

St. Andrew's Hall Residents' Handbook



In conjunction with the University of British Columbia, St. Andrew's Hall provides a multi-disciplinary residential community.

February 2026

Important Phone Numbers

- Ambulance 911
- Fire 911
- Royal Canadian Mounted Police (Emergencies) 911
- Royal Canadian Mounted Police 604-224-1322
- Housing Office 604-822-9720
- Dean's Office..... 604-822-9372
- UBC Center for Accessibility 604-822-5844
- UBC Campus Security 604-822-2222
- UBC Campus Security Lost & Found 604-822-6786
- UBC Child Care 604-822-5343
- UBC Counseling Services (Students)..... 604-822-3811
- UBC Dental Clinic 604-822-2112
- Equity & Inclusion Office..... 604-827-1773
- Family Practice Campus Unit 604-822-5431
- First Nations House of Learning..... 604-822-8940
- International Student Advising 604-822-8999/5021
- Law Students Legal Advice Program 604-822-5791
- Registrar's Office/Enrolment (UBC) 604-822-9836
- AMS General 604-822-2901
- AMS Student Services 604-822-4405/2280
- Safewalk Program (AMS)..... 604-822-5355
- Sexual Assault Support Centre (SASC)..... 604-827-5180
- Student Health Services 604-822-3811
- University Hospital (Emergency Department) 604-822-7121
- University Village Medical and Dental Clinic 604-222-2273
- UBC IT Services Help Desk 604-822-2008

Table of Contents

Page

Mission Statement.....	1
Community Covenant	2
Arrivals.....	3
Mail	3
Residential Agreement.....	3
Security Deposits	3
Telephones	3
Building Alterations.....	4
Departing.....	4
Furniture.....	4
Eligibility.....	5
Housing Policy	5
Nondiscrimination Statement.....	6
Pets	6
Smoking	6
Community Coordinator	7
Lost Keys & Lockouts	7
Residence Newsletter.....	7
Maintenance Requests.....	8
Being Good Neighbors.....	9
Noise	9
Keeping St. Andrew's Hall a Safe Place to Live.....	10
Looking Out for One Another.....	11
Safety and Children.....	11
Guests.....	11
Illegal Activity re Alcohol/Drugs/Fire Safety Equipment	11
Fire, Police, Ambulance (911).....	12
Pest Control.....	12
Strangers.....	12
Worship and Spirituality	13
Campus Ministry	14
Bicycle Storage	14
Disabled Accessibility.....	14
Entry Phone.....	15
Laundry	15
Parking (Residents/Visitors/Illegal).....	15
Study Room.....	15
The Centre/Chapel	15
Garbage & Recycling (Waste Management).....	16
Childcare/Schools	17
Liability/Insurance	17
Medical Health Insurance	18

Welcome

Welcome to St. Andrew's Hall! We are delighted to welcome you into this unique community of diverse students, scholars, and their families from around the world. We trust you will find the Hall to be a comfortable home and a community where you will make friends to last a lifetime. St. Andrew's Hall was founded in 1955 as a theological college and residence of the Presbyterian Church in Canada, with a teaching charter granted by the Province of British Columbia that same year. For more than seven decades St. Andrew's Hall has been a place of hospitality for those engaged in a variety of academic disciplines here at the University of British Columbia. You are welcome here!

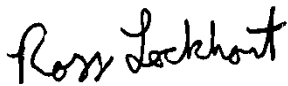
When you arrive, take the opportunity to get to know your neighbours and make some new friends. St. Andrew's Hall is committed to developing a community of people who care about each other, rather than simply providing a place for a collection of individuals to live.

St. Andrew's Hall has a dedicated staff committed to serving our community. By working together, we can continue to make St. Andrew's Hall the wonderful community that it has been for so many generations of students.

Please read this residents' handbook; it will answer many questions you may have. Any ideas you may have to make St. Andrew's even better are very much encouraged.

Again, welcome to St. Andrew's Hall. We are looking forward to getting to know each of you over the course of the year as you study and continue your personal journey.

Grace and Peace,



Rev. Dr. Ross Lockhart, Dean



Mihye Park, Housing Manager

St. Andrew's Hall Mission Statement

Vision

St. Andrew's Hall is called to discern and equip the future church that God is bringing.

Mission

St. Andrew's Hall educates and equips missional leaders through teaching, hospitality, and witness for Christ's church of tomorrow, today.

