

Viking Woods Resident Guide

Introduction & Community Standards.....	2
Housing Staff	2
Amenities & Services	3
Policies & Guidelines	9
Procedures.....	22

Important Contact Information

Jefferson College Main Phone: (636) 481-3000 or (636) 797-3000

Viking Woods Student Housing Office

Mailing Address: 806 Mel Carnahan Drive, Hillsboro, MO 63050

Phone: (636) 481-3294 or (636) 797-3000 ext. 3294

TDD: (636) 789-5772

Fax: (636) 797-2978

Email: vikingwoods@jeffco.edu

Website: www.jeffco.edu/housing

*Business Hours:

(Academic year) Mon.-Thur. 8 am – 4 pm; Fri. 8 am – 3 pm; Sat. 10 am – 1 pm

(Summer schedule) Mon.-Thur. 7:30 am – 5 pm

**Subject to change throughout the year.*

The following numbers are answered 24-hours/day and should be used primarily for emergencies.

RA Cell Phone: (636) 212-1827

Jefferson College Campus Police Department: (636) 481-3500 or (636) 797-3000 ext. 3500

Emergency: 911

Resident Address by Building:

First/Last Name

802 Mel Carnahan Drive

Apt. **2xx-(A, B, C, D)**

Hillsboro, MO 63050

First/Last Name

804 Mel Carnahan Drive

Apt. **4xx-(A, B, C, D)**

Hillsboro, MO 63050

First/Last Name

808 Mel Carnahan Drive

Apt. **8xx-(A, B, C, D)**

Hillsboro, MO 63050

Introduction & Community Standards

Viking Woods strives to provide a community that is:

- Safe and secure
- Conducive to learning
- Enjoyable and fun

Living in Viking Woods provides residents with new freedoms and personal choices that help shape unique educational experiences outside of the classroom. Responsibility often comes along with new opportunities and freedom, and Viking Woods is no exception. Everyone at Jefferson College is an important member of our campus community and therefore each resident is responsible for contributing to the community goals of providing a community that is: safe and secure; conducive to learning; enjoyable and fun.

Viking Woods residents will be responsible for playing a role to help achieve our goals. The policies, guidelines, procedures, and amenities outlined in this document each fit into one of the following **Community Standards**:

1. Viking Woods is a safe and secure environment.
2. Viking Woods promotes positive health and welfare for all residents, guests, and staff.
3. Viking Woods residents, guests, and staff display respect for one another.
4. Viking Woods residents and guests respect the facilities and grounds to help preserve the property.
5. Viking Woods residents learn how to live amongst a diverse population.
6. Viking Woods residents exhibit appropriate behaviors and actions.
7. Viking Woods residents accept responsibility associated with inappropriate behaviors and actions.

The Viking Woods Resident Guide is designed to provide residents with information about amenities, services, policies, guidelines, and procedures that will enable residents to fully participate in the community. Residents are responsible for reviewing this handbook, as well as the Code of Student Conduct (located in the Jefferson College Student Handbook), as these documents are an extension of the Lease Contract. Jefferson College's policies, rules, and regulations are designed to enforce existing local and state ordinances and laws, as well as to prevent the infringement of one's rights by the actions of another.

Residents will be held responsible for their actions. Residents are expected to exhibit appropriate behavior within the residential community. Individuals who participate in or display inappropriate behavior may be subject to disciplinary action. Inappropriate behavior may be defined as an activity that disrupts, endangers, degrades, or threatens the environment of the residential community or any person within the community. Residents are expected to treat other residents, guests, and staff with dignity and respect at all times. Damage, theft, and/or vandalism to College property will not be tolerated. Harassment, irresponsible or inappropriate use of facilities, and/or failure to abide by the policies and procedures contained herein are violations of the Lease Contract, and may subject residents to eviction, College disciplinary action, and/or criminal or civil charges.

Housing Staff

Staff can be contacted through the Housing Office located within the Viking Woods Clubhouse.

The **Director of Residential & Student Life** supervises the Viking Woods staff and is responsible for the day-to-day operations at Viking Woods. The **Assistant Director of Residential & Student Life** assists in the supervision of the staff, coordinates programming, and supports the day-to-day operations at Viking Woods. The **Secretary** assists the Director and Assistant Director, provides clerical support within the office, and supports the day-to-day operations. The **Maintenance Technician** responds to all work orders and repairs and performs preventative maintenance in Viking Woods. **Residential Assistants (RAs)** are live-in student-staff members who serve as leaders. In addition, they often help residents with personal, social, and academic issues. RAs carry out day-to-day operations at Viking Woods to help enforce College and Residential Life policies.

Amenities & Services

1. BBQ grills.....	4
2. Cable television ready apartments.....	4
3. Central air & heat	4
4. Computer lab	4
5. Events and programs	4
6. Fire safety equipment	4
7. Full lease housing and access	5
8. Furnishings	5
9. Guests	5
10. Housing Office	5
11. Internet service	5
12. Landscaping service	5
13. Laundry room	6
14. Light bulbs.....	6
15. Mail service	6
16. Maintenance service	6
17. Notifications	6
18. Options to pass the time.....	7
19. Pavilion & picnic tables.....	7
20. Pest control service.....	7
21. Recycling & waste removal service	7
22. Safety & security	7
23. Snow removal service.....	8
24. Vending & coin machines	8

1. BBQ grills

Community grills are available at the pavilion for resident use. After using the community grills, please leave the equipment, grills, and area clean for the next resident. Residents interested in checking out lighter fluid, charcoal, and grilling tools will be required to submit a student ID and may be charged a small fee. Refer to policies #18 (personal appliances & electronics) and #22 (restricted items).

2. Cable television ready apartments

Viking Woods apartments are wired for cable television with Charter. Contact Charter to set up your individual account and billing details.

3. Central air & heat

All apartments house central air units. Window units and space heaters are not permitted. Residents should be aware that the central air runs through the entire apartment and temperature can often be controlled by opening and closing vents. For example, closing vents in the bathrooms can allow air to be concentrated in bedrooms. Maintenance staff, Housing staff, or other College officials and representatives will change A/C filters in each unit on a regular basis. However, cleaning vent covers is a resident's responsibility after move in. Thermostats will be locked by Housing staff within the first few weeks of each term; the setting will be collectively determined by all residents during the initial roommate meeting. When all apartment residents agree to change the thermostat settings as the seasons change, one resident should submit a request via email to vikingwoods@jeffco.edu. At this time all other residents will be required to come by the Housing Office during business hours and sign off on the emailed request. At this time the Housing staff will reset the thermostat and relock it within 24-hours.

4. Computer lab

The Viking Woods Clubhouse includes a 24-hour accessible computer lab. When the Clubhouse is locked, entrance can be gained through the key-pad entry door nearest the 800 parking lot. There are four (4) computers with Internet access. Printing must be done at the Library or on a personal printer. Residents should maintain the cleanliness of the computer lab by cleaning up after themselves. If you experience any problems while using these machines, please report it to the Housing Office immediately. Guests are not permitted to use the computer lab. Please refer to the Academic Computer Use policy in the Student Handbook.

5. Events and programs

Viking Woods provides events and programs for residents to socialize, relax, learn, and enjoy their time away from academics. Events are typically held in the Clubhouse, pavilion, or on the open lawn outside of the Clubhouse. Events and programs are typically provided free of charge, however, if residents are required to pay for entertainment it may be at a discounted rate. Prizes are often given away at Viking Woods events and special privileges may be awarded to residents who attend events on a regular basis. If you are interested in a particular type of program or you would like to help plan an event, contact the Housing Office.

6. Fire safety equipment

Apartments are furnished with a smoke detector in each bedroom and in common areas. Replacement smoke detector batteries are available free of charge from the Housing Office (see policy #9). Each apartment is furnished with a mounted fire extinguisher in the kitchen. Sprinkler systems are installed in each building to serve each room of an apartment. Red "Fire Alarm" pull stations are located in building breezeways and will activate the fire alarm system that is monitored 24-hours per day.

7. Full lease housing and access

Viking Woods is open to residents year-round and does not close during school breaks. Once a resident receives keys to his/her apartment, he/she has access to that apartment for the duration of the Lease Contract, unless otherwise notified.

