs with crosses that honor the Trinity. The tower stands for Mary, the Mother of God, the Tower of David, and the Woman clothed in Light. Also, the tower accentuates the role of Holy Family University students and alumni as that of a tower of light and strength to others. The carpenter’s square in the form of a chevron behind the tower represents St. Joseph the Worker. Taken together, the chevron, the tower, and the three discs symbolize the Holy Family of Jesus, Mary, and Joseph, the exemplar of all families.

### **University Colors**

Pantone 2945 (Dark Blue), Pantone 299 (Light Blue), and white are the University colors.

### **University Ring**

Second semester juniors are eligible to order the Holy Family University ring. The stone of the traditional women’s ring is white opal, and the stone of the men’s ring is aquamarine sunburst. Rings may be purchased through the University bookstore.

### **University Prayer**

The suggested opening prayer before classes is as follows:

Lord, God of all creation, we place ourselves in Your presence.

Strengthen us with the love and the wisdom of Your Spirit.

Open our hearts to receive the gifts You have promised:

peace, joy, and the fullness of life.

We ask this through Christ, our Lord. Amen.

***Holy Family University reserves the right to change, without notice, any statement in this publication concerning, but not limited to rules, codes of conduct, processes and procedures, policies, tuition, and fees.***

## About Holy Family University

---

Holy Family University is a private Catholic institution located in Philadelphia, PA. Founded in 1954, the University's mission is informed by its core values of family, respect, integrity, service and responsibility, learning, and vision. The University embraces diversity and inclusion, ensuring a welcoming and accessible learning community for all. The University is composed of four schools: Arts & Sciences, Business & Professional Studies, Education, and Nursing & Health Sciences. Nestled in the heart of a historic residential neighborhood in the Northeast, the University is just minutes from the excitement of Center City. Holy Family enrolls more than 3100 students at the undergraduate, graduate, and doctoral levels at its Philadelphia and Newtown campus locations.

Holy Family University is a sponsored ministry of the Sisters of the Holy Family of Nazareth.

## Residential Living Expectations, Policies, and Procedures

---

The Office of Residence Life strives to provide residents a safe place to live, learn, and grow through residential programming, community outreach (interaction), and community standards. With this mission in mind, the students living in university housing are expected to treat their fellow students and neighbors with the utmost consideration while making every effort to maintain respectful relationships within our community.

Students living in university housing are expected to abide by the following policies, procedures, and expectations governing students living within Holy Family University's residence halls. Adherence to these policies, procedures, and expectations helps to ensure that the campus community is a pleasant, fair, and enjoyable place to live. Students in violation of these policies, procedures, and expectations may be subject to disciplinary action as dictated by the University's Code of Conduct. Questions concerning these policies, procedures, and/or expectations, should be directed to the Office of Residence Life. These policies, procedures, and expectations may be amended by the Office of Residence Life during the course of the academic year at any time. Please refer to the Residence Life Housing Contract for additional policies and procedures.

### Residence Life Community Expectations

The Office of Residence Life works diligently to create a welcoming, safe, and warm atmosphere within the residence halls. All Holy Family University students have the right to basic dignity and respect. Students have the right to be free in their residences from undue noise, odors, and/or behaviors that impede the pursuit of their education. No student shall be subjected to conditions that might involve a violation of the law in their own residence or common area. Any student found infringing on another student's rights may face disciplinary actions.

Students who feel that their basic dignities are being infringed upon, are encouraged to respectfully confront inappropriate, disruptive behavior and/or attempt to resolve their complaints with involved parties. Depending on the severity of the inappropriate behavior, students may seek the assistance of professional Residence Life staff members and student Community Assistants. The Residence Life staff is here to listen, assist, and support students with any issues or concerns. Residence Life staff can't properly assist students who do not report issues of concern within their living space. Discounts are not offered for students who have issues within the residence halls.

## **Resident Requirements**

Residential living is a vital component of a student's social and educational experience which encourages engagement within the campus community. Therefore, all residents in university housing must be full-time undergraduate students (12 credits minimum) and in good academic standing. Graduate housing will only be granted if there is availability. If a student falls below the mentioned number of credits due to dropping a class, changing majors, etc., the Office of Residence Life should be notified by the resident immediately. After being notified by the student and/or the university's academic offices, Residence Life will determine if university housing will still be granted. If housing is granted, the part-time student will automatically be placed on disciplinary probation until the term ends, or they become full-time again. Students must start each term as at full-time credit status. Exceptions may be made for seniors who don't have a full credit load left. These requests must be made in writing to the Director of Residence Life.

Health insurance is required for all resident students. Proof of insurance will be required annually upon applying for university housing. Students are responsible for notifying Health Services and Residence Life if any changes or cancellations to their policy occur. Please see Health Services in Stevenson Lane (113D) for more information. All medical records, including immunizations and physical forms, must be completed and up-to-date before a student can reside on campus.

## **Housing Assignments**

Housing assignments and placements are the exclusive responsibility of the Office of Residence Life. Residence Life reserves the right to change or modify housing assignments and fill housing vacancies, as necessary, for any reason. Students may not change assignments without authorization of Residence Life. Attempts to manipulate the housing assignment process may result in disciplinary action.

## **Cancellation of Housing Contract or Withdrawal from Housing**

If a student decides to move out of housing after the fall semester, and remains enrolled at the University, the student will be charged a \$500 housing cancellation fee. If a student is moving out due to a financial hardship, they may submit a petition for a cancellation fee waiver to [reslife@holymfamily.edu](mailto:reslife@holymfamily.edu) summarizing the details of the hardship. The request will then be brought to the Housing Cancellation Committee for review. All decisions made by the committee are final and non-appealable. For full consideration, requests are due to the Housing Cancellation Committee by December 1st. Once a student moves in, refunds will not be given and the entire semester's room and board payment is due. If a student decides not to return for spring housing, room and board will be removed and the bill can be adjusted without spring room and board charges (see cancellation fee information above). Residence Life reserves the right to remove a student from residence for failure to meet his/her financial obligations to the University. For students who complete the full academic year, the deposit will be refunded (minus any housing charges - if applicable) during summer refunds from the Business Office. Please see the housing contract for more information. A signed housing contract is required for all residents each year.

## **COVID-19 and Public Health-Informed Policies**

Holy Family University aims to deliver its mission while protecting the health and safety of our students and minimizing the potential spread of disease within our community. Health and safety on a university campus is a shared responsibility for all involved. All students, employees, vendors, volunteers, and

visitors will be subject to new policies, procedures, and oversight designed to promote a safer and healthier environment for teaching, learning, and working, including strategies to protect individuals at higher risk for developing adverse outcomes of COVID-19.

As a residential student, the 2019 Novel Coronavirus or similar public health crisis (“COVID-19/COVID”) will impact your housing experience as Holy Family University continues to make public health-informed decisions. Policies and guidelines have been developed, in conjunction with all other University Student Code of Conduct, that address additional requirements for on-campus living and are applicable to all residential students.

By agreeing to live in the residence halls during the COVID-19 pandemic, students must recognize an inherent and increased risk. If it is determined that a student has not reported the status of a condition related to COVID-19, the residential student will be immediately terminated from the residence halls.

## **Rooms and Common Areas**

### **Common Area and Common Area Furniture**

Common areas and furniture are provided by Residence Life for all students in the community to enjoy and use. Common area furniture may not be used or moved into a student’s individual room. Students who move lounge or common area furniture into their rooms will be required to return the furniture to its proper location and may be referred to disciplinary action. Students are also not permitted to take common area furniture outside of the building or to an unauthorized location, such as inside an elevator. If common area furniture breaks while a student is there, the student should report the incident to Residence Life staff. Subsequent violations of our common area furniture policy will result in further disciplinary action.

