

Guest Policy & Procedures

Importance

In an effort to maintain control over the residence environment a sound guest policy with effective procedures is crucial. Since guests will likely not be known in the community by staff or most of the residents they will feel less accountable for their actions which in turn can lead to problems. For example, guests have been known to cause false fire alarms, be involved in sexual harassment or assault and vandalize the building to name just a few. These types of behaviours have a negative impact on everyone living and working in the residence and generally put a strain on the entire community. While residents have been involved in these activities too, it is easier to respond to a resident because they are known to others in the building, staff can educate residents and consequences directly affecting a resident's living status can be put into place.

The following Guest Policy & Procedures are meant to manage the residence environment with the hopes of eliminating or at the very least minimizing the negative impacts that guests can cause.

Guest Policy

A guest is any non-resident or non-staff member. A guest can be someone who was formally invited by a resident or someone that a resident invites, accepts or admits into the residence whether or not the resident has previously met that person. In either circumstance, the resident/host is responsible, at all times, for the behaviour of his or her guest, and the host must accompany his/her guest throughout the building at all times. This includes informing them of any relevant policies or standards. Students are not permitted to host overnight guests during Registration/Orientation Week or any time during 24 hour quiet hours unless written permission is granted from the Residence Life Manager or General Manager of Housing, Residence Life & Conference Services. Residents may host a maximum of 2 guests at