Values

St. Andrew's Hall strives to nurture an environment of excellence for work and witness that is:

Faithful – responding and responsible to the triune God revealed in Scripture.

Courageous – living by faith, not fear, discerning and boldly serving God's mission.

Innovative – open to new Spirit-led ways of education and ecclesiology.

Collaborative – working together with diverse gifts to accomplish the work set before us.

Missional – our work together is a witness to the very nature of God who is reconciling all.

Goals

As a college of The Presbyterian Church in Canada we will:

- Ensure that the degree-granting charter of St. Andrew's Hall is exercised effectively for the benefit of The Presbyterian Church in Canada;
- Promote the programs and resources of Vancouver School of Theology throughout The Presbyterian Church in Canada;
 - Recruit and support Presbyterian students at VST;
- Promote the relationship between Regent College, Vancouver School of Theology and St. Andrew's Hall to support theological education;
- Provide faithful and effective education for Presbyterian Teaching and Ruling Elders through the Centre for Missional Leadership;
 - Enhance the physical facilities of St. Andrew's Hall;
- Nurture Christian virtues and hospitality within the residential community and on the campus;
- Strengthen finances and operations for the purpose of providing greater support to our missional goals; and
 - Maintain status as a residential college of the University of British Columbia.

St. Andrew's Hall

Community Covenant

Rejoice in hope, contribute to the needs of your neighbours, and extend hospitality to strangers.
(Adapted from Romans 12:12-13)

St. Andrew's Hall is a multi-disciplinary residential community committed to enhancing the education and quality of life of its residents and other students at U.B.C. and its affiliated colleges.

To further that purpose, we ask members of the St. Andrew's Hall community to assume the following responsibilities:

1. Be constantly aware of safety issues;
2. Contribute to the purpose of the community according to gifts and participate in community events;
3. Show respect for others and be hospitable to all who come in contact with St. Andrew's Hall;
4. Show respect for property, meet financial obligations, and uphold residence standards as outlined in the Residents' Handbook.

I have read this covenant and reviewed the Residents' Handbook carefully and agree to conduct myself accordingly.

Welcome to St. Andrew's Hall

Residential Agreement

If there is any disagreement between the terms outlined in the Residential Agreement and this handbook, the Residential Agreement shall take precedence.

Arrivals

- Post-dated cheques must be submitted to the office within one week of arrival.
- The resident and Community Coordinator will complete a move-in condition report. If any existing defects are not recorded in the condition report and reported to the office in writing, they will become the responsibility of the resident occupying the unit.

Security Deposits

- Security deposits of one-half of the first month's fees must be paid within the time specified in the approval letter of residence application.
- Security deposits will be refunded when appropriate. If any repairs beyond normal wear and tears or additional cleaning are required, deductions will be made. **Security deposits will be forfeited if the Residential Agreement is breached.**
- Residents will be asked to sign a Community Covenant and other documents in addition to the Residential Agreement to live at St. Andrew's Hall.

Telephones

- Telephone service is not provided by St. Andrew's Hall. Residents must have a working phone number to use the entryphone system, except for townhouses.

Mail

- Residents' mailboxes are located in the entry foyer. Campus Mailing Services receives, sorts and delivers all incoming Canada Post mail and parcels to the entire campus and pick up outgoing Canada Post and Campus mail regularly.
- A Canada Post outlet is located at University Village.
- Canada Post will not forward mail from here as our address is considered "institutional." Arrangements for mail forwarding can be made with the Housing Office prior to move-out. Otherwise, mail for former residents will be returned to sender.
- Packages delivered to residents will be left in the main foyer. Residents are responsible for retrieving their packages. St. Andrew's Hall does not accept incoming mail or parcels for non-residents.

Furniture

Residents may place small personal furnishings in their units but not in common areas of quads and should remove them at move-out. Townhouse residents shall not keep furniture on stair landings or near the entrance as it can be a fire hazard.

Furniture or other items provided by St. Andrew's Hall in individual units shall not be moved by residents to common areas or outside of St. Andrew's Hall. Furniture or other items assigned in common areas of St. Andrew's Hall shall not be moved into individual units or outside of St. Andrew's Hall.

Moving or removing St. Andrew's Hall owned furniture or other property from individual units or common areas without permission is not prohibited and may result in eviction and referral to the police.