8. Furnishings

Viking Woods provides basic furnishings in each apartment. Residents are welcome to bring personal appliances and furnishings, but College-issued items must remain in the area they are assigned (see list below). Refer to policy #10 (furnishings).

Living Room: seating for four (4), coffee table, square end table, mini-blinds
Kitchen: refrigerator, dishwasher, electric range, two (2) standard chairs at table
Bathroom: shower rod, toilet paper holder
Bedroom: bed frame, mattress, nightstand, dresser, desk, standard chair, mini-blinds, closet shelf, modem with power cord, coax cable

9. Guests

Guests are permitted at Viking Woods with the exception that all policies and guidelines are observed. See policy #11.

10. Housing Office

The Housing Office, located in the Viking Woods Clubhouse, maintains business hours during the academic year and the summer. Please refer to the Important Contact Information section of the Resident Guide for more details. The Housing Office provides a variety of services and information to residents, guests, College staff, future residents, outside vendors, etc. The Housing Office functions as the primary point of contact for residents and serves as a place to call with questions or concerns. The Housing Office is often a busy, high-traffic area. Viking Woods residents should be considerate and courteous when visiting the Housing Office. Harassment, verbal abuse, or other inappropriate behaviors will not be tolerated.

11. Internet service

Charter is the Internet service provider for Viking Woods. Every bedroom is equipped with a pre-wired data port connection. It is recommended for a faster connection that residents use the provided wired ports, however, if residents prefer to have a wireless connection, they must supply their own personal wireless router. A modem, power cord, and coax cable are provided. Residents are responsible for providing an Ethernet cord. All maintenance concerns related to the Internet should be directed to Charter:

- While in your room, call Charter at 800-314-7195
- Choose option #2 for Tech. Support
- Let them know you are part of a “Business Bulk Data Account”
- You may be asked to provide your VW address (see page 1)
- You may be asked to provide the MAC ID number on your modem
- If problems persist, submit a work order through www.jeffco.edu/housing

12. Landscaping service

Viking Woods provides grass cutting service on a regular basis from mid-spring through mid-fall. Any questions or concerns regarding this service should be directed to the Housing Office.

13. Laundry room

The Viking Woods Clubhouse includes a coin-operated, 24-hour accessible laundry room. When the Clubhouse is locked, entrance can be gained through the key-pad entry door nearest the 800 parking lot. There are six (6) commercial washers and seven (7) commercial dryers for resident use. Residents who experience problems while using these machines must report the problem to the Housing Office immediately; this allows the Housing Office to provide a reimbursement (if funds are available), determine if the machine should be labeled “out of order”, and request maintenance to be done. Residents should maintain the cleanliness of the laundry room by cleaning up after themselves and attending their laundry in a timely manner. Residents should be respectful and patient of laundry left behind; do not move laundry but instead report the issue to the Housing staff for proper removal. Guests are not permitted to use the laundry room.

14. Light bulbs

Viking Woods uses LED energy efficient bulbs in all bedrooms and bathrooms. Should any light not be in working order, please complete a work order through www.jeffco.edu/housing. Any room found to be missing LED bulbs may be charged for replacements. All other personal items using a light bulb should use a LED or CFL bulb. Incandescent light bulbs are prohibited.

15. Mail service

Mail should be addressed according to the resident examples on page 1. Mail is delivered during business hours (excluding holidays) to the Housing Office. The Housing staff distributes all mail in resident mailboxes daily by 4:00 pm. Each resident has a private mailbox located on the exterior of the Clubhouse. A mail slot is available for outgoing and misplaced mail. Outgoing mail can also be brought to the Housing Office during business hours. It is important for residents to check their mailboxes on a daily basis to ensure they are receiving important information. In turn, mail may be sent from other Jefferson College departments and should be considered of high importance. Packages with accurate resident name/address may be delivered to the Housing Office for residents on campus. Residents will receive a package slip in their mailbox as notification and are encouraged to pick up packages during business hours within 24-hours of delivery. Viking Woods will only accept mail for residents; mail received with non-resident credentials will be forwarded or returned to sender. Special permission may be granted for residents to collect mail that is not addressed to them pending a written request.

16. Maintenance service

Viking Woods provides maintenance services to residents who complete a work order. It is the resident’s responsibility to submit a work order through www.jeffco.edu/housing. Maintenance and/or Housing staff may communicate with you by email to find out more details about your work order before a repair is made. Residents should report emergency maintenance issues immediately to the Housing Office or the RA cell phone outside of business hours. Emergencies include, but are not limited to, power outages, water leaks, doors/accessible windows unable to lock, fire, loss of heat (if the outside temperature is less than 40 degrees F°) or loss of A/C (if the outside temperature is greater than 90 degrees F°).

17. Notifications

Viking Woods uses @jeffco.edu email accounts to correspond with residents. It is important for residents to check their email accounts on a daily basis to ensure they are receiving important information. In turn, email notifications may be sent from other Jefferson College departments and should be considered of high importance. Viking Woods will also post important notifications on Clubhouse bulletin boards. Occasionally, notifications may be posted on kitchen refrigerators or front doors.

18. Options to pass the time

Viking Woods offers multiple amenities to help residents pass the time between studying. The sand volleyball court is located just outside of the Clubhouse near the 400 parking lot; volleyballs are available to check out from the Housing Office. A basketball half court is located on the east end of the 800 parking lot; basketballs are available for check out from the Housing Office. Within the Clubhouse there is a large screen television in the Great Room. Residents can check out DVDs, board games, an Xbox, washers set, Hillbilly golf, footballs, soccer balls, a deck of cards, etc. Residents interested in checking out items must submit their Jefferson College student ID to be held until the item is returned. Residents may be held financially responsible for the repair/replacement of Viking Woods items.

19. Pavilion & picnic tables

The pavilion houses picnic tables and grills for resident use. An overhead light is available when outside light conditions are low, in addition to outlet plugs for electronics. There are additional picnic tables throughout Viking Woods for resident use.

20. Pest control service

Viking Woods provides pest prevention efforts on a regular basis. Students who are allergic to pest control chemicals may request an exemption in writing. Residents may be asked to move/remove bedding and furnishings away from walls to allow the pest control expert to treat areas of concern. Our community is surrounded by wooded areas and is therefore susceptible to insects, spiders, and small animals. However, residents can play a big part in minimizing pest problems by following these steps:

- Keep your room/apartment clean
- Ensure food items are tightly sealed in appropriate containers
- Clean up thoroughly after eating or preparing food:
 - wash dishes
 - wipe counters and tables
 - sweep, vacuum, and/or mop
 - properly dispose of leftovers or put them in a sealed container
- Eliminate “harborage” or shelter for pests
 - keep rooms free of loose papers
 - properly dispose of empty boxes (**no cardboard boxes**), paper shopping bags, and other types of clutter (including laundry)
- Properly dispose of trash in provided dumpsters (see policy #26)
- Report pest problems to the Housing Office via a work order through www.jeffco.edu/housing immediately and request a follow-up if problems persist

21. Recycling & waste removal service

Public trash cans are located throughout the property. Viking Woods provides for trash removal only from public dumpsters located at the edge of the 400 and 800 parking lots. There is also a large recycling container in the middle of the 800 parking lot. During high volume times of year, additional dumpsters may be added to accommodate the needs of residents.

22. Safety & security

Deadbolt locks and limited access doors are provided in each apartment. Guests must be escorted by their host resident at all times. Jefferson College Campus Police provide courtesy patrols through Viking Woods, but residents should not assume the presence of these patrols. JCCPD will provide escorted walks to residents who make a request. Several security cameras are present on the Viking Woods property. Health and safety inspections are conducted to ensure standards of safety and security. The College cannot guarantee safety, but reasonable measures have been taken to provide residents with a safe environment. Residents must also help ensure safety on

campus by being aware of surroundings and reporting concerns immediately. Reports should include, but are not limited to, theft, vandalism, unsafe condition, criminal activity, door-to-door sales, trespassers, suspicious behavior, doors/windows/smoke detectors in need of repair, exterior lights in need of repair, blocked walkways, broken railings, etc.