The residents of a hall/ building are responsible for the condition of all public areas and University-owned furnishings. Vandalism, damage, or missing University property will be billed to the residents of that particular suite, hall, apartment, or building. Room costs reflect the actual cost of housing students and maintaining residence halls. Since no allowances are made for theft or damages, such costs must be endured by members of the community. All acts of vandalism or damage should be reported to Residence Life or the Public Safety Office. Vandalism can include, but is not limited to, damaged property, graffiti, unwanted mess, or excessive trash in common areas.

### **Room Condition**

All residents are strongly encouraged to complete a Room Condition Form (RCF) within 48 hours of moving in. The RCF is used to compare the condition of the room between the time of move-in and the time a student moves out. Students may note any damages, missing furniture, or discrepancies on the RCF. Students are responsible for any damages that were not noted on the RCF when they signed off. Unless one student accepts responsibility for the particular damage, all occupants of the room/suite/floor/apartment will share the cost of repair or replacement for damaged items equally. Damage claim forms are available for students to take responsibility for their damages. If an RCF is not signed and returned to the Residence Coordinator by the designated due date, Residence Life will assume that the room was without damages and the student will be unable to appeal any damages assessed at the end of the year by Residence Life staff.

Residents who change rooms during the year must check out of their old room and into their new room, completing both RCFs accurately and on time. It is the responsibility of the resident who changes rooms

to acquire a new RCF and report any damages upon move-in, in order not to be held responsible for such damages.

### **Room Cleaning**

Students are required to maintain a level of cleanliness and safety in their rooms. Although custodial services are provided for public areas, students are expected to assist in keeping those areas clean as well. This includes using trash rooms and not stacking trash in containers in the hallways. If a student's room is deemed extremely unclean or the smell is affecting those around them, staff will ask students to clean the area. In situations where areas are excessively dirty, the residents of that hall may be charged for the necessary cleaning.

### **Room Decorating**

Students are encouraged to personalize and decorate their room, suite, or apartment within reason. Students are not permitted to make any permanent alterations, including painting walls, adding wallpaper, or covering with anything that will not remove without damaging the wall. No shelving or other construction is permitted unless it is free standing. When hanging items, students should use painter's tape only, to avoid damaging walls. Using tacks, nails, or other tape will cause holes and paint damage to the wall. Should students make permanent alterations, they will be billed for the cost of repainting and repairing any changes that occurred. We caution students about using sticky tack and hooks that say they will not leave marks because they often still do. Students are responsible even if they use these products and they cause damage to the room.

Students are encouraged to make their rooms cozy and like home, however we ask that students bring products that are new or lightly used and ensure that there are no bed bugs, fleas, or other problems coming in with the furniture that can be spread throughout the halls. Students should consult their roommates before bringing any items in or making any changes to a room. Most rooms cannot accommodate many additions; so, it is wise to consult with a roommate and Residence Life staff to avoid any future problems. Please consult all of the other policies to make sure your items are approved to be in the halls.

University furniture cannot be removed in place of personal items, ie. mattresses. Inappropriate posters, signs, stickers, or other items hung in windows outwardly displayed toward public areas are not permitted. Students displaying advertisements, posters, pictures, etc. in plain sight that are found to be offensive will be asked to remove such items. As alcohol consumption is an inhibitor of academic accomplishment and a primary factor in vandalism, disorderly conduct, and other unacceptable behaviors, displays involving alcohol containers (bottles, cans, advertisements, cardboard cases, etc.) are not permitted in University residence halls.

### **Room Furniture**

Students accept the responsibility for all University-provided room furnishings. Room furniture may not be stored at home, moved to another room, or taken from the residence halls. Should furniture be removed from the residence halls, the student moving the furniture will be fined and adjudicated for theft of University property (if lost or damaged). All room furniture in the student's room at the time that the student moves in must remain in the same condition during the year as when the student checks out, as is the case with wall surfaces, windows, window screens, and other University property. The University furniture meets requirements and is up to code. Personal mattresses are not permitted unless medical accommodations are specified by proper documentation through our Office of disAbility Services. Students are not approved to loft/bunk beds in residence halls without prior permission from Residence Life.



## **Storage**

Storage spaces for personal belongings are not available to students, even for temporary situations. All students in need of personal storage need to consult a private company. There are a few locations close to campus that provide storage units.

## **Trash Disposal**

In all residence halls, residents are prohibited from placing their trash cans or bags outside their room doors. All trash is to be carried to the designated trash rooms or dumpster areas. Common area receptacles, such as lounges, laundry rooms, or bathrooms are not for personal garbage collection. Failure to adhere to these procedures may result in disciplinary action and/or fines.

No personal items may be stored in the hallways, including running shoes, sporting gear, etc. Items left will be discarded after 24 hours and the student is responsible for paying to replace the items and/or for any theft of items that may take place.

## **Facilities and Maintenance**

### **Cameras**

All residence halls are outfitted, inside and outside, with cameras for the security of all residents. Please note that they are active 24/7.

### **Contacting Maintenance and Work Requests**

Needed repairs should be reported immediately. Reported repairs are completed as soon as possible. Maintenance personnel may enter student rooms throughout the year to make necessary repairs.

To report a needed repair in any facility, students should make a work request by using one of the following procedures:

#### **Routine maintenance (non-emergency):**

- From our home page, click the helpdesk at the very bottom. You can then choose maintenance or a help desk ticket.
- Click new incident
- It should pre-fill most of your information
- Complete the category, subject, and description sections (include as much detail as possible to help the person who is looking into your issue)
- You should receive an email with your submitted request – if you don't, then it may not have submitted properly
- If someone at the help desk or on the maintenance team submits it for you, you should receive a copy in your email
- Click 'resolution' on the left to see details about your tickets
- You should receive an email once a ticket is closed
- If you submit a ticket to maintenance that should be for the help desk or vice versa, they will send it to the correct people and you should get an email copy
- To CC anyone (ie.reslife or your roommates, etc.) fill in the 'email to notify' section

- If you click on the 'Requests' tab, you will be able to see all of your tickets and sort by resolved or not

If the repair is not done within a reasonable amount of time, please notify Residence Life staff of the problem that hasn't been resolved. Students should always try to enter their own requests first. Staff will help out if needed.

- Routine repairs include, but are not limited to:
  - Room lighting issues
  - General wear and tear of University furniture (i.e., loose toilet paper dispenser)
  - Improper operations of heating and air conditioning systems (not during extreme heat or cold)
  - Broken washers and dryers
  - Pest control issue

### **Emergency issues and non-routine maintenance**

Emergency issues and non-routine maintenance items should be handled through contacting the Public Safety Office. Public Safety is 24 hours a day and can be reached by calling (267) 341-3333. Emergency issues are those which present hazards to life, health, property, or interruption to utilities (electric, water, gas, heat, etc.) as well as hazards that would cause sufficient disruption to scheduled activities. A few examples of emergencies are: flooding, large leaks, and the smelling of gas.

Cable TV, ID access, and Internet issues should be directed to University Information Technology Services through contacting the Help Desk at (267) 341-3402.

### **Damage Billing and Vandalism**

The cost of any repairs as a result of normal wear and tear will be covered by the University. Repairs that are required because of vandalism or student negligence will be billed to the individual responsible for the damage. In the event that the individual at fault is not found, the building, floor, or hall will be required to share the cost of repairing the damage.

### **Health and Safety Inspections**

At the beginning of each break, Residence Life will conduct a formal health and safety inspection of every resident space. Failure of a health and safety inspection will result in staff follow up and possible judicial action.

In addition to formal inspections, unannounced health, fire, safety or maintenance inspections may be made of residence halls or a resident's room by University personnel or proper health officials. Maintenance personnel may enter student rooms throughout the year to make necessary repairs, and Residence Life and Maintenance staff will inspect the rooms for damages at the end of the spring semester.