Building Alterations

- Residents should not alter or redecorate their units by painting, wallpapering, putting up mirrors, etc.
- Residents should not use spikes, hooks, nails or screws in the exterior or interior of their units.
- Residents should not affix stickers, adhesive hooks or similar items to walls, ceilings and any interior or exterior surface.
- Residents should not alter or cut the landscaping.

Departing

Please refer to the Residential Agreement.

- Residents should leave their units in a clean and acceptable condition, with furniture being replaced in standard locations. Arrangements should be made with the Community Coordinator at least one week in advance for a move-out inspection to be carried out. In some cases, St. Andrew's Hall will perform mid-term inspections.
- Move-in and move-out condition reports will be compared to determine any move-out charges. Additional cleaning and repairs or loss of St. Andrew's Hall property will be deducted from the security deposit. Residents are responsible for any damage and other costs exceeding the security deposit. **Residents returning after summer should pay any cleaning and repair costs incurred after their move-out by the due date set by the Housing.**
- Units should be thoroughly cleaned and vacated, and all personal property should be removed by **12:00 noon** on the expiry/end date of residential agreement.
- It is the responsibility of residents to return all keys to the Housing Office. There is a \$50 charge for each unreturned key.
- Residents are required to sign the Acknowledgment: Cleaning and Move-out Responsibilities form when the Residential Agreement is signed.

RESIDENCE POLICIES

Housing Policy

Eligibility: Only full-time students, postdoctoral fellows and visiting scholars at UBC or its affiliated colleges are eligible (e.g., students taking 9 credits for each term or equivalent as defined by UBC or the colleges).

Fees: Fees are publicized on St. Andrew's Hall's website. Payments are due in advance and can be made in equal monthly installments by post-dated cheque on the 1st day of each month.

Post-dated cheques for the entire term of the residential agreement are required upon arrival.

Security deposits of one-half the first month's fees are to be paid within the time specified in the letter or email approving the residence application.

Priority:

- Since St. Andrew's Hall is a college of the Presbyterian Church in Canada, priority is given to Presbyterian theology students and others from our congregations.
- Priority will be given to leases beginning on May 1st for twelve months or longer for all suite types.
- Priority will be given to existing residents of St. Andrew's Hall who apply before February 15th or a date set by the Housing Office for the following academic year. However, St. Andrew's Hall reserves the right to refuse housing applications from existing residents. **Reapplication cannot guarantee a place for the following academic year.**
- Townhouses are designed to meet the needs of families. Priority will be given to families with one or two children. Each townhouse accommodates a family of up to four (4).
- One-bedroom apartments are designed to meet the needs of couples in a marriage-like relationship. Priority will be given to couples. If space is available, consideration will be given to single students.
- All Quad applicants will be considered individually. St. Andrew's Hall will attempt to honour requests for roommates, which will be best facilitated by all completed applications being submitted together. However, roommate requests cannot be guaranteed.

Lease Periods and Guarantees

- Lease periods must end on the expiry/end date in the residential agreement.
- Housing application will not guarantee a place at St. Andrew's Hall.
- No month-to-month lease arrangements can be made following a lease period without prior written consent from the Housing Office of St. Andrew's Hall.
- St. Andrew's Hall reserves the right to terminate the residential agreement at any time by providing the resident with 60 days' written notice.

Smoking

No smoking or vaping is allowed in any St. Andrew's Hall buildings. Individual units and all common areas such as hallways, stairwells, study rooms, laundry room, elevator, washrooms, main floor foyers, and fire exits are non-smoking areas. Smoking outside buildings should take place at least 8 metres away from any entrance, open windows, air intakes, and townhouse patios.

Pets:

Only fish in an aquarium of ten gallons or less will be permitted.

Nondiscrimination Statement:

St. Andrew's Hall is committed to the principle of equal opportunity and does not discriminate in employment programs, access to housing and activities based on race, national origin, colour, creed, religion, gender, age, disability or sexual orientation. For information contact the Dean:

- St. Andrew's Hall, 6040 Iona Drive, Vancouver, BC V6T 2E8 Canada
- Phone: 604-822-9372
- Email: rlockhart@standrews.edu
- Website: www.standrews.edu

False or misleading information

Using false or misleading information for any reason may result in referral to the police and eviction from St. Andrew's Hall.