23. Snow removal service

Viking Woods provides snow removal service on an as-needed basis determined by the Director of Buildings & Grounds. To assist in efficient snow removal, vehicles should be parked away from sidewalks and curbs when accumulation is anticipated. Any questions or concerns regarding this service should be directed to the Housing Office.

24. Vending & coin machines

The Viking Woods Clubhouse includes coin-operated, 24-hour accessible vending and coin machines. When the Clubhouse is locked, entrance can be gained through the key-pad entry door nearest the 800 parking lot. If you experience any problems while using these machines, please report it to the Housing Office immediately; this will allow us to provide a reimbursement, determine if the machine should be “out of order”, and request maintenance to be done.

Policies & Guidelines

1. Abuse - verbal, physical, and/or emotional.....	10
2. Alcohol & drugs	10
3. Cohabitation	11
4. Courtesy & quiet hours	11
5. Damage	12
6. Decorations	12
7. Facility misuse	12
8. Failure to comply and/or report.....	13
9. Fire hazards	13
10. Fire safety equipment.....	13
11. Furnishings	14
12. Guests	14
13. Harassment.....	15
14. Keys & lock outs.....	15
15. Occupancy limit	15
16. Painting & repairs	16
17. Patios, porches, & balconies	16
18. Personal appliances & electronics.....	16
19. Pets	16
20. Pranks & practical jokes.....	17
21. Resident requirement	17
22. Restricted items.....	17
23. Sanctions	18
24. Security deposit refunds	19
25. Solicitation	19
26. Theft & loss of property.....	19
27. Tobacco-free	19
28. Trash & recycling.....	20
29. Unauthorized entry.....	20
30. Vandalism	20
31. Wheeled transportation	21

1. Abuse - verbal, physical, and/or emotional

Community Standards: 1, 2, 3, 5, 6, 7

Policy

Residents and guests will treat all residents, guests, Housing staff, and College officials with courtesy and respect. Verbal abuse will not be tolerated including swearing, name calling, or any other language that is considered offensive or demeaning to a person. Physical violence of any type will not be tolerated. Abuse will not be tolerated via social media.

Sanctions (see #23) may include, but are not limited to:

Warning, written assignment, community service, fine, revocation of privileges, residential suspension/eviction

2. Alcohol & drugs

Community Standards: 1, 2, 6, 7

Policy

Viking Woods residents will not bring alcohol, drugs, drug paraphernalia, narcotics, or chemicals commonly associated with narcotics manufacturing on campus, nor allow other residents or guests to do so. Residents will not consume alcohol or unlawfully use drugs on campus; return to campus intoxicated or under the influence of drugs; store, sell, or distribute alcohol, drugs, drug paraphernalia, narcotics, or chemicals commonly associated with narcotics manufacturing on campus; display alcohol or drug-related décor. Exceptions are granted in Viking Woods only in the case of prescribed medication under a physician's supervision.

Constructive Possession

Should the presence of any contraband item(s) as defined in the alcohol & drug policy be found in a common area of an apartment, the occupant(s) of that apartment may share responsibility for the possession of such contraband items and may share equally in the disciplinary action and/or fines that may result from such violation. The concept of constructive possession may not be mitigated by an admission of ownership on the part of any one resident, unless it can be demonstrated by the resident(s) that there was no reasonable way they could have known of the presence and/or use of such contraband items in the apartment common area.

Implied Consent

Should the presence of any contraband item(s) as defined in the alcohol & drug policy be found present in any room/area, all residents/guests in the room/area may be held responsible for not removing themselves from the situation and/or reporting the policy violation. In addition, if residents are aware of, or in the presence of a policy violation, and remain in the presence of, or fail to take reasonable actions to stop the violation, residents are providing implied consent to the violation, and may be held partially responsible.

Right to Privacy versus Right to Enter and Right to Inspect/Search

Right to Privacy:

Residents have a right to privacy while living in the apartments. However, in some specific situations, it may be necessary for the Viking Woods staff to enter an apartment. Residents are not required to be present for staff to enter a room.

Right to Enter:

The College reserves the right to enter an apartment or bedroom for the purposes of inspection, repair, inventory, resident communication or to correct a hazardous, disruptive, or life-threatening situation. Housing staff members may enter rooms if they believe a College policy, civil, or state law is being violated, or if a person is believed to be in danger or in need of assistance. Staff may also enter rooms during fire alarms or for noise violations if there is no response after knocking on the door. The policy of the Housing Office is that a staff member will knock and announce themselves as "housing" or "maintenance" twice. If no answer is heard, the staff member will first check to see if the door is unlocked to enter while continuing to announce themselves as they enter. When a door is locked, then and only then, will the staff member use a key to enter the apartment or bedroom.

Right to Inspect/Search:

Apartment common areas may be inspected/searched without consent. The policy of the Housing Office is that kitchen appliances, kitchen cabinets, bathroom cabinets, and toilet tanks may be opened and inspected by what can be seen in plain sight. If it is determined by the Director that a more thorough search is

needed, two staff members will attempt to obtain permission from a resident of the apartment and/or allow them to be present. If the Housing staff fails to reach a resident of the apartment after a reasonable attempt has been made, and the Director believes a safety and/or security risk is present, the Housing staff will conduct a search with a JCCPD officer present as a witness. Private bedrooms, however, will only be inspected by what can be seen in plain sight unless the resident grants permission for a more thorough search while he/she is present. Inspections occur to ensure health and safety standards are being met. Searches occur when Housing staff suspect a policy violation. Any illegal item(s) or item(s) which violate Viking Woods policy may be confiscated.

Right to Confiscate

Housing staff will attempt to contact a resident prior to items being confiscated to allow for the resident to remove the item him/herself. If contact cannot be made, two members of Housing staff will be present and take a photo of the item(s) as found prior to confiscation. A list of items confiscated will be left behind as a means of resident notification. Housing staff reserve the right to confiscate any item(s) prohibited by the Resident Guide. Confiscated items will be stored in the Director's office, unless the resident is otherwise notified, until arrangements can be made for the item to be removed from campus. Items related to alcohol, drugs, and weapon policies may be confiscated by the Jefferson College Campus Police Department.

Medical Amnesty

Because health and safety are of primary concern at Jefferson College, residents are encouraged to not only be aware of their own health and safety but also for that of others. In a case where an individual is significantly impaired by alcohol or drugs, the College encourages residents and guests to seek medical assistance for themselves and/or others. Residents who actively assist others will not be charged for an alcohol or drug policy violation through Viking Woods. Actively assisting is defined as calling 911, the Jefferson College Police Department, or the RA cell phone and remaining present until a first responder arrives.

Sanctions (see #23) may include, but are not limited to:

1st violation - \$50 fine, online education course

2nd violation - \$75 fine, additional online education course

3rd violation - \$150, referral to meet with the COMTREA Counselor on Campus, written assignment

3. Cohabitation

Community Standards: 3, 6, 7

Policy

Cohabitation (i.e. living together in one bedroom) is prohibited. Only residents assigned to a particular bedroom will sleep in the room and perform all other daily functions (i.e. showering, cooking, studying, etc.) in his/her apartment on a regular basis.

Sanctions (see #23) may include, but are not limited to:

Warning, revocation of privileges

4. Courtesy & quiet hours

Community Standards: 2, 3, 5, 7

Policy

Viking Woods residents will maintain moderate noise levels that allow all residents to study or sleep at any time of day. Between the hours of 10 am and 10 pm, residents will observe courtesy hours - high volume sounds from stereos, televisions, musical instruments, shouting, screaming, etc. should be kept to a strict minimum so as to not disturb others. Between the hours of 10 pm and 10 am, residents will observe quiet hours – sounds should not be heard by neighboring apartments or from the outside of a building.

Sanctions (see #23) may include, but are not limited to:

Warning, community service, fine, revocation of privileges

5. Damage

Community Standards: 1, 4, 7

Policy

All damage (accidental or intentional) to the facilities or furnishings should be reported the Housing Office immediately. An incident report may be filed to determine a responsible party (or parties).