### **Personal Property Insurance**

The University cannot and does not assume responsibility for personal accident, injury, or illness sustained either by residents, guests, or visitors or for any damages, thefts, fire, or loss of any property belonging to a resident's guest, visitor, or others.

The University does not provide or endorse the sale of any specific insurance products; however, we recommend that students secure adequate insurance through their own or their parents' homeowner's or renter's insurance policy.

## **Bed Bug Policy**

The University is vigilant in treating all signs of Bed Bugs. Prior to the start of the Fall semester all residence halls were deemed clear of bed bugs by an exterminator. In order to ensure that our community is cleared of bed bugs, inspections will occur throughout the academic year. Dates and times of inspections will be communicated to all residents via email to their university issued email accounts. Bed bugs are a common occurrence in hotels, public transportation, homes, and especially in universities where students live with and visit one another. Since it can affect the community, the university will provide washers and dryers for students to launder impacted items. After treatment, if bed bugs are present due to students' failure to follow instructions and provided timeline, or subsequent reports after determining bed bugs were eliminated, the university reserves the right to charge students the cost of laundry services and/or subsequent treatments of the room.

If you suspect you may have bed bugs, please refer to the following procedures:

1. As soon as any member of the university residential community suspects that bed bugs may be present in their room (look for rust colored spots-indicates fecal matter or blood from being crushed), apartment, suite, or any residence hall common spaces, the Residence Coordinator (RC) should be informed, so the formal process can begin. Security should be notified between the hours of 4PM and 8PM or when the Residence Coordinator is not available, and calls should be made to the Community Assistant on duty phone (after 8PM).
2. Staff will contact the university's exterminator to perform a thorough inspection of the area in question. Please note that the exterminator can only be dispatched on business days. It is recommended that students report the concern to the RC as early on a regular business day as possible in order to facilitate the quickest response. It is possible that the exterminator will not be able to come until the next few business days. Students may not, at any time, deny the university's exterminator or maintenance staff access to their living space (including their bedroom, suite common space, kitchen, bathroom, etc.)

Students should not clean their room or belongings until a technician can determine if there are any signs of bed bugs. If possible, students should try to retrieve a sample bug with clear tape for the exterminator to examine.

1. Inspection: If the technician finds that there are no bedbugs present then no further action will be taken. The student will be asked to continue monitoring the living space and to immediately report any further concerns to the RC.
2. If the technician concludes that bed bugs are present in the room, suite or apartment, Residence Life will provide the affected student(s) with a detailed list of instructions for the removal and laundering of personal items. As this is a community concern, the university will provide strict procedures to follow. The Residence Coordinator will work with students to secure isolated washer and dryers for the treatment of soft items.

Bed Bug Reminders:

- Don't panic!
- Do not apply pesticides on your own
- Do not move your mattress or any furniture out into the hallway
- Do not go sleep in a friend's room or in places off-campus. If you have bed bugs, you will only spread them to others
- Do not put your laundry in machines on campus

Only the University's exterminator can confirm or deny the presence of bed bugs – NOT student health services or any outside person. Bed bugs are a serious community issue, and ALL students are expected to comply with all instructions given to them within 24 hours of bed bug confirmation. Failure to comply with all instructions in the given amount of time will mean student is responsible for all costs of extermination, laundry, and cleaning!

### **Bed Bug Treatment Checklists for Students**

Bed bugs can travel in clothing, bags, backpacks, laptops, furniture—anything with small spaces to hide. Therefore, all actions should be performed inside your room to prevent the spread of bed bugs.

- Backpacks should be treated as clothing.
- Personal electronics (i.e. cell phones, laptops) should be left on the desktop during treatment so they can be examined.
- Textbooks and study materials should also be left in your room (not bagged) during treatment.

Check with your Residence Coordinator if you have any questions about these instructions.

It is imperative that the following be done after the room has been inspected and the presence of bed bugs have been confirmed, but before room is treated:

- All clothing, including items in your room, dresser, armoire, and closet must be bagged (in black, plastic bags) and laundered.
- All bath linens, bedding, and soft luggage (duffle bags) must be bagged and laundered. The University will provide the bags necessary to accommodate these items. The Residence Coordinator will contact you to coordinate and start the process. When complete, please contact your Residence Coordinator to confirm and then those items can be removed to be laundered. The University will incur the cost to complete the process, except for items that are dry clean only.
- Clean up all clutter; remove all non-furniture items from under beds and discard cardboard boxes (in outside dumpsters).
- Take all items off the floor, including closet floors.
- Move all items (including furniture) into center of room, at least two feet away from the walls.
- Place any small, non-washable items from your closet into a plastic bag and tie the bag off. Leave this in your room until the exterminator treats the room.
- Remove all open food.
- Leave room for at least 5-6 hours following treatment by a professional exterminator. Your Residence Coordinator will coordinate a move with your clean clothes until the room is ready to be reused. Only necessary items that are inspected prior to leaving your space may be moved.
- Clean all clothing on high heat. Bring them back to your room, change into clean clothes, bag up your original outfit, and include that with your bags that need to be laundered.
- Take only necessary items to your new location. They must be checked prior to leaving your original space.

After room, has been treated:

- A second inspection will be administered by the exterminator 7-10 days after the initial treatment.
- Do not mop floor or clean pesticide residue for at least 10 days until the final inspection. You may with warm water wipe down plastic bed mattresses and or desks items of residue. The University housekeeping staff will clean and wipe down the room post-inspection.

A staff member will be present for final inspection. Follow-up will be determined as needed.

### Prevention Tips:

- Fully inspect your suitcase before you leave to head to college, especially if you have travelled during the summer. Be sure to have washed all clothes in hot water before coming back.
- If you stay at a hotel, always inspect the room before putting your suitcases down. Look for blood splatters on the mattresses, and use a flashlight to look into small, dark spaces.
- Before putting sheets on your residence hall bed, inspect the mattress seams for stains or spots. Thoroughly inspect your entire room before unpacking. If you see something you think is suspicious, contact Residence Life staff.
- Never bring in second-hand or used furniture.
- Always wash in hot water (over 120 degrees) because anything less will not kill the bugs.

## Residential Student & Community Living Expectations

### Academic Atmosphere/Quiet Hours

University residence halls are a place for a living/learning experience. It is important to create an atmosphere where students can be assured they have an appropriate place to study. The University has set in place specific times to ensure the academic well-being of all students living in the residential community. Residents and/or guests may not disturb other residents/neighbors or interfere with their rights, comforts, or conveniences. Residents may not play any television, radio, or sound system in a loud or objectionable manner that can be heard in the hallway or by neighbors. Courtesy hours are in effect within the residence halls 24 hours a day. We encourage all students to speak with their neighbors respectfully if any noise occurs. During exams, “24 hour quiet hours” are in effect and violations will lead to judicial follow up.

All University housing shall maintain “Quiet Hours” from Sunday-Thursday 8 p.m. to 9 a.m. and Friday-Saturday 10 p.m. to 9 a.m. During quiet hours, no sound should be audible outside of resident rooms. During quiet hours, there should be no excessive or unnecessary noise in rooms, apartments, suites, or hallways, including slamming doors, running, shouting, playing loud music, etc. To maintain a considerate environment, residents are not permitted to store or play items that amplify sound and disturb the surrounding community. These items include, but are not limited to amplifiers, surround sound speakers, subwoofers, air horns, and megaphones. Students may not play musical instruments or throw/bounce balls within the residence halls due to the effects on others in the living area.

### Alcohol in Residence Halls

Students who are 21 years of age may have alcohol in their room/suite/apartment. If you have a roommate(s) that is under 21 years of age, you can consume in their company but must never offer them any. Once a guest enters the space that is under 21, whether they are a resident or not, consumption must be ceased. Alcohol cannot be consumed in hallways, lounges or any educational building on campus.