Complaints

Any complaints regarding housing should be referred firstly to the Housing Manager followed by the Dean of St. Andrew's Hall. **The BC Residential Tenancy Branch has no jurisdiction in university housing.**

Conduct and Behaviour of Residents

Residents are required to show respect for other residents and St. Andrew's Hall staff. There is zero tolerance for anger, violence, aggressive behaviour, and danger within the community of St. Andrew's Hall.

COMMUNITY STAFF AND SERVICES

Role of Community Coordinators

The basic role of the Community Coordinator is to support Students and to foster an environment that is safe, enjoyable, and conducive to learning.

They will support the Community Covenant by being responsible for the following:

- Security
- Setting the tone
- Offering hospitality
- Attendance at biweekly staff meetings

They have the following duties and authority:

- Interpret policies and give advice to residents on procedures in consultation with the Housing Manager
- Promote, regulate and enforce resident standards in consultation with the Housing Manager
- Hold a master key in the event a resident is locked out of a suite
- Assist in the event of emergency
- Hear and settle disputes among residents in consultation with the Housing Manager
- Conduct move-in and move-out inspections

Years of experience at most universities have shown that the help provided by Community Coordinators, while not always measurable, has been a great asset to their communities.

Their primary areas of responsibility are designated according to living accommodation type: One Bedrooms and Studios; Quad Suites; Townhouses and Two Bedrooms.

If you are unable to contact your assigned Community Coordinator, you may contact another for assistance in the event of emergency outside of office hours.

Lost Keys

Community Coordinators hold master keys and can let residents into their suites in the event of lockouts. Each interruption in relation to lockout will be charged \$20.

Lost keys should be reported to the Housing Office immediately. There is a \$50 replacement fee for each lost key. Copying any keys issued by St. Andrew's Hall is prohibited and illegal.

Residence Newsletter: "The Sixty-Forty"

The community's newsletter is a valuable source of information. Residents will find out about community events through this publication. Submissions to the editor are welcomed.

Maintenance Requests

Our maintenance staff are available during office hours to assist with issues in units. Maintenance request should be directed to the Facilities Manager by email at facilities@standrews.edu. Maintenance requests will be attended according to priority and availability of the maintenance staff. In case of an emergency, you may contact the Housing Office or Community Coordinators.

Residents are responsible for damages, lost property or extraordinary service and administrative costs caused by themselves, their family members, or their guests whether through accident, neglect, or intent.

St. Andrew's Hall staff may request access to your unit for the purpose of maintenance inspections. Inspections related to health and safety can be conducted without notice. Otherwise, 24-hour notice will be provided only if possible.

In case of extreme emergency (e.g., flood, power line down, ruptured gas or sewer line) contact the Housing Office, the Facilities Manager, or any Community Coordinator, or if none are available call UBC Trouble Calls at 604-822-2173.

No Subletting

Residents should not assign, sublet, lend or share their units with another person who is not registered as an occupant under the residential agreement.

COMMUNITY AND SAFETY CONCERNS

Being Good Neighbours

At St. Andrew's Hall, residents are encouraged to make every effort to be good neighbours to each other. Sometimes we all need to be reminded of some of the ways we can live in harmony with each other. There is zero tolerance for anger, violence or aggressive behaviour to neighbours or St. Andrew's Hall staff. Here are some guidelines:

- **If something your neighbour is doing bothers you, speak to them BEFORE you get so upset that you can't be calm or reasonable. Try to solve the problem by going to your neighbour first.** Often, they are simply not aware that you're being disturbed. The prospect of approaching them may initially be a little uncomfortable, but we trust that they'll be glad that you came to them with your concern.
- **Be direct and to the point.** Focus on the specific behaviour or situation that bothers you without making assumptions or evaluations.
- **Decide on a friendly agreement that will solve the problem and take the needs of both parties into account.** Be specific about steps to be taken to stop conflict. (i.e., Maybe your neighbour can arrange to practice their voice lesson while you are at your morning workout.)
- **Find out if there is anything you do that bothers your neighbours.** Be willing to modify your habits and show cooperation to improve relations with neighbours.
- **If you have attempted to solve a problem directly with your neighbour and there is no improvement,** or if a neighbour is blatantly disregarding the Community Covenant, contact your Community Coordinator to assist you.
- **If you think domestic violence is occurring, call RCMP at 604-224-1322.**
- In a community of this size and with a variety of values, beliefs, and cultural/ethnic backgrounds, there are many different child-rearing practices. However, if you believe that a child under 19 years of age is being neglected or abused, you have the legal duty to report your concern to a child welfare worker at **1 800-663-9122**. Children and youth can call **Kids Help Phone at 1 800-668-6868** or **text CONNECT to 686868**.
- Keep an eye and an ear open for others and their property. An alert neighbour hearing a smoke alarm or reporting a break-in, or a bicycle theft is a great blessing.