Sanctions (see #23) may include, but are not limited to:

Warning, restitution

6. Decorations

Community Standards: 1, 2, 3, 7

Policy

Decorations should be of a temporary nature so as not to permanently deface or damage the apartment's finishes. Posters and other wall decorations should be hung with thumbtacks only, so as not to damage any painted wall surfaces. Poster putty, nails, screws, tape, command strips, etc. are prohibited on all surfaces. Front doors, bedroom doors, and cabinet surfaces shall remain free of nails, stickers, tape or any other additions to the original surface. Writing on surfaces such as refrigerators, walls and/or windows is also prohibited. Lewd, obscene, alcohol, drug, or illegal substance related decorations are prohibited in common areas. Residents shall not hang any items from the fire sprinkler heads. Nothing is to be affixed on walls or ceilings within 18" of any fire sprinkler head. Damage to the sprinkler heads could result in flooding and excessive water damage for which residents may be held financially responsible. Decorative light cords are only permitted as rope lights; all other types of decorative lighting may be a fire hazard and are strictly prohibited.

Right to Confiscate

Housing staff will attempt to contact a resident prior to items being confiscated to allow for the resident to remove the item(s) him/herself. If contact cannot be made, two members of Housing staff will be present and take a photo of the item(s) as found prior to confiscation. A list of items confiscated will be left behind as a means of resident notification. Housing staff reserve the right to confiscate any item(s) prohibited by the Resident Guide. Confiscated item will be stored in the Director's office, unless the resident is otherwise notified, until arrangements can be made for the item to be removed from campus. Items related to alcohol, drugs, and weapon policies may be confiscated by the Jefferson College Campus Police Department.

Sanctions (see #23) may include, but are not limited to:

Warning, written assignment, community service, fine, revocation of privileges

7. Facility misuse

Community Standard: 1, 4, 6, 7

Policy

Roof access is strictly prohibited. Windows are not to be used as entrances or exits. Screens may not be removed. Throwing objects out of the windows or hanging items from windows are both strictly prohibited.

Sanctions (see #23) may include, but are not limited to:

Warning, community service, fine, revocation of privileges

8. Failure to comply and/or report

Community Standards: 3, 6, 7

Policy

Viking Woods residents will comply with all written or verbal requests or instructions from Viking Woods staff and College officials. Residents will report any actions or behaviors that violate Resident Guide policies to Housing staff.

Sanctions (see #23) may include, but are not limited to:

Warning, community service, fine, eviction

9. Fire hazards

Community Standards: 1, 2, 4, 6, 7

Policy

Items that burn (with or without a flame), explode, or have the potential to explode are strictly prohibited in Viking Woods (i.e. candles, incense, kerosene lamps, etc.). Exceptions are granted only for personal lighters. Residents will report the presence of items that violate the fire hazard policy to Housing staff. Should an open flame fire start, residents will use provided fire safety equipment (see amenity #6). Decorative light cords are only permitted as rope lights; all other types of decorative lighting may be a fire hazard and are strictly prohibited.

Right to Confiscate

Housing staff will attempt to contact a resident prior to items being confiscated to allow for the resident to remove the item(s) him/herself. If contact cannot be made, two members of Housing staff will be present and take a photo of the item(s) as found prior to confiscation. A list of items confiscated will be left behind as a means of resident notification. Housing staff reserve the right to confiscate any item(s) prohibited by the Resident Guide. Confiscated item will be stored in the Director's office, unless the resident is otherwise notified, until arrangements can be made for the item to be removed from campus. Items related to alcohol, drugs, and weapon policies may be confiscated by the Jefferson College Campus Police Department.

Sanctions (see #23) may include, but are not limited to:

Confiscation of item, warning, community service, fine

10. Fire safety equipment

Community Standards: 1, 7

Policy

Viking Woods residents will use fire extinguishers in case of an open flame fire only and may be held financially responsible for extinguisher replacement and any related damages if the fire is caused by negligence. Residents will not put themselves at risk or in danger to extinguish an open flame fire. Residents will activate a building fire alarm by using the red "Fire Alarm" pull stations located in building breezeways during an evacuation emergency only. Residents will ensure apartment smoke detectors are in good working order during their lease term; batteries are available free of charge from the Housing Office. Damage or misuse of emergency lighting, fire extinguishers, red "Fire Alarm" pull stations, smoke detectors, or other firefighting equipment is prohibited. Residents will not hang any items from the fire sprinkler heads. Nothing is to be affixed on walls or ceilings within 18" of any fire sprinkler head. Damage to the sprinkler heads could result in flooding and excessive water damage for which residents may be held financially responsible.

Sanctions (see #23) may include, but are not limited to:

Missing/Dead smoke detector battery - \$100/each (hallway detector fines may be shared amongst roommates that occupy the associated side of the apartment)

Damage – restitution (see Move-Out Pricing Guide)

Misuse – community service, fine, residential suspension

11. Furnishings

Community Standards: 1, 4, 7

Policy

College-issued furnishings may not be removed/relocated from their assigned areas (see list below). Residents are responsible for all furnishings in their bedroom and share responsibility for furnishings in common space areas. Exceptions may be made for standard chairs relocated within the apartment, however, any damage/replacement costs will be associated with the chair located in each room upon inspections and/or move out.

Living Room: seating for four (4), coffee table, square end table, mini-blinds
Kitchen: refrigerator, dishwasher, electric range, two (2) standard chairs at table
Bathroom: shower rod, toilet paper holder
Bedroom: bed frame, mattress, nightstand, dresser, desk, standard chair, mini-blinds, closet shelf, modem with power cord, coax cable

Sanctions (see #23) may include, but are not limited to:

Relocation – return furnishings to original placement, warning, fine (\$20/day until original placement is achieved)

Damages - restitution (refer to the Move-Out Pricing Guide)

12. Guests

Community Standards: 1, 2, 3, 5, 7

Policy

Viking Woods residents will register all guests at the Housing Office immediately upon their arrival to Viking Woods. Having guests is a privilege for residents in good standing and guests will not violate the rights of other residents.

Age:

All guests must be at least 18 years of age or older. Any guests under the age of 18 must be accompanied by a parent/guardian at all times, unless written permission has been granted by the Director. Babysitting is prohibited in Viking Woods.

Time of day:

Guests must check in at the Housing Office during business hours (see page 1). Guests that arrive outside of business hours must call the RA Cell Phone to check in along with their resident host present. Guests are considered overnight if they are staying past 9 pm. If a guest will be arriving after 9 pm, the Housing staff must be notified in advance and special permission must be granted by a Housing supervisor in writing. Guests who arrive after 9 pm may be asked to leave campus immediately. Guests under 18 are prohibited from staying past 9 pm.

Frequency:

Guests may visit during daytime hours on a daily basis as long as the guest policies are not violated. Residents are permitted to host an overnight guest during two nights within a seven day period of time. Special requests for additional nights must be submitted 24-hours in advance. Requests do not automatically result in permission granted. Special permission must be granted in writing from the Director.

Resident responsibility:

Residents must immediately check in any guest with the Housing Office. Residents are responsible for the safety and actions of their guest and therefore must accompany guests at all times (i.e., guests are not permitted to be left alone). Residents must ensure roommates are comfortable with guests and notified in advance of guests arriving. Residents must not give any guest their keys. Residents should respect all roommate rights to privacy and personal property.

Guest responsibility:

Guests must provide a state-issued ID upon check-in (see Procedures section). Guests must follow all College and Viking Woods policies. Guests are not permitted to use laundry or computer lab facilities. Guests must park in the designated parking spaces located on the back row of the 400 lot and display a visitor parking tag if applicable. Guests should respect all resident rights to privacy and personal property.

Roommate/Neighbor rights:

Roommates and neighbors should not feel compelled to leave a room in order to accommodate a guest, nor should he/she be placed in a situation which may cause inconvenience, embarrassment, etc. Residents negatively impacted by guests should report concerns to the Housing Office.