When an underage student knowingly is in the presence of alcohol being consumed or possessed that does not belong to their roommate, the University expects them to do one or more of the following: notify University staff, ask the individual(s) with the alcohol to leave or dispose of the alcohol, or remove themselves from the situation immediately. All students should recognize that their presence during an

alcohol violation will subject them to disciplinary action. See the Help Seeker policy for more information.

### **Disruptive Behavior**

The University reserves the right to reassign or revoke on campus housing or take other necessary action, without a formal hearing, for those students whose behavior is considered disruptive or potentially detrimental to the well-being of the individual, roommates, and/or others in the residential community.

### **Drug and Drug Paraphernalia**

For the health and well-being of our campus community use, possession, cultivation, manufacture, sale, or distribution of illicit/illegal drugs (including marijuana for medical purposes) is strictly prohibited on campus. This includes possession of any type of drug paraphernalia, not limited to, but including edibles, bong, hookahs, and vaporizers. Misuse, sale, or sharing of prescribed legal medications, as well as aerosols, solvents and propellants, is strictly a violation of the Code of Conduct. In some instances, where smell, behavior, and/or paraphernalia most commonly associated with drugs is present (but actual drugs are not), the University considers this a direct result of drug use and can take disciplinary actions under suspicion of drug use. Violations of any of the above policies will result in Code of Conduct violations and students will potentially be charged through our judicial process.

### **Emergencies**

For health-related emergencies during normal business hours, students should call Public Safety at (267) 341-3333. Public Safety will assess the situation and will call the emergency medical personnel, if needed. Students may also use emergency phones to contact Public Safety. Emergency phones are located on each floor of Stevenson Lane Residence (red phones), and blue light boxes are located outside in locations across campus. These should be used to communicate with Public Safety staff in an emergency. In serious life-or-death emergencies, students should call 911 for local ambulance/fire and then let Public Safety know of the situation. A Public Safety officer will meet with the incoming squad and escort them to the location of the patient. The red phones and emergency boxes should never be used for pranks or non-emergencies (lock-outs). Any student who violates this policy will be held judicially responsible.

### **ID Cards, Keys, and Lock-Out Procedures**

Each student receives an ID card and a key to his/her room at the time of check-in to the residence halls. Garden Apartment residents will also receive a mail key per apartment. Students may not duplicate their room and mail keys under any circumstances. All students are reminded to lock their doors at all times and to carry their key with them. When keys are lost or stolen, the student should notify Residence Life staff immediately. The student will be billed \$85 for the key replacement and/or lock change. In addition, students may not lend their ID cards to anyone for any purpose. This includes guests and visiting family members. Any student found, in possession of, using another student's ID, or lending their ID to someone else will be held judicially responsible. This includes pretending to be the student in the photo ID picture.

Should a key break off in a lock or stop working, the student will not be charged for a new key. The student must bring the pieces of the key (or the inoperative key) to the Office of Residence Life. Otherwise, the student will be billed for a lost or stolen key. Students must return their keys through the check-out system at the end of the school year, when changing rooms, or when leaving the institution permanently. When a key is lost, a student must ask for a new key immediately for his/her safety, for

the safety of their belongings, and the safety of their roommates. The student will be billed \$85 if no key is returned during check-out, and to replace a lost key throughout the year. A temporary key will be issued if a key is lost or broken until the issue is permanently fixed.

Residents should not rely on other services to grant them access or key into their room. In case of an emergency, and if all other options are exhausted, the University offers the following suggestions if a resident is locked out of his/her room. Subsequent lock-outs may result in a fine or disciplinary action.

- During Residence Life Office Hours (Monday – Friday 9am – 5pm), residents should look for a CA in their building. If they cannot find a CA, call Public Safety. We cannot promise a quick re-entry so practice patience while you wait
- During Community Assistant duty hours' residents can contact the CA on duty. Students will be required to show identification upon entering the room. Subsequent lock-outs may result in a fine or disciplinary action.
- On off-peak times Public Safety will respond to lock-out calls depending on priority of responsibility and availability.

Any student who is in possession of another student's ID card or room key will be held judicially accountable. For safety reasons, students should never lend these valuable items out to anyone, even friends/relatives. If any student loses a room key or their ID, the student should report it immediately. Students who lose their ID card should report it and go to the Help Desk to get a new card as soon as possible. There is a \$10 fee to replace a lost ID card. If a student feels they have left the ID card somewhere or knows it is off campus, the student should notify Residence Life so that the access can be shut off until the ID is returned to the owner. University staff will not continuously let a student into their room because a student has lost a key or ID card and refuses to get a new one. Residence Life will bill the student's account and get a new card issued if this situation occurs.

### **Indoor Athletic Activities**

The playing of athletic games or "hall sports" is prohibited within the residence halls due to the potential for personal injury, elevated noise levels, and damages that often occur to the facilities as a result of such activity. Prohibited activities include, but are not limited to, rollerblading/skating, skateboarding, tag, frisbee, football, soccer, basketball, baseball, hockey, darts, etc. Students should be aware that bouncing of balls off the walls/floors echoes and is prohibited due to its disruption to the community. We encourage students to inform one another when these activities are negatively affecting them. Skateboards and hoverboards are not permitted in the halls.

### **Meal Plan**

Meal plans are open to all students, both residential and commuter. First-year resident students must be on the 10, 14, or 19 meal plan. Students cannot obtain a meal unless they have an ID card to swipe or pay cash/credit at the register. Students are not permitted to just enter their ID number and not present an actual ID card to dining staff to use their meal plan. Students living in Stevenson Lane Residence and Saint Joseph Hall are required to have a meal plan. Garden Apartment residents can choose any meal plan, or no meal plan, since kitchens are available in the apartments. Students found lending their ID cards out for use of purchasing of meals will be subject to disciplinary action. If a student's meal plan isn't working on their card, they should see the Help Desk staff first and then the Business Office to ensure the plan is on their card correctly. It is the student's responsibility to do so.

To cancel or change a meal plan, a student should email [reslife@holymfamily.edu](mailto:reslife@holymfamily.edu) with the request. Changes should only be made prior to a semester starting. Within the first two weeks, students canceling their meal plan will only receive 80 percent of the cost refunded minus any dining dollars

used within the time frame. There are no refunds given to students after the second week of classes for any changes or cancellations of meal plans. Students who need accommodations and cannot use the meal plan should contact the Disabilities Services Office.

### **Residence Hall Security**

For the safety of the residential community, only authorized individuals are permitted in the University's residence halls. Students are expected to report any unauthorized persons to Public Safety (267-341-3333). For the safety and security of all residents and their personal property, there is a Public Safety officer stationed at the front lobby of each non-apartment residence hall. All students are required to present a Holy Family University identification card upon entering the residence. All guests of residents must also have proper photo ID to enter. Students residing in the Garden Apartments have the added responsibility of keeping their facilities secure since Public Safety officers are not stationed in these areas. However, Public Safety will make periodic rounds through these areas and across campus. All doors to residence halls should be locked upon closing, requiring an ID card or key to enter any facility. Thus, residents should always be sure to close and lock doors behind them, as well as prevent anything from propping open fire exit doors, front doors, or back doors. All students are encouraged to let Public Safety know if doors are not properly functioning and/or if there is anything suspicious going on near the buildings, such as a strange person trying to gain access.

As a safety precaution, students are not permitted on the residence halls' and apartments' roofs or awnings. Outside TV or external radio antennas/dishes and internet devices are prohibited. Residents are not permitted to raise or remove window screens. As a security precaution, students cannot lean out windows, hang banners, and drape towels or other apparel outside of the windows. The throwing of any object from windows is also prohibited, as it can cause serious injury to persons below. Nothing can be hung in windows including signs, stickers, neon lights, etc. If students are found propping open fire exit doors, front, back and/or side doors of the apartments or residence halls, it will result in judicial follow up. Residence Life and Public Safety work constantly to ensure the safety of all residents. The most secure facilities are those in which residents exercise common sense and have a genuine concern for other residents.