Noise

Residents are expected to always show consideration for their neighbours by avoiding any noisy or disruptive activities that may be unreasonably disturbing. Quiet hours are generally from 11:00 pm to 7:00 am. Neighbours in adjacent condominiums are intolerant of unacceptable noise and will likely contact the police to complain.

Any noise concern should initially be directed to the resident involved. If the problem persists, contact your Community Coordinator first to resolve the situation before escalating the issue to the Housing Manager.

Here are some specific suggestions that are helpful in keeping harmony:

- While noise separation is generally good horizontally, it is poor vertically. Stereo speakers should be placed off the floor on a table to lessen the noise for those living below.
- Remember that townhouse children go to bed early and yelling outside the buildings will wake them. Noise in the courtyard and breezeways echoes and reverberates.
- Remember that some students study late into the evening and sleep late. Children yelling outside will be disruptive.
- Running in the hallways, especially at night, is very disturbing to other residents.

Keeping St. Andrew's Hall as a Safe Place to Live

In order that St. Andrew's Hall stays a safe community, the following restrictions will be followed:

- Sexual harassment will not be tolerated under any circumstances.
- Do not force or prop open entrance doors for any reason.
- Letting strangers into the building is dangerous. If people are legitimately visiting residents, they can call the residents directly or use the entry phone.
- Confirm entry phone calls before granting access to the main entrance.
- Do not lend your keys (building, suite, or a bike storage room) to anyone.
- Possession of **ANY** weapon, firearms or ammunition is prohibited.
- Drones are prohibited within 150 metres of St. Andrew's Hall buildings.
- Fireworks or firecrackers are not allowed anywhere on St. Andrew's property.
- Residents should keep their rooms locked at all times to prevent sexual assault or theft.
- Residents are not allowed on rooftops or in mechanical rooms.

Looking out for One Another

By being aware and vigilant, we can help prevent personal injury and loss:

- Look out for one another. If you see someone suspicious on your floor, ask who they are looking for, or immediately contact the Housing Office or a Community Coordinator.
- Set up a buddy system with others in the building if you go out at night or use UBC AMS Safewalk program (604-822-5355).
- Never ignore strange sounds such as screams or calls for help coming from someone's unit. Report it to the Housing Office or a Community Coordinator immediately or call 911.
- If you are doing laundry in the evening, let a friend know where you are or have a friend come with you. Do not start a new laundry load after 9 pm.

Safety and Children

Children are a gift from God. Please be mindful of their presence in our community.

- Parking lots and children are a dangerous mix. Drive slowly and watch for children. Teach children about parking lot safety.
- Keep an eye out for all children in the community.
- If you notice someone suspicious around the courtyard, ask who they are looking for, or contact the Housing Office or a Community Coordinator.

Illegal Activity

- Respect the law and other residents' sensibility to alcohol. Keep consumption within units (for those of legal age).
- Illegal activity of any kind will not be tolerated. Without limitation, it includes unauthorized entry into **ANY** resident's unit, the maintenance workshop, mechanical rooms, and other restricted areas. Involvement in the possession, use, trafficking or offering of illegal drugs is prohibited. These activities will result in eviction and referral to the police.
- Tampering with or mishandling fire alarms, fire extinguishers or other safety equipment is a crime and constitutes **grounds for eviction**.

Guests

Residents are fully responsible for the behaviour and actions of guests, including any financial liability for damages. In serious cases, residents may be evicted due to the behaviour of their guests. Guests must always be accompanied by resident at St. Andrew's Hall.

No guest may stay at St. Andrew's Hall for more than four (4) nights in any given month without prior written consent of the Housing Office. No person may be the guest of more than one resident in succession.

Residents in quads should inform their roommates in advance if they will have an overnight guest. If a guest causes a disturbance to others, the guest is not allowed to stay. No extra bedding is available, and guests may not sleep in the common areas. Residents may be evicted for a guest's stay which exceeds 4 nights or if the guest is a disturbance to the quad or to the floor.

There is no free visitor parking at St. Andrew's Hall. See Parking on page 15.