Sanctions (see #23) may include, but are not limited to:

Warning, removal from property, fines (residents hosting overnight guests, who are discovered to be not checked in, may be subject to a fine of \$15/night), revocation of privileges

13. Harassment

Community Standards: 1, 2, 3, 5, 6, 7

Policy

Viking Woods residents will treat each other with respect to help ensure the safety and security of our community. Inappropriate physical contact or violence is not tolerated in the campus community. Any activity (behavioral or verbal) that threatens, intimidates, degrades, disgraces, endangers, harasses or otherwise causes (or has the ability to cause) emotional distress to another person is prohibited. This may include harassment that takes place through social media.

Sanctions (see #23) may include, but are not limited to:

Warning, community service, written assignment, fine, suspension, eviction

14. Keys & lock outs

Community Standards: 1, 7

Policy

Viking Woods residents will carry apartment keys with them at all times. All apartment and bedroom doors must be locked when the resident is not present. It is the policy of Viking Woods staff to lock all doors upon leaving an apartment. Unauthorized possession, duplication, or modification of keys is strictly prohibited. Keys are issued at check-in remain the property of the College and are to be used only by the student assigned to that room/apartment during their lease term, unless otherwise notified. Keys may not be loaned to another person. Lost, stolen, or broken keys must be reported to the Housing Office within 24-hours to ensure the safety and security of all apartment residents.

Lock outs:

Residents will receive two (2) free lock outs each semester. Additional lock outs that occur during business hours will result in a \$10 fine. Additional lock outs that occur outside of business hours will result in a \$20 fine.

Sanctions (see #23) may include, but are not limited to:

Warning, fine, replacement cost of lost/stolen keys

15. Occupancy limit

Policy

No more than 16 people are permitted in an apartment at any given time.

Sanctions (see #23) may include, but are not limited to:

Warning, revocation of privileges

16. Painting & repairs

Community Standards: 1, 3, 7

Policy

Painting or repairing student rooms by residents is not allowed. Students who have painted or repaired their walls will be charged to return them to their original condition. Viking Woods must maintain records of work orders completed to ensure the quality of work and safety of residents.

Sanctions (see #23) may include, but are not limited to:

Cost associated with painting/repair

17. Patios, porches, & balconies

Community Standards: 4, 5, 7

Policy

Only appropriate patio furnishings for outside use should be displayed on patios, porches, & balconies, and at the residents' own risk. No household/College-issued furniture is permitted outdoors. Drying of clothing or linens is not permitted. Storage of unsightly personal property will not be permitted (including but not limited to garbage, shoes, recyclables, broken furniture, etc.). Items will not be thrown or dumped from patios, porches, or balconies. Residents will keep all patios, porches, and balconies (including the grassy areas in front of an apartment) free of debris. Residents of an apartment, column, or entire building may be held responsible for the state of the grounds surrounding the area.

Sanctions (see #23) may include, but are not limited to:

Warning, community service

Beginning September 1 - \$10 fine/day (staff will knock on the apartment door first to issue a warning, but if no one answers and/or removes the violation, a fine may be issued)

18. Personal appliances & electronics

Community Standards: 1, 3, 7

Policy

Residents will use personal appliances responsibly with respect to electricity usage. Due to potential fire hazards, any devices with open heater coils or flames are not permitted in the apartments. Microwave ovens, toasters, coffee makers, etc. are permitted in the kitchen area of the apartments, however, it is recommended they have an automatic shut-off. Microwave ovens can often trip circuit breakers when plugged in the outlet nearest the kitchen refrigerator; to avoid this maintenance concern, plug all kitchen microwave ovens into an outlet away from the refrigerator. Microwave ovens and personal refrigerators (that measure 4 cubic feet or less) are allowed in the bedrooms on a one-per-room basis and must be plugged directly into a wall outlet. Personal appliances & electronics (including, but not limited to fans, televisions, computers, stereos, lamps, etc.) should be kept unplugged when not in use. During extended break periods (when the College is closed two days or more consecutively) these appliances must be unplugged to avoid penalty.

Sanctions (see #23) may include, but are not limited to:

Warning, community service, fine, confiscation of items

19. Pets

Community Standards: 6, 7

Policy

Pets of any kind are not permitted in resident apartments. Visiting pets are not permitted. Residents with documented disabilities requesting permission to have a pet as an accommodation must contact the Disability Support Coordinator to facilitate this process with Viking Woods.

Sanctions (see #23) may include, but are not limited to:
Removal of pet, warning, community service, fine

20. Pranks & practical jokes

Community Standards: 1, 2, 3, 4, 6, 7

Policy

Pranks such as, but not limited to, taking/hiding belongings of others, egg throwing, pranks involving shaving cream, water fights, food throwing, trip wires, clotheslines, etc. are not permitted. Viking Woods residents will maintain proper care and condition of the facilities. In addition, residents will treat each other with respect and not put any other resident, guest, or staff member in harm's way.

Sanctions (see #23) may include, but are not limited to:
Warning, community service, fine, confiscation of items

21. Resident requirement

Policy

Residents must be enrolled as students in college-credit courses at Jefferson College to be eligible for housing. Any requests from applicants not enrolled will be reviewed by the Director of Residential & Student Life. Special permission must be granted in writing from the Director for a resident to be issued a Lease Contract without a current Jefferson College enrollment status.

22. Restricted items

Community Standards: 1, 4, 7

Restricted items include, but are not limited to:

- Air conditioning window units
- Alcohol, drugs, drug paraphernalia, narcotics, or chemicals commonly associated with narcotics manufacturing
- BBQ grills
- Candles
- Charcoal
- Combustion engines
- Explosives (gasoline, paint thinner, lighter fluid, acids, etc.)
- Fireworks
- Halogen lamps
- Hookahs
- Incandescent bulbs
- Incense
- Items that have exposed heater coils
- Items that produce open flames
- Kerosene lamps
- Live Christmas trees or wreaths
- Paper lanterns
- Personal refrigerators larger than 4 cubic feet
- Pumpkins
- Satellite dishes
- Space heaters
- Sticky wall decorations or hangers
- String lights
- Traffic/road signs (and related items)
- Waterbeds
- Weapons & firearms (including, but not limited to guns, bows and arrows, hunting knives with blades 3-inches or longer, switchblade knives, butterfly knives, swords, metal knuckles, paintball guns, throwing stars, nun chucks, bolas, slingshots, Taser guns, blow guns, ammunition, BB guns, pellet guns, wrist rockets, catapults, dart guns)

Right to Confiscate

Housing staff will attempt to contact a resident prior to items being confiscated to allow for the resident to remove the item(s) him/herself. If contact cannot be made, two members of Housing staff will be present and take a photo of the item(s) as found prior to confiscation. A list of items confiscated will be left behind as a means of resident

notification. Housing staff reserve the right to confiscate any item(s) prohibited by the Resident Guide. Confiscated item will be stored in the Director's office, unless the resident is otherwise notified, until arrangements can be made for the item to be removed from campus. Items related to alcohol, drugs, and weapon policies may be confiscated by the Jefferson College Campus Police Department.

23. Sanctions

Community Standard: 7

Multiple sanctions may be issued per violation.

Warning:

A written or verbal statement regarding the inappropriate and/or unacceptable actions and/or behaviors of a resident or guest. Further violations may result in a more progressive sanction.

Revocation of privileges:

Residents may lose privileges including, but not limited to having guests, participating in events/programs, opportunity to change rooms, opportunities to negotiate alternative sanctions, etc.

Confiscation:

Items prohibited by the Resident Guide will be held in the Director's office, unless the resident is otherwise notified, until arrangements can be made for the item to be removed from campus. Items related to alcohol, drugs, and weapon policies will be confiscated by the Jefferson College Campus Police Department.

Community service:

Service work with the Housing staff, maintenance staff, or other College officials as approved by the Director. Service hours must be scheduled 24-hours in advance with the Housing Office and completed by the deadline issued. Any cancellation or no-shows for scheduled hours may result in additional sanctions or an increase of service hours. Community service hours that are incomplete by the deadline may be converted to monetary fines using the state minimum wage rate for calculation and rounding to the nearest whole dollar.