### **Residence Life Communication**

With the technology available to students, it is imperative that students keep up-to-date with the University and the information sent out to its students. The University will make a reasonable attempt to provide all students with the proper and necessary information. It is the student's responsibility to keep up-to-date with all University communications, to be properly informed, and to enhance their college experiences. The Canvas course titled "Res Life 101" is also designed to keep residents informed, provide important information and documents, and to announce programs that are happening.

Holy Family University will use the email accounts distributed by the University as the main way of communicating with all students. Students are responsible for checking their University email accounts. Bulletin Boards are located on each floor of the residence halls and in central locations in the apartment areas. These bulletin boards are used by Community Assistants and the Office of Residence Life and often are used to distribute important information to residents. Bulletin boards are present as an effort to improve community, disseminate information, and educate residents.

In addition, all residents also have a campus mailbox where they can receive mail, as well as the mailroom on the first floor of Holy Family Hall where they can send and receive packages. Information will be given at the beginning of the semester to each student regarding how to access their box, as



well as how to address and receive mail. It is up to the student to check their mailbox often. Some offices use the campus mailbox as an important communication tool in addition of email. During break periods, students must make sure that their home address is being used to ensure all mail is received at the appropriate location. During summer break, all mail sent to campus will be returned to sender. Each year a student will receive a different mailbox, depending on where the student resides on campus. It is important that students keep all mail information up-to-date and accurate.

The Holy Family University Alert System allows students, parents, faculty, and staff to receive updates and campus-wide alerts on users' cell phones and email. The system will add another immediate mechanism to the existing methods that the University has in place to alert the community to an emergency situation or inclement weather conditions. The University will not send any form of advertising or other unsolicited content. Please note that subscribers to this alert system will pay no fees for the service, other than any regular fees associated with text messaging services. Those who participate in this service will need to unsubscribe after graduation or upon leaving the University.

### **Community Assistants (CAs)**

The CAs are undergraduate students selected by Residence Life and directly supervised by the Residence Coordinator, who oversees the daily operations of all residential areas. The CAs work to facilitate the development of community on their floors by organizing programs and activities, assisting individual students and building community, and helping with students in crisis. Another important responsibility of the CAs is to uphold all university and residential policies and community standards. CAs can be expected to provide important information to their residents, inclusiveness for all members of their community, help resolve conflicts between roommates or floor mates, and to address the behavior of floor members who are infringing upon the rights of others. CAs provide duty coverage on a rotating daily basis. CA duty begins at 8:00 p.m. and end at 8:00 a.m. daily. While on duty, CAs will conduct rounds of the buildings or areas at various times of the night, assist students when necessary, and document inappropriate student behavior or building facilities issues. In order to contact the CA on duty, students may stop by the CA on duty's room during the above hours or call the appropriate CA duty number posted in the residence halls. The CA on duty may not be in the residence hall of the student in need, so contacting the CA duty phone is the best method of communication. If a student needs help prior to 8PM, they should contact Public Safety. A student with an emergency should contact Public Safety to inform them of the situation.

## **Policies & Procedures**

### **Move In, Move Out, and Closings**

In signing a University housing contract, students agree to move into and out of their assigned spaces during the allotted times as designated by Residence Life. In addition, students may be asked to leave their housing due to suspension, withdrawal, other judicial situations, leave of absence, or termination of full-time status. Upon move out, students are expected to return the space to its original, clean condition. Failure to do so will result in fines being assessed.

There are limited instances when Residence Life permits students to access the residence halls prior to scheduled move-in dates or remain in residence beyond the scheduled move-out dates. All residents will receive an email with break and closing/opening information. It is the student's responsibility to request, prior to the given deadline, if the student needs an exception. In addition, all hall closings and openings are listed online.

Students who are moving in or moving out, may only move outside of quiet hours to ensure that all residents are not disturbed by moving furniture, excessive noise, etc.

### **University Holidays and Break Housing**

Residence halls and dining services are closed when the university is closed (i.e. winter break). If a student has an extreme circumstance and wants to stay during a break period, a student must submit a request to [reslife@holyfamily.edu](mailto:reslife@holyfamily.edu) by the given deadline. Residence Life staff will review the request and respond to the student with an approval or denial. Students may be asked to consolidate into other buildings for reasons of safety and security during break periods. The dates and times for all hall openings and closings can be found on the website, posted in the halls, or on the University calendar. Family vacations, flights, and other personal reasons are not considered extreme circumstances and students should be planning ahead accordingly. Students who receive permission to remain on campus are subject to the break housing policies, must sign a break contract, and will be charged \$25 per day for housing (charges excluding university related reasons such as in-season athletes). Students who fail to notify the Office of Residence Life and/or fail to follow proper break housing procedures are in violation of the code of conduct and will face sanctions and/or fines.

Students who have violated campus policy during a break housing period will be asked to arrange other accommodations for the remainder of the break period and will not be permitted to stay during subsequent break periods. Due to limited staffing during breaks, there are additional, slightly different policies for students to follow. Students here during breaks will be required to sign the break housing agreement, which lists all of the additional break policies. Students may not stay if they do not complete these agreements prior to the halls closing.

Due to limited staffing over breaks, the University has determined that the only residential buildings open during break periods will be Stevenson Lane Residence (SLR) and St. Joseph's Hall (SJH). Therefore, the Garden Residence Apartments (GAR) will be closed for each break period, and students will not be permitted to reside in the apartments during these breaks for any reason. This area of campus will be closed. Break periods include Thanksgiving, Winter Break, Easter, and Spring Break. During break periods, Garden Residence students will be responsible for finding their own alternative lodging/meals. We ask that students keep this change in mind when signing up for the Garden Residence Apartments, especially if they are student teaching, have a practicum/internship, are an in-season athlete over a break period, are an international student/live far away, or have another University reason to need to be here during break. Break contracts will still be required for all students who remain during break periods in Stevenson Hall and St. Joseph's Hall. Hall openings and closings are posted on the Residence Life website and will be emailed out in advance. It is a student's responsibility to be aware of all hall openings and closings and to make appropriate plans as needed.

### **Room Changes**

Room changes may be accommodated after the second week of the semester if there are available vacancies. Students are not permitted to make a room change without prior approval from Residence Life. Unauthorized room changes will result in disciplinary action. Residence Life will only support a room change if the students have exhausted all other options (i.e., roommate discussions, roommate contracts, and mediation), or for agreed upon swaps. No student, under any circumstances, can force another to vacate a space. The Office of Residence Life will not approve room changes solely on the basis of difference of race, religion, sexual orientation, physical disability, national origin, or age. Any such efforts will be referred for disciplinary action. Students who are in a double/triple room may receive a roommate at any time throughout the semester, and Residence Life reserves the right to consolidate

rooms whenever it deems necessary. Students who do not want to consolidate, may be allowed to stay if there is space, but must pay the single room rate.

## **Room Entry & Searches**

To assure individuals of reasonable privacy and to protect the well-being of the community, Residence Life has adopted the following procedures regarding room access and room searches for University apartments, suites, and rooms, as well as common areas, occupied by students.

In an attempt to ensure safety, health and welfare for all persons and property, authorized University personnel (Maintenance, Residence Life professional staff, Community Assistants, Public Safety Officers) may enter a student's room for any reason. This includes, but is not limited to wellness checks, incident management, emergencies, health and wellness concerns, suspicion of Code of Conduct violations, completing work orders, etc. Staff will also enter a space if they have knocked and announced themselves, noise is heard or concerning smell is detected, but no occupants are answering the door. In addition, Residence Life has health and safety checks prior to every break, which are announced through email, with the standards on how rooms should be left. All residential spaces will be checked, even those with break request approvals.