FIRE, POLICE AND AMBULANCE

IN THE EVENT OF A FIRE ALARM, immediately exit the building. Do not assume an alarm is false. Always leave the building and proceed to the designated gathering place in the courtyard, away from the building and windows. If an alarm is not false, delaying evacuation could danger your life.

Firefighting equipment is installed and tested regularly in accordance with safety regulations. They should be used for emergencies only.

All suites are equipped with sprinklers and smoke/heat alarms. Some residents will be tempted to disconnect their smoke/heat alarms since occasionally cooking can set them off. Use of the overhead oven fan will reduce false alarms while cooking. Do not disconnect or cover your smoke/heat alarm.

Please familiarize yourself with the most convenient emergency exits in all areas of the building. Your life may depend on this knowledge.

Any tampering with or mishandling of firefighting equipment, including signage, is a criminal offence and constitutes grounds for eviction.

For minor injuries, there are FIRST AID KITS in the Housing Office, the kitchen in the Centre, and the second-floor staff lounge.

Strangers

If you notice someone in the residence, who appears not to belong, is acting suspiciously, or raises concern, immediately inform the Housing Office or a Community Coordinator. If you feel this person is a danger or intends to steal, contact the police (911) without hesitation.

Pest Control

Residents are required to take proper steps to avoid infestations of insects, rodents or other vermin and to report the presence of pests. Please keep your unit clean. Storing all food in sealed containers and proper disposal of garbage will eliminate opportunities for pests to thrive.

WORSHIP & SPIRITUALITY

Life at university can be a wonderful time of exploring one's beliefs and place in the wider world. It can also be a time of homesickness, loneliness, and stress. As a college of the Presbyterian Church in Canada, St. Andrew's Hall encourages all residents to find a local faith community and to connect with our Chaplain. Connecting with a faith community and participation in worship provides spiritual, social, physical, and intellectual support.

There are many opportunities for worship on and near the UBC campus:

Sunday Worship:

- **St. Anselm's Anglican Church (604-224-1410)**
5210 University Boulevard; Time: 10:30 am
- **University Hill United Church Congregation (604-822-0638)**
Epiphany Chapel; 6030 Chancellor Boulevard; Time: 10:30 am
- **Origin Church (Baptist) (info@originchurch.ca)**
Woodward IRC, Wood 2, 2194 Health Sciences Mall; Time: 10:30 am
- **Fairview Presbyterian Church (604-736-0510)**
2725 Fir Street (Corner of Fir and West 11th Ave.); Time: 10:30 am
- **Kerrisdale Presbyterian Church (604-261-1434)**
2733 West 41st Avenue (Trafalgar St. & W. 41st Ave.); Time: 10:00 am
- **Tenth Church | UBC (non-denominational) (604-876-2181, sharond@tenth.ca)**
CIRS Building, 2260 West Mall (West Mall & Stores Rd.); Time: 10:00 am
- **St. Mark's College (Roman Catholic) (604-822-4463)**
5935 Iona Drive; Sunday 9:30 and 11:30 am year-round, and 4:30 pm during the academic year

Mid-week Worship (September – April only)

- **St. Andrew's Presbyterian Worship**
St. Andrew's Hall, Chapel; Tuesdays 12-1 pm
- **VST Community Worship**
Epiphany Chapel; 6030 Chancellor Boulevard; Thursdays, 12-1 pm
- **St. Mark's College (Roman Catholic) (604-822-4463)**
5935 Iona Drive; Weekdays: 12:10 pm

CAMPUS MINISTRIES

There is remarkable religious, cultural, and spiritual diversity among students on the UBC campus. The residents at St. Andrew's Hall reflect this diversity as well. The Chaplain of St. Andrew's Hall supports residents as they think through their thoughts and perspectives that arise at the intersections of academic knowledge, religious practice, campus culture and the challenges of a secular context.

The faculty and staff at St. Andrews Hall encourage residents to be faithful to their own heritage of faith and to develop and deepen their own faith journeys while respecting, exploring, and appreciating the diversity of others. At the same time, we are rooted in the Christian tradition so we come with core convictions as we share the Christian gospel with gentleness and respect.

Learning at university takes place in many ways. The learning that happens beyond numbers, facts, and hard knowledge involves learning about life, our purpose and where our passion meets the world's needs. As residents continue to grow in forming their identity, faith, and spirituality, they are welcome to stop by the Campus Ministries office and talk to the Chaplain who is glad to offer support, resources, and a compassionate and listening ear.