Fines:

Viking Woods fees and fines will show on a resident's account summary under MyJeffco. It is our intention to notify residents of fees/fines prior to them being applied to their account to allow for time for discussion. Once fees/fines are applied, they may not be reversed or negotiated. Some fines (i.e. alcohol, drug, damage) may not be converted to other types of sanctions. Other fines may be able to be converted to community services at the state minimum wage rate.

Restitution:

Payment for theft or damages caused to College or individual property.

Written assignments:

This educational sanction may allow residents to research situations and how they can affect others. Specific instructions similar to a grading rubric will be provided. Residents must complete the assignment in full or may be asked to edit and resubmit the assignment.

Referral to counseling and/or substance abuse prevention programs:

Referrals are designed to provide support services and programs to assist the resident in more effective management of personal crisis and/or alcohol/drug use and abuse.

Discretionary sanctions:

The Director may initiate sanctions appropriate for specific and/or unique situations.

Residential probation:

Misconduct or policy violations by residents on probation may result in a more progressive sanction, including eviction, depending on the nature of the violations.

Residential suspension:

Residents will not be permitted to live at Viking Woods for a period of time. Residents will still be responsible for all rent during the period of suspension, however, keys must be turned over to the Housing Office.

Residential eviction:

Residents will be required to vacate Viking Woods permanently. Future housing requests may be denied. No trespass orders may be issued (see procedure #8).

24. Security deposit refunds

Policy

Security deposit refunds will be processed within 30 days of the Lease Contract End Date. Damage and/or cleaning charges will be deducted from the security deposit. Any unused portion of the deposit may be used to pay any unpaid balances due to the College before a refund is issued. Refund checks will be issued to the resident and mailed to the address on file with the College. All requests for information and appeals related to move-out charges must be submitted in writing from a resident's @jeffco.edu email account to vikingwoods@jeffco.edu within ninety (90) days of the Lease Contract End Date, unless otherwise stated in writing from the Housing Office.

25. Solicitation

Community Standards: 2, 3, 6, 7

Policy

Solicitation is defined as door-to-door contact for the purpose of soliciting funds or sales; recruiting members or support for an organization or cause; compiling data for surveys, programs, or other purposes; distributing advertising or other materials; or use of hallways, lobby, or lounge areas for any of these purposes is strictly prohibited. Requests for special permission should be submitted in writing to the Director. Special permission must be granted in writing from the Director.

Sanctions (see #23) may include, but are not limited to:

Warning, community service, fine, revocation of privileges

26. Theft & loss of property

Community Standards: 1, 3, 4, 6, 7

Policy

Theft or unauthorized possession/use of personal or College property is prohibited. Theft should be immediately reported to the Jefferson College Campus Police Department. The College is not liable for a resident's personal property that may be lost, stolen, or damaged. Students are encouraged to purchase renter's insurance to insure personal belongings in case of theft, fire, or other loss/damage. Residents will report any actions or behaviors that violate this policy to JCCPD and/or Housing staff.

27. Tobacco-free

Community Standards: 2, 3, 4, 7

Policy

Jefferson College, including Viking Woods, is a tobacco-free/smoke-free campus (beginning August 2014). The use of tobacco and all smoke-related products is prohibited inside apartments and/or in any public area of any Viking

Woods building. These smoke-related products include, but are not limited to, cigarettes, cigars, pipe tobacco, smokeless/chewing tobacco, electronic cigarettes, herbal smoke products, hookahs, and beedies. Smoking/chewing inside an apartment may result in the immediate forfeiture of the resident's security deposit and the student will be billed for any additional damage to his/her apartment at move-out. It is the prerogative of Viking Woods Management to fine all the occupants of an assigned residence if cigarette butts and/or chew are found on the ground outside an apartment or on the exterior building walls. Spit bottles are considered litter.

Sanctions (see #23) may include, but are not limited to:
Warning, community service, fine, revocation of privileges

28. Trash & recycling

Community Standards: 2, 3, 4, 6, 7

Policy

Students are responsible for the proper disposal of their own trash. Public trash cans are located throughout the property. Viking Woods provides for trash removal only from public dumpsters located at the edge of the 400 and 800 parking lots. All garbage should be contained in tightly closed plastic bags and deposited in the dumpsters provided. Do not leave trash between the dumpster and fence, or in front of a dumpster. Fines may be issued for any refuse which is left outside the resident's unit or elsewhere on the property other than inside a dumpster. There is also a large recycling container in the middle of the 800 parking lot. Please use this receptacle for recycling materials only; any other purpose is prohibited.

Sanctions (see #23) may include, but are not limited to:
Warning, community service, fine

29. Unauthorized entry

Community Standards: 1, 3, 4, 6, 7

Policy

Residents and guests are not permitted to enter or be present in the room of another resident, or in an area to which they normally do not have access, without written authorization on file at the Housing Office. Likewise, residents are not permitted to be present in normally closed or restricted areas, which may be unsecured, or in areas from which they have been prohibited or asked to leave.

Sanctions (see #23) may include, but are not limited to:
Warning, community service, fine

30. Vandalism

Community Standards: 1, 4, 6, 7

Damage and vandalism within Viking Woods is strictly prohibited. The responsible individual or group will be charged for the repair or replacement of the damaged property. Whenever it is not possible to assign charges for damage or theft of College property to specific individuals, those costs will be divided evenly among the smallest group of residents to which the damage can be attributed.

Sanctions (see #23) may include, but are not limited to:
Restitution, community service, revocation of privileges, residential suspension/eviction

31. Wheeled transportation

Community Standards: 3, 4, 7

Policy

Bicycles must be stored outside of the apartment buildings. Any bicycles obstructing public areas or safety exits will be removed and impounded. Residents and guests may not ride bicycles, skateboards, etc. inside apartments or through building breezeways.

Sanctions (see #23) may include, but are not limited to:

Warning, community service, fine

Procedures

1. Conduct & appeals	23
2. Conflict resolution	23
3. Consolidation	24
4. Contacting Housing staff	24
5. Emergencies	24
6. Guest check-ins	25
7. Health & safety inspections	26
8. Lease cancellation	26
9. Lease renewal.....	26
10. Moving in.....	26
11. Moving out.....	27
12. Payments options	27
13. Reporting illness	28
14. Reporting policy violations & anonymous reporting.....	28
15. Thermostat settings	28
16. Voluntary room changes	29
17. Work orders	29

1. Conduct & appeals

Residents will be notified via their @jeffco.edu accounts about a policy violation or concern. The notification may include information regarding the violation, sanctions, appeal options, and deadlines. The resident is responsible for scheduling a conduct meeting with a Housing supervisor to review all of the information and options. Appeals should be discussed at this meeting. If the resident chooses to not schedule a meeting, he/she will accept full responsibility for his/her behaviors/actions and be responsible for completing the default sanction by the deadline provided. Residents who fail to complete their sanction(s) by the deadline provided may be subject to additional sanctions.

An appeal should be provided in writing outlining how/why the resident is not responsible for the policy violation. All related documentation should be attached at the time of submission. Appeals will be reviewed by the Director, Assistant Director, and additional College staff as determined necessary. Notification of the appealed decision will be provided in a timely manner and the decision will be final. The Associate Vice President of Student Services will only review appeals related to residential suspension and/or eviction.

2. Conflict resolution

Residents are encouraged to handle conflict resolution between roommates, neighbors, other residents, and Housing staff on their own. Sometimes additional help is needed to resolve conflict, especially when residents find themselves: trying to work out conflicts but "not getting anywhere"; experiencing repeated conflict over the same issues without any change; experiencing conflict for which neither party has a suggested compromise.

The most important aspect of living within a diverse community is demonstrating respect for one another. Tips for effectively communicating with another person include:

- listening without interrupting
- discussing the behavior, not the person (avoid making personal attacks or name calling)
- being aware of the tone in your voice
- being honest about how you feel (not necessarily what you think)
- understanding that differences are okay, but it is important to find a compromise that will work for everyone

Residents agree to work through conflict by following the Viking Woods Conflict Resolution Process.