Authorized University personnel may enter to search a space occupied by students, for the following reasons:

- When directed by the Vice President for Student Life, the Dean of Students, the Director of Public Safety or by the Director of Residence Life, or their designee(s).
- If there is reason to believe that a Code of Conduct violation or illegal activity is taking place, or has taken place in that space. Examples of this include, but are not limited to, underage drinking, drug use, theft of personal or University property, etc.
- If staff believes there is an activity causing a health and safety threat occurring, or that it has occurred in the past.

Law Enforcement may enter any space at any time, with the proper legal documents. Whenever possible, University personnel will accompany law enforcement during the entry/search process.

Authorized University personnel, in any combination, may conduct a room search. Student staff members may be present, but will not facilitate a search. There will always be at least 2 University officials involved in the search.

If the residents are present at the time of the search, they will be verbally notified of the authorization of the search, and the reason it's being conducted. Even if one resident is suspected of a violation, but not the other (s), all items may be searched. Consent is not required by the student(s) to conduct a search when the University believes it has reasonable cause to conduct the search.

If the residents are not present at the time of the search, all residents of that room, suite, or apartment (whatever area was searched) will be notified through email that the search took place, why, and other additional details based on that particular situation. This includes if any items were confiscated or if additional follow up is needed. Advanced notice may be attempted, but is not guaranteed.

All areas of the living space may be searched, including desks, closets, drawers, etc. In addition, at the discretion of the personnel conducting the search, backpacks, bags, bins, suitcases, and other personal items may be searched as well.

Residents will be required to provide access to any locked spaces/containers, as requested by personnel conducting the search. If this is requested and the student does not comply, any damage from accessing the personal item will be at the cost to the student, and the University will take no liability for damages. If a student is not present, University personnel may confiscate any locked item and secure it in a locked office, until the student is able to open it.

**Seizure of Property:** Any personal items violating University policies, deemed not appropriate for the residence hall, or creating a health and safety risk, may be confiscated at the discretion of University personnel. Depending on the nature of the confiscated item, it may be destroyed, given to law enforcement, or returned to the student at the semester's end/prior to break, to bring home.

Any violations found during an entry or search, will be documented and the student(s) will go through the judicial process.

University personnel may ask a student or their guests, upon entering a residence hall, to show the contents of their bag (or other personal item), if it's deemed suspicious. If the student does not consent to the search of their property, that bag is not permitted in the residence hall and the student/guest must return without that item in order to enter.

### **Emotional Support Animals/Service Animals/Therapy Animals**

Holy Family University aims to foster a healthy and positive experience for all campus community members. The University provides reasonable accommodations to otherwise qualified students with a documented disability in accordance with the Americans with Disabilities Act of 1990 (ADA), the ADA Amendment Act of 2008, Section 504 of the Rehabilitation Act of 1973 and the Fair Housing Act (FHA). Holy Family University accommodates persons with disabilities requiring the assistance of a qualified service or therapy animal. Students with disabilities who intend to seek accommodations should contact the Office of disAbility Services 30 days prior to the start of the semester for which the request is made.

For more information, contact:

The Office of disAbility Services  
9801 Frankford Avenue, Campus Center  
Philadelphia, PA 19114-2094  
267-341-3231  
[disAbilityservices@holyfamily.edu](mailto:disAbilityservices@holyfamily.edu)

### **Definition: Service Animal**

A service animal under the ADA is a dog (or miniature horse) that has been trained to work or perform tasks directly related to the person's disability. "Work or perform tasks" means that the service animal takes a specific action when needed to assist the person with a disability.

### **Responsibilities of the Student (handler) with the Service Animal**

The service animal must be under the control of its handler. A harness, leash or other tether must be used unless the handler is unable because of the disability, to use a harness, leash or other tether or if the use of a harness, leash or other tether interferes with the service animal's safe, effective performance of the work of task. In such cases, the service animal must remain under the handler's control, such as voice control.

The student must provide total care and supervision of the service animal. The University is not responsible for the animal's care or supervision. The student is responsible to clean up after and properly dispose all animal waste, immediately. The animal must not be placed in a location blocking access for others. It is the handler's responsibility to ensure that the service animal is in good health,

clean, free of fleas and ticks and is at all times in compliance with all Pennsylvania State laws and requirements associated with licensing, vaccinations and other health regulations.

Holy Family University may ask a student with a disability to remove a service animal from the premises if the animal is out of control and the student does not take effective action to control it or if the animal is not housebroken.

### **Documentation and Inquiries regarding Service Animals**

The University is permitted to make the following inquiries to determine whether an animal qualifies as a service animal:

- Is the animal required because of a disability
- What work or tasks has the animal been trained to perform

When it is not readily apparent the individual has a disability or an animal is a service animal, the University may require the student to submit documentation from the treating health care provider with the following information in order to make a determination:

- The individual has a disability for which the animal is necessary
- How the animal assists the person, including whether the animal has undergone any training
- The relationship between the disability and the assistance the animal provides

### **Definition: Emotional Support or Therapy Animal**

An “emotional support” or “therapy” animal provides comfort to a person with a disability which alleviates the disability but is not necessarily trained to do “work or perform tasks”. While service animals are recognized under the Rehabilitation Act and ADA, the FHA provides a broader range of therapy or emotional support animals in campus housing. Federal law does not give emotional support or therapy animals’ access to the campus as a whole. While a college or university may be required to reasonably accommodate a therapy animal in a residence hall or campus apartment, the institution is not required to allow that student to bring the animal to other areas or building on campus. A therapy or emotional support animal does not have access to common space within the residence halls, the animal only has access to the specific sleeping area of the owner. The specific therapy animal must be in accordance with allowed animals under Pennsylvania Law, regarding dangerous and exotic animals.

### **Documentation and Inquiries for Emotional Support and Therapy Animals**

Students requesting an emotional support or therapy animal as a reasonable accommodation under FHA must submit documentation from their licensed health care provider. Determination is made on an individual basis. The documentation must contain the following information, from a licensed provider:

1. The specific disability of the individual.
2. The reason(s) the animal is necessary to afford the individual and equal opportunity to use and enjoy a dwelling and the assistance the animal provides.
3. That there is an identifiable relationship or nexus between the disability and the assistance the animal provides.

### **Responsibilities of the Student with the Emotional Support or Therapy Animal**

The student is responsible for the care and supervision of the emotional support or therapy animal. The University is not responsible for the animal’s care or supervision. The student is responsible to clean up after and properly dispose of their animal’s waste, while on campus. It is the student’s responsibility to ensure the animal is an animal in good health, clean, free of fleas and ticks and is at all times in compliance with all Pennsylvania State Laws and requirements associated with licensing, vaccinations and other health regulations.