Residents receive emails about events and programs that help them connect with other residents to learn and talk about matters of faith and life in a safe and supportive environment. All are welcome to attend.

FACILITIES

Bicycle Storage

Two heated bicycle rooms are located on the ground floor facing the inner courtyard—one between townhouses #115 and #117 and the other adjacent to townhouse #129. To use one of the bicycle rooms, a resident can obtain a key for a \$50 deposit through the Housing Office. It is recommended to register bicycles with the Housing Office. All bicycles should be placed on the designated storage racks. Placing bicycles against the walls blocks access to the bike racks. Lock your bicycles with U-locks, even when stored inside the storage rooms.

Because of increased bicycle theft on campus, please leave your expensive bicycles at home and sign up for UBC's bikeshare program.

Bicycles should not be kept in residential units and common areas including hallways, stairwells, or attached to posts, railings or trees. It will cause damage to walls and carpets. Bicycles found in units, hallways, stairwells, or attached to posts, railings, or trees will be removed without compensation to their owners. Residents are responsible for ensuring that their bicycles are securely, properly, stored and insured for their value.

Disabled Accessibility

St. Andrew's Hall has 2 two-bedroom units and 3 Quad units that are designed for people with disabilities. A few units are also equipped for the visually and hearing impaired.

EntryPhone

St. Andrew's entry phone system is located at the main entrance for quads, studios and one-bedroom apartments. Residents should provide their name and cell phone number to be entered into the system. By entering the code assigned to your name, the system will call the cell phone associated with the code. To grant access, press "9", or to deny access, simply hang up.

Do not open the main door unless you are certain who you are letting in. Irresponsible use of the entryphone system can endanger you or other residents.

Laundry

Two coin-operated laundry rooms are located on the ground floor and on the third floor. Respect those who live near the laundry rooms by using them only between 7 am and 9 pm. Please do not start a new laundry load after 9:00 pm. Building keys will open the laundry rooms.

Parking

The resident parking rate is \$55 per month, with a limit of one standard-sized vehicle per unit, which should be registered in the name of the resident or parent. One eligible vehicle should be registered with the Housing Office for a designated parking space. Parking is reserved 24 hours a day, seven days a week. Parking permits should be clearly visible at all times by hanging them from the rear-view mirror or placing them on the windshield or the dashboard. Parking privileges are non-transferable to another person.

~ Visitor Parking

There is no free visitor parking at St. Andrew's Hall. Visitors may use the parking meters located at the north end of the lot or the UBC North Parking Garage, situated south of St. Andrew's Hall.

~ Illegal Parking

If you find someone parked illegally in your assigned space, notify the parking attendant immediately. Contact information is posted on the glass door at the main entrance and on the front desk window of the Housing Office. Illegally parked vehicles will be towed at the owner's expense.

Study Room

There is a study room on the third floor. Respect the need of other residents to have a clean and quiet place to study. The room includes whiteboards and can be used for study groups only if other residents are not using the space for individual study. **Children under the age of 18** are not permitted in the study room. Access is available with your building key.

The Centre/Chapel

The Centre/Chapel is a space designed for worship and St. Andrew's Hall programs only. Only authorized personnel can unlock the doors to the Chapel.

Vending Machine

A vending machine for drinks and snacks is located in the hallway on the ground floor, near the entrance to the quad block.

Waste Management Enclosure (Garbage & Recycling)

Garbage and recycling bins are located at the southwest end of the building. St. Andrew's Hall does not provide disposal services for large items such as electric appliances, furniture, etc.

Place non-recyclable waste in the dark blue trash compactor. If the compactor becomes full, contact the Housing Office or a Community Coordinator. If the red stop button is pressed, the compactor will not operate. Garbage left on the ground outside the compactor will be spread out by birds or rodents and poses a health hazard. Residents receive the code to operate the compactor when they move in.

Recycling bins are provided for the following:

- Mixed paper (note paper, cereal boxes, newspaper, etc.). Do not include plastics, coated paper, or documents with metal or glue bindings.
- Corrugated cardboard boxes should be flattened and placed in the big green bin.
- Containers (metal, plastic, and glass): Clean all containers before recycling and remove paper from cans.

Please remember to close the gates after using the waste management area.