- 1) The complaining resident discusses the problem with the person(s) they are in conflict with using the effective communication tips provided above.
- 2) If the complaining resident would like assistance, the Housing staff will give tips on how to talk with the other party that may have not yet been attempted.
- 3) The complaining resident will address concerns directly with the other party and report the results to the Housing staff.
- 4) If the problem is unresolved, a conflict resolution meeting may be held with all involved parties and a member of the Housing staff. The Housing staff will act as a facilitator and mediator to help find a resolution that will work for everyone, but it is still the responsibility of the parties involved to participate in the conversation and work to find a compromise.
- 5) Housing staff will continue to follow-up with all involved parties until the conflict has been resolved or the problems no longer exist.

NOTE: Issues involving personal safety or threats should be immediately referred to a Housing supervisor rather than attempting to resolve the situation through the conflict resolution process.

3. Consolidation

At different times during the year, residents may find themselves without roommates due to move-outs, cancellations, or evictions. To fill open space in Viking Woods, residents may be asked to move in to an open bed space to allow for efficient occupancy management. Residents may also have a new roommate assigned to an open bed space in their apartment by the Housing Office. As consolidations occur, residents will be responsible for the appropriate room change procedures and paperwork. Residents will not discourage any prospective roommate from moving into an open bed space or disciplinary action may be taken.

4. Contacting Housing staff

The primary form of contacting Housing staff will be via email to vikingwoods@jeffco.edu, the Housing Office phone 636-481-3294 (during business hours), or the RA cell phone 636-212-1827 (outside of business hours). See page 1 for business hours. Housing staff members rotate on-call responsibilities, but should not be contacted by visiting their apartments or calling their personal cell phones. If you would like to speak with a Housing supervisor, it is advised that you make an appointment by contacting the Housing Office or emailing them directly.

5. Emergencies

For emergencies that occur in Viking Woods, call 911 or 636-481-3500 to notify the Campus Police Department.

EARTHQUAKE

Inside:

STAY INSIDE. Do not run outside.

Take cover underneath a desk or table, protecting your head and neck.

Stay away from windows and objects that could fall on you.

Help direct persons with special needs, if safe to do so.

Persons with wheelchairs should lock brakes.

Outside:

Run to an area away from trees, buildings, walls, and power lines.

Drop to your knees and get into a fetal position.

Close your eyes and cross your arms over the back of your neck for protection.

Stay in a fetal position until the shaking stops.

After all shaking has subsided:

Do not use regular or cellular telephones **EXCEPT** to report serious injuries.

Assist in the building evacuation of persons with special needs, if safe to do so.

Be prepared to evacuate if instructed to do so.

Housing staff and JCCPD will provide instructions for immediate action by means of door-to-door alerting, vehicle loud speakers, fire alarms, and/or bull-horns.

Do not enter any building until you have been instructed to do so by Housing staff or Campus Police.

FIRE

Discovery:

If safe to do so, use a fire extinguisher and remember P.A.S.S.

1. Pull safety pin from handle.
2. Aim at the base of the fire.
3. Squeeze the trigger.
4. Sweep from side to side at the base of the fire.

Residents that would like to have a demonstration or practice using a fire extinguisher should speak with the Housing Office.

Activate the fire alarm by pulling a red "Fire Alarm" pull station located in the building breezeways.

Evacuate immediately.

Call 911.

Evacuation:

In advance of an emergency, determine the nearest exit to your location and the best route to follow.

Walk, do not run.

If safe to do so, assist people with special needs as indicated by that person.

Notify the Housing staff, JCCPD, or fire personnel if you know or suspect someone is trapped inside a building.

Gather at the grassy area next to the Clubhouse and behind the volleyball court.

Housing staff will take a headcount before further instructions are given.

MEDICAL

Call 911.

Ask a bystander to call the RA cell phone.

Stay calm and carefully explain the problem and exact location (i.e. 808 Mel Carnahan Drive, Apt. 811)

Do not hang up until you are instructed to do so.

Stay with the victim until help arrives.

POWER OUTAGE

Remain calm.

Do not light candles or any other types of fire hazards for lighting.

Unplug all electrical items and turn off light switches.

Evacuate if instructed by the Housing staff or Campus Police.

In advance of an emergency, determine the nearest exit to your location and the best route to follow.

Walk, do not run.

If safe to do so, assist people with special needs as indicated by that person.

Notify the Housing staff, Campus Police, or fire personnel if you know or suspect someone is trapped inside a building.

Gather at the grassy area next to the Clubhouse and behind the volleyball court.

Housing staff will take a headcount before further instructions are given.

SEVERE WEATHER

Weather is constantly monitored by Housing staff, Campus Police, and the Buildings & Grounds staff.

Watch (conditions are right):

Continue with normal activity, but monitor the weather and be on alert should conditions change.

Thunderstorm warning (severe weather is occurring in the area):

Remain indoors and away from windows until the severe weather passes.

Tornado warning (trained spotters have identified a tornado in the area):

Housing staff will patrol Viking Woods and sound bullhorns to notify residents to evacuate.

Seek shelter immediately in the Fine Arts basement, via the path behind the 400 building.

Housing staff will take a headcount before further instructions are given.

6. Guest check-ins

Residents must immediately check-in any guest upon their arrival who is not merely dropping off or picking up persons or items. The guest must be present and must have a state-issued ID available for each check-in. Guests are considered overnight if they are staying past 9 pm. If a guest will be arriving after 9 pm, the Housing staff must be notified in advance and special permission must be granted by a Housing supervisor in writing. Overnight guests driving a vehicle must obtain a parking permit and park in the designated visitor spots in the back row of the 400 parking lot.

7. Health & safety inspections

Safety is the primary concern at Viking Woods. In order to help maintain a safe environment, Housing staff will conduct random health & safety inspections. Inspections are designed to assess safety and cleanliness concerns, however, additional policy violations may become apparent during an inspection and will be documented. A copy of the inspection form will be left behind for residents to review. Apartments or residents that fail an initial inspection will have at least 48-hours to improve the concerns reported before a second inspection is completed. Repeated inspection failures may result in disciplinary action. If a living area becomes unhealthy due to cleanliness, Housing or maintenance staff may clean the premises at the resident's expense.

8. Lease cancellation

Requests to cancel a Lease Contract must be typed and submitted to the Director. Sending an email from the resident's @jeffco.edu account is also acceptable. The request must include the following information: date the letter is written, explanation of reason for cancellation, date you plan to return keys, printed name, and signature (unless it is sent from @jeffco.edu account). A "Lease Termination Instructions" sheet is available from the Housing Office for residents requesting a cancellation to use as a checklist.

Residents who return keys and submit a completed written request for cancellation (or are evicted) from the 1st through the 15th of a month will be charged a prorated amount for the month. Residents who submit a completed written request and keys from the 16th through the 31st of a month will be charged the full month's rent for the month. Residents will be responsible for 25% of the remaining lease balance. In addition, the resident will forfeit their security deposit and any move-out related charges will be applied to their account. Any unused portion of the lease payment, less any outstanding obligations to the College, will be refunded in accordance with Viking Woods refund policy (see policy #24).

Situations involving unanticipated financial hardship or medical necessity must be submitted in writing and documented to our satisfaction to avoid any financial penalty associated with lease cancellation. This will be at the discretion of the Director and/or the Associate Vice President of Student Services.

9. Lease renewal

Residents must request lease renewal at least thirty (30) days prior to the Ending Date of their current Lease Contract. This request must be done in person and the resident must provide a signature. If the resident does not meet this deadline, the College may lease their space to another person and the resident will be required to vacate the space by the Ending Date. Fall residents are asked to renew in the month of November. Spring residents are asked to renew in the month of April. Summer residents are asked to renew in the month of June. Residents will not be required to submit a new application if they are renewing for consecutive terms (i.e. fall to spring, spring to summer, summer to fall), however, residents who move out and plan to return to Viking Woods in a non-consecutive semester (ex. spring move out returning in the fall) must complete a new application.