## **Student Responsibilities**

All granted requests may be revoked if a student with an emotional support or therapy animal does not follow the standards of behavior listed below:

1. The owner is responsible for assuring that the approved animal does not interfere with the routine activities of the residence.
2. The owner is financially responsible for the actions of the approved animal, including bodily injury or property damage. The owner is expected to cover the costs associated with property damage.
3. The owner's residence may be inspected for fleas and/or other pests in accordance with residence life policy. In addition, the owner's residence may be inspected for fleas, and or other pests on an as needed basis, if concerns arise. The owner will be billed for any pest treatment above standard pest management.
4. Emotional support or therapy animals must remain in the student's residential sleeping area at all times and are not permitted to be in any common space.
5. When "out for normal care" the animal must remain on the leash or harness. Animals are not permitted on University property other than the residence hall. Cleanup of all animal waste must be done immediately and with proper disposal practices.
6. Owners are responsible for daily care, food and water.
7. Animals must not be allowed to disrupt others by barking continuously, growling, scratching, etc.
8. Residents in the possession of emotional support or therapy animals must take the proper precautions to ensure that other residents and Residence Life Staff are not harmed from the animal. Any animal that threatens or injures another person on campus will be subject to removal. The owner of an animal that injures another person on campus is liable for the actions of the animal. Holy Family University bears no responsibility in this liability.
9. The owner must keep a sign on the door that notifies others that an animal resides in the room and that individuals entering must use caution.
10. Animals must be taken with student if they leave for overnight. No animal may be left with another on-campus resident, regardless if they have also received approval for an assistance animal. All emotional support and therapy animals' requests apply only to the animal for which a student has been approved.
11. The owner agrees to continue to abide by all residential policies.
12. Should the approved animal be removed, the student is expected to fulfill their housing obligations for the remainder of the housing contract.

The owner must notify the Office of disAbility Services in writing if the approved animal is no longer needed as an approved animal or is no longer in residence. To replace an approved animal, the student must submit a new request.

Holy Family University may ask a student with a disability to remove an emotional support or therapy animal from the premises if the animal is out of control and the student does not take effective action to control it or if the animal is not housebroken.

## **Required Forms**

If a request is granted, the student must sign certain forms, regarding the outlined rules and procedures. The student must also provide a copy of all required immunization records, licenses for the animal, a veterinarian report that the animal (if applicable) has been spayed or neutered and a certificate that the animal is healthy and free from any signs of infection or contagious disease, parasites, etc.

## **Grievance Procedure**

Students who wish to appeal a denied request for use of an emotional support or therapy animal or service animal should refer to procedures related to Section 504/ADA and the appropriate Coordinator.

## **Removal of Animal**

Service animals, emotional support or therapy animals may be removed from the residence halls for the following reasons:

- If an animal is considered a direct and substantial threat to the health and safety of individuals or itself, animal control will be summoned to remove the animal immediately. This may occur as the result of a very ill animal, a substantial lack of cleanliness of the animal, animal found to be left alone for an extended period of time, or the presence of an animal in a sensitive area like mechanical or industrial areas.
- Animals and animal owners who do not follow the standards of behavior are subject to disciplinary action and/or removal of the animal from University Housing.

## **Animal Allergic Response**

Some students may have an allergic reaction to animals that are substantial enough to qualify as a disability. The University will consider the needs of both persons in meeting its obligations to reasonably accommodate all disabilities and to resolve the problem as efficiently and as timely as possible. Any student requesting allergy accommodations must contact the Office of disAbility Services.

## **Etiquette towards service, emotional support or therapy animals on campus**

- Do not touch the animal without asking permission first. This is a distraction and may prevent the animal from tending to the human partner.
- Do not feed the animal.
- Speak to the person, not the assistance animal. Most handlers do not mind talking about assistance animals if they have the time.
- Do not startle the animal.
- Never make assumptions about the individual's intelligence, feelings or capabilities. Offers of help are appreciated, but ask first.
- Always approach an animal calmly.
- Do not separate or attempt to separate an owner from their animal.

## **Fire Safety Precaution**

All University residences are smoke-free. Students found smoking in the residence halls will face disciplinary action. Smoking is prohibited within 25 feet of any University residence hall building entrance or exit, and under any covered walkway or building overhang. The University holds routine fire safety drills in accordance with Pennsylvania State Law, and all residents are expected to participate. Students may not disregard a fire alarm or refuse to evacuate a building in which an alarm is sounding, regardless of its nature (drill, false alarm, or actual alert). Student and/or students' guests who tamper with alarms, fire safety equipment, who fail to leave during alarms, or cause a fire due to carelessness will face stern disciplinary action. This may include termination of University housing and/or referral to civil authorities. Initiating a false fire alarm is a clear violation of the University's code of conduct and will be adjudicated as such.

Fire safety is EVERYONE'S responsibility. Students have to be aware that carelessness affects not only their safety, but that of members of the community. Any false alarm or abuse of fire safety equipment will result in fines or suspension of guest privileges to the hall or building where the abuse takes place, unless the individual responsible can be identified. In cases where those responsible are identified, the individual(s) will be adjudicated and may be arrested. Therefore, students must understand that they are responsible for instances in which they create fire hazards in the residence halls. All residents must pay close attention to fire hazards.

Due to the safety of the community, students are not permitted to:

- Possess candles and incense. Open flame devices of any kind are prohibited which could include candles, candle melters/burners, lanterns, and incense, etc. This includes candles that have never been used.
- Possess improper light fixtures: i.e. halogen or quartz bulbs, black lights, lava lamps, medusa lamps with plastic shades, rope lighting (clear tubing that goes over the lights), or electrical decorations that are not UL approved.
- Use unapproved electrical appliances: hot plates, electric frying pans, sandwich makers, waffle irons, Forman grills, crock pots, and portable heaters as well as any appliances such as irons and coffee makers without automatic shut-off options. Residents may have refrigerators in their room that are UL approved and have a capacity of no more than 3 cubic feet. Microwaves are permitted in the kitchens of the Garden Apartments as well as in Stevenson Lane Residence rooms and Saint Joseph Hall. Microwaves are in the kitchenettes on every floor in Stevenson Lane and Saint Joseph Hall.
- Cover exterior of room door with flammable decorations, cover vents, or cover lights.
- Use non-fire retardant window coverings. If students wish to add or provide their own window coverings, they must meet the same standards of the University. Documentation/verification of retardant fire products will be required.
- Hang items or decorations improperly. This includes hanging items from fire sprinkler heads, heat detectors/ smoke detectors, and also from lights or ceilings, or using tape/nails, etc. that will cause damage to the walls..
- Hang lights out of windows, over window coverings (especially curtains) or over doorways.
- Overload electrical outlets or use multi-plug outlet cubes or extension cords. Students must use surge protectors only.
- Run electrical cords or wires under carpets, through door jams, or under doors.
- Store or use illegal or harmful items (i.e., excessive trash, garbage, paper, flammable items [paint, fuel, lighter fluid, etc.], explosive devices [fireworks, firearms, weapons]).
- Use open flames inside or outside buildings, such as barbecues or fire pits.
- Possess live Christmas trees.
- Store bicycles or large items in rooms, hallways, common areas, or walkways. Bicycles should only be stored outside and locked to a bike rack. Bike racks are located across campus and students are responsible for supplying locks and/or coverings when bad weather occurs.

This list is not all-inclusive. Additional items may be added as deemed necessary by University personnel or as outlined in the University's housing contract.

Residents may not tamper with or alter the following in University resident buildings:

- Structure
- Plumbing
- Wiring
- Fire Safety Apparatus such as smoke detectors, heat detectors, sprinkler heads, or CO detectors.
- Locks on doors or windows
- Door closures
- Exit signs
- Fire Extinguishers

It is the responsibility of the students to be sure all unused appliances are turned off when finished, and that they are using all appliances safely and properly. This includes items in common areas.



The University periodically conducts health and safety inspections to prevent fire safety violations. Misuse or abuse of fire safety equipment is taken very seriously. Tampering with fire or safety equipment will result in disciplinary actions being taken.

Because this is a community issue, it is the responsibility of the community to ensure any violation of this nature does not occur. If individuals responsible cannot be identified, the fine will be divided among all members of the respective residence hall. Therefore, any person possessing information related to incidents of misuse or abuse of fire safety equipment is to notify Public Safety or Residence Life immediately.