Suggestions for Improvements

St. Andrew's Hall welcomes suggestions on how we can enhance the community life of residents. Pass on any suggestions to the Housing Manager or to any of the Community Coordinators.

GENERAL INFORMATION

Child Care

Childcare can be arranged through several daycares on or near to the UBC campus. On their own, some parents make private arrangements within the St. Andrew's Hall residence. UBC Child Care Services provides several hundred spaces designed for the children of students, faculty and staff at UBC. The waiting lists tend to be long due to the limited availability of spaces. We suggest you inquire early about available space. You can visit the [BC Ministry of Children and Family Development](#) website for more information on childcare services available off-campus in Vancouver.

Schools

Upon arrival in Vancouver, children are required to register online through the [Newcomer Welcome Centre](#) (NWC). Children cannot enrol in school until your family arrives in the country and a tenancy agreement shows that you have a local Vancouver home address.

After successfully enrolling your children, they will be allocated to a preferred school in your catchment area or one close by if the preferred school(s) are full. If you arrive in the summer and your children are starting school in September, you may not find out the school they have been allocated until late August.

If you are relocating from within Canada, you can register directly at the school of your choice, but priorities are given to people closest in the catchment area.

The elementary schools serving the UBC area are University Hill Elementary School (K-7) at 5395 Chancellor Boulevard, phone (604) 713-5350 and Norma Rose Point School (K-8) at 5488 Ortona Road, phone (604) 713-5950.

The secondary school (8-12) serving the UBC area is University Hill Secondary School, 3228 Ross Drive, phone (604)713-8258.

Special arrangements can also be made with other Vancouver area schools. Different classroom settings are available (e.g., open area and independent study). Residents should visit the schools at their earliest convenience to enroll their children in the appropriate setting.

The Vancouver School Board does not guarantee enrolment at your neighbourhood school. Visit their website at www.vsb.bc.ca, call (604) 713-5000 or email to info@vsb.bc.ca for more information on registration.

Liability/Insurance

St. Andrew's Hall assumes no responsibility in any way for the death, personal injury, damage or loss cause to residents, their families or their guests and for residents' personal property that is lost, damaged or stolen. In case of fire, flood, earthquake or any other peril, residents' belongings will not be covered by St. Andrew's Hall insurance.

All residents are encouraged to have tenant insurance, which must remain in force for the full period of the lease.

Any damages caused to St. Andrew's Hall property must be paid for by the person responsible.

Medical/Health Insurance

All students should have basic and extended health insurance. The BC Medical Services Plan (MSP) is a provincial government program which provides basic medical benefits. Study permit holders are charged a \$75 healthcare coverage fee per month, while other eligible residents of British Columbia will have access to the provincial government health insurance free of charge. Everyone living in British Columbia for more than six months is required to enrol in MSP, except for students with existing coverage from another Canadian province or territory.

As there is a three-month waiting period before MSP coverage will start, you must ensure you have basic health insurance for those first three months in British Columbia. Canadian citizens or permanent residents are advised to purchase private temporary health insurance for coverage during that 3-month MSP waiting period, such as the Global Campus Health Plan.

Most new-to-UBC international students registered for one or more on-campus courses and who are charged AMS/GSS student fees are automatically covered by iMED health insurance for your first 3 months in Canada or the full duration of your program of studies if you will be studying for less than 6 months.

If you are an exchange student and you pay tuition at your home university, you are not automatically enrolled in the AMS/GSS Health and Dental Plan. You may, however, be eligible to apply once you arrive at UBC. You will need to fill the AMS Fee Opt-in form and submit your request during the change of coverage period. If you wish to opt into the AMS/GSS Health and Dental Plan, you must opt into all other AMS fees. It is important that you have extended health and dental coverage while you are in Canada.

If you're covered by another plan, you can request to opt out of the AMS/GSS Health and Dental Plan if you have a separate extended health insurance plan which is equivalent to the coverage provided by the AMS/GSS Health and Dental Plan. BC MSP coverage alone is not an equivalent to the AMS/GSS Health and Dental Plan.

If you want to opt out, you must do so within the change of coverage period or within 3 weeks of your registration date, whichever is later.

All students are automatically enrolled in the AMS/GSS Health and Dental Plan when registering for classes (except exchange students paying tuition at their home university). Extended health insurance covers some fees and services which are not covered by basic health insurance, such as up to 80% of the cost of eligible prescription medicine, dental care, vision care, psychologist visit, and travel insurance.