10. Moving in

Resident move-in days and times are scheduled. Residents will not be permitted to move in until they meet with a Housing staff member. During move-in day we will ensure all Leasing paperwork is complete; if any items are missing, residents may not be eligible to move in. Residents will complete a Resident Guide Quiz that covers some of the most important policies and procedures at Viking Woods. Residents will be issued keys and permitted to move in at this point. A Unit Condition Report (UCR or Move-in Inventory) is available through www.jeffco.edu/housing and must be submitted within 24-hours of move-in. A hard-copy form is available from the Housing Office upon request. This report allows residents to record the condition of the apartment at the time

they move in and will be used as a comparison to determine damage or move-out charges throughout the lease term. Please be thorough and detailed. Residents are encouraged to take photos or video to support their findings. The UCR will **not** be used as a request for maintenance service; any damages or maintenance concerns must be reported as a work order through www.jeffco.edu/housing.

11. Moving out

Request a “Move Out – Do It Right” pamphlet from the Housing Office to use as a checklist. When the resident moves out of his/her assigned bed space, the Premises (including, but not limited to, the windows, bathroom, patios, balconies, kitchen appliances and common areas) must be clean and in good condition. Residents are liable for charges related to cleaning, repairs, and replacements that are not documented on the residents UCR (see “Moving In”). The final determination of charges will be made by the Director or designee. Fees for the resident’s bed space are the resident’s sole responsibility. Fees for all other living areas will be prorated according to the number of occupants per unit. Reasonable wear is considered when determining charges. Keys not returned upon move out may result in a charge to the residents account to re-key the entire apartment due to security concerns.

Residents are encouraged to schedule a walk-through appointment with a Housing supervisor on the day of move-out. This appointment must be scheduled two (2) business days in advance and the resident must be present. Should a resident choose not to schedule a walk-through appointment, their bed space and apartment will be inspected after ALL residents have moved out.

Security deposits will be processed within thirty (30) days of the Lease End date. Residents eligible for a security deposit refund will be issued a check by the Business Office and mailed to the forwarding address provided upon move-out or the resident’s permanent address on file. All requests for information and appeals related to move-out charges must be submitted in writing from the resident’s @jeffco.edu email account to vikingwoods@jeffco.edu within ninety (90) days of the Lease Contract End Date, unless otherwise stated in writing.

12. Payments options

Each semester rent will be paid by residents selecting one of the following options:

1. I have a FAFSA on file with Jefferson College and will enroll in the Pending Aid Nelnet Payment Plan prior to the Lease Contract Starting Date.
2. I do NOT have a FAFSA on file with Jefferson College. I will enroll in the Nelnet Payment Plan prior to the Lease Contract Starting Date.
3. I will pay all rent prior to the Lease Contract Starting Date.

Incidental charges (i.e. restitution, fines, other Housing charges, etc.) can be paid by:

Electronic Checks:

Electronic checks are electronic withdraws from either your checking or savings bank account. This method is a secure and convenient way to pay your account balance and offers the following benefits:

- No waiting in lines or paying for postage.
- No additional fees or percentages charged for electronic checks.
- Payment applied to your account faster, eliminating the check transit time in the mail.
- E-checks are safe and secure, no more lost or stolen paper checks.
- You may pay your bill on-line at <http://myjeffco.jeffco.edu> .

Cash, Paper Checks, and Money Orders:

Cash, paper checks, and money orders will be accepted at the Cashiers’ windows at all Jefferson College locations. Please consider the following when paying by any of these methods:

- Paper checks and money orders may be mailed to: Jefferson College, Attn: Cashier, 1000 Viking Drive, Hillsboro MO 63050.

- Post-dated checks will not be accepted. Please do NOT send CASH through the mail.

Credit/Debit Cards:

Credit and debit cards can be used to make on-line payments only and will no longer be accepted over the telephone, at the Cashier's window, by mail, or by fax. Security deposits cannot be paid on-line with a credit/debit card. The following applies to both credit and debit card payments:

- A non-refundable convenience fee of 2.75% (minimum \$3 fee) will be charged for on-line credit/debit card payments.
- Payment for your account balance will be noted as JEFFERSON COLLEGE on your credit card statement. Payment for convenience fees will be noted as PAYPATH PAYMENT SERVICE as a separate line on your monthly credit card statement.
- You may pay your bill on-line at <http://myjeffco.jeffco.edu>.

Adding or removing charges to a resident's Nelnet Payment Plan or Pending Aid Nelnet Payment Plan:

- Residents will be notified should an increase or decrease take place.
- Payments can still be made by electronic check, cash, paper check, money order, and credit/debit card if the resident is enrolled in a Payment Plan. The payment will simply result in a decrease of the amount debited by Nelnet.

For the most current account information residents should refer to their student accounts under MyJeffco.

13. Reporting illness

Residents must report illnesses, communicable diseases, and any conditions which might affect the health of other residents or staff. Provide a written explanation to the Director of Residential & Student Life immediately. Failure to report health issues that impact others due to communicability may result in disciplinary action.

14. Reporting policy violations & anonymous reporting

Everyone at Jefferson College is an important member of our campus community and therefore each resident is responsible for contributing to the community goals of providing a community that is: safe and secure; conducive to learning; enjoyable and fun. Residents will report any actions or behaviors that violate the policies outlined in the Resident Guide. Reports can be made directly to Housing staff in-person, via email, over the phone, or through text message to the RA cell phone. Anonymous reports can be submitted through the "Student-Initiated Incident Report" found on MyJeffco under the "R U OK?" tab. Emergencies that occur in Viking Woods should be reported by calling 911, the Campus Police Department at 636-481-3500, or the RA Cell Phone at 636-212-1827.

15. Thermostat settings

A temperature consensus will be determined at each apartment's first roommate meeting and the thermostat will be locked at that time. Air flow within an apartment can be facilitated by opening/closing vents in each room, opening/closing windows, or using a fan. It is also recommended that residents wear appropriate clothing to help regulate body temperatures. When all apartment residents agree to change the thermostat settings as the seasons change, one resident should submit a request via email to vikingwoods@jeffco.edu. At this time, all other residents will be required to come by the Housing Office during business hours and sign off on the emailed request. The Housing staff will then reset the thermostat and relock it within 24-hours.

16. Voluntary room changes

Residents interested in a room change must submit a request in writing to vikingwoods@jeffco.edu or request access to the Room Switch Request form after September 1 (fall term) or February 1 (spring term). Room changes will be granted based on space availability. Residents requesting a room change based on roommate conflicts must have worked through the Viking Woods Conflict Resolution Process first (see procedure #2).

Residents approved for a room change must schedule a moving day with the Housing Office three (3) business days in advance. Residents are not permitted to inhabit a bed space without receiving keys from the Housing Office. Residents will be issued a new apartment key and granted 48-hours to complete the relocation process (see procedure #11). A new Unit Condition Report must be submitted within 24-hours of move-in. A scheduled walk-through appointment is encouraged for the original bed space at the end of the 48-hours. The resident will return both original keys and receive a new mailbox key. Any cleaning/damage charges will be applied to the resident's account within thirty (30) days. Requesting residents may be charged a \$20 room change fee. Residents who do not follow this procedure may be in violation of the failure to comply policy (see policy #7) and subject to disciplinary action.

Residents approved for a bed-for-bed room change must schedule a key exchange appointment to take place at the Housing Office during business hours. The appointment must be scheduled three (3) business days in advance. Residents are not permitted to inhabit a bed space without attending a key exchange appointment documented by the Housing Office. A new Unit Condition Report must be submitted within 24-hours of key exchange. Any discrepancies between each residents UCR may result in damage charges to be assessed within 30 days. A walk-through inspection will not be conducted and each resident will accept responsibility for the new bed spaces "as is" condition. Residents may be charged a \$10 room change fee. Residents who do not follow this procedure may be in violation of the failure to comply policy (see policy #7) and subject to disciplinary action.

17. Work orders

Routine maintenance requests should be completed by submitting a "Work Order Form" through www.jeffco.edu/housing. Requests will be received, prioritized, and completed by the maintenance technician. Emergency maintenance issues should be reported to the Housing Office during business hours and to the RA cell phone outside of business hours. Emergencies include, but are not limited to, power outages, water leaks, doors/accessible windows unable to lock, fire, loss of heat (if the outside temperature is less than 40 degrees F°) or loss of A/C (if the outside temperature is greater than 90 degrees F°).