### **Help Seeker Policy**

The welfare of each person in the Holy Family University community is paramount, and Holy Family encourages students to offer help and assistance to others in need. In an effort to alleviate concerns of disciplinary action for those who seek help for others, the University has enacted a help seeker policy. Students are expected to immediately report conduct or activity which poses a danger to the community or its members. For example, all students are expected to seek appropriate assistance for themselves or others in situations where help is needed to ensure proper care of a person who is significantly intoxicated or under the influence of drugs. Students should not hesitate to seek help because of fear of disciplinary action.

In most circumstances, the help seeker will not be charged with a policy violation under the University Code of Conduct. However, help seekers may still be required to meet with a University hearing officer regarding the incident for administrative follow up. In rare circumstances, such as cases of repeated, flagrant, or serious violations of the University Code of Conduct (e.g., bodily harm, sexual misconduct, physical or verbal abuse or harassment, distribution of drugs, hazing, theft) or violations that caused the harm to another person requiring emergency response, a student's behavior may warrant going through the judicial process.

### **Pet Policy**

Due to health concerns associated with animals living in the residence halls, the only pets that are permitted are fish in tanks no larger than 5 gallons. Only one tank per person, per room, is permitted. No other pets are permitted, including pets visiting from home. Students must take fish home with them whenever they leave for break periods. Staff is not responsible for maintaining fish tanks or feeding them. Violation of this policy will result in disciplinary action.

### **Posting Policy**

Any flyers or advertisements students wish to hang in the residence halls must be approved by the Student Engagement Office and Residence Life professional staff member prior to posting. Please see our University's Posting and Advertising policy for more information.

### **Release of Information**

Periodically, individuals and companies that contact the Office of Residence Life seek addresses and telephone numbers of resident students. Residence Life will not release the campus address and telephone numbers of any resident student, except sometimes for room/roommate assignment notification purposes. Holy Family email addresses will be shared during roommate notifications. Information may also be released for emergency purposes.

## **Solicitation**

Any group which is not affiliated with the University and seeks to solicit in residence halls must be approved by the Office of Residence Life. Any campus clubs, organizations, or residence hall groups wishing to sell items for fundraising purposes must also have the approval of the Office of Residence Life. Students may not use their residence hall rooms as a principal place of business. Any student who suspects that an individual or a group is soliciting illegally should contact their Community Assistant immediately and /or contact the Office of Residence Life or Public Safety.

## **Vandalism**

Holy Family University operates under a code of conduct. When that code is violated, as in the case of vandalism, the University may impose fines to help offset the cost of damages or repairs to the community. Residence Life levies, certain fines in order to deter students from dangerous and negative behavior in our residential community. Fines may be imposed singularly or in conjunction with other disciplinary actions.

## **Visitation and Guests**

The University's policies on guests and visitation are anchored in a concern for residence hall security, privacy rights of roommates and building residents, and the maintenance of an atmosphere conducive to academic achievement. Hosting guests is a privilege, not a right, which can facilitate personal and social development and enhance the quality of life on campus. The University has set the following policies concerning registering guests and visitation hours. A guest is a person who is not an occupant of the room in which they are present.

## **Minor Guest Policy**

Any guest who is not a resident of the facility that has entered must be signed in by a resident of that facility. Children under 18 years and younger are not permitted to sign into a University residence hall without a parent/legal guardian and are not permitted to stay in University residence halls past 10PM unless approved by Residence Life for University functions (i.e., admissions overnight and or athletic recruiting visits). Babysitting of minor family members or friends is not permitted in the halls, even with written parental permission. Holy Family does not offer family housing, but in the event that the resident student is the parent, the minor must still be with the resident at all times and must leave by 10PM. If any child becomes a distraction in the residence halls, the child can be asked to leave and/or be barred from entering, depending on the situation. Please note that all overnight guests must be the same gender as the host student. Any student who is not a resident of the facility that has entered must be signed in by a resident of that facility. The non-resident must surrender his/her identification card to the desk officer. Any guest who is not a member of the University community must provide photo identification to be signed into the residence facility. Guests who do not have proper photo identification (such as a driver's license or student identification from another college or university) cannot be signed into the facility as a guest. Public Safety has the ability to accept or deny identification as valid. Signing in and guest registration is only valid in the building in which the host resides. Residents signed in are limited to a 48-hour period, and a guest cannot exceed 4 nights over the course of a month. These four overnights may not be done back-to-back and breaks must be taken between 48 hour periods at minimum of 3 days. Each time a guest leaves the host's building, the guest must sign out. Subsequent visits will require the host to register and sign his/her guest in again. Male guests may be hosted overnight only in rooms reserved for men; female guests may be hosted overnight only in rooms reserved for women. Permission of the room's other occupant(s) must be obtained by the hosting student for an overnight guest. A guest is considered to be overnight, if the guest stays past midnight or 2AM, depending on the visiting hours of that day.

The hosting of guests in individual rooms must not interfere with the roommates' use of the room. Residents are responsible for their guest's behavior and observance of the University rules in rooms and throughout the residence halls and on campus. A resident may lose their guest privileges if a guest is involved in a violation of University policy. Violation of the guest policy will render students subject to disciplinary action. Residence Life suspends guest privileges during University break periods, even if the residence hall is housing students during the break period. The University reserves the right to remove a guest who has violated University regulations. Sleeping in student lounges and other public spaces is prohibited.

Guests who have been removed from campus and return are viewed as trespassers and are subject to arrest. The occupants of an individual room/apartment may wish to set more guidelines pertinent to guests and may do so as long as they stay within University policies. For assistance, please seek out a Community Assistant and consult the roommate agreement form.

### **Stevenson Lane Residence & Saint Joseph Hall Guest Registration**

Each resident student is permitted to sign-in two guests (visitors who are not building residents). In order to facilitate this privilege, Public Safety has initiated the following procedures:

1. Registering a guest is only valid in the building in which they were signed into, not in any other campus residence facility. The host must meet the guest and escort them into the building to sign in. Proper Photo ID is required of the guest.
2. The guest must be with the host at all times.
3. The guest can retrieve their photo identification by signing out at the security desk.
4. The guest and sign-in policy does not allow for in and out privileges. All non-residents must sign-out every time they leave the building and sign in again if they return. It is the responsibility of the host to ensure that guests sign out when their visit is over.

Students who sign in a guest for another student, or who knowingly violate the guest policy, will be held judicially responsible. No student should sign anyone in who is not their guest and who they are not hosting during the duration of their stay.

### **Garden Apartments Guest Registration Policy**

Since there is no Public Safety office to sign guests in and out, guest procedure offer additional flexibility and privileges to those students living in this area. With additional flexibility and privileges comes additional responsibility to know and understand the policies and procedures listed in the student handbook. Students who are not following the guest/visitation policies, and who live in the Gardens or St. Joe's Hall, will be subject to the same judicial process just as students who live in Stevenson Lane.

### **Visitation Policy**

Accordingly, visitation hours for residence halls are established as follows:

**Same Gender Guests:** 24-hour visitation privileges for same gender guests will be granted to residents with the understanding that they have signed in their guest consistent with the Guest and Sign-in Policy.

**Opposite Gender Guests:** Guests of the opposite gender are permitted in residents' rooms and suites only during visitation hours. Visitation hours are 8:00 a.m. to 12:00 a.m. on Sunday-Thursday, and 8:00 a.m. to 2:00 a.m. on Friday-Saturday. For Garden Apartments, the visitation hours apply to the entire apartment, not just resident rooms.

## **Occupancy Policy**

Each resident can have up to two guests (according to the guest policy) at a time. The occupancy of each space may not allow for every resident in the apartment or room to have two guests at one time. The maximum occupancy in any SLR suite is 9 people and in an apartment is 10.

SLR students who want to have visits from their parents and/or siblings, may sign in more than two people, but all guests must remain in the first floor game room or large, TV lounge on the first floor of SLR. These family members still must abide by guest/visitation hours and all other University policies. The student host must remain with these family members at all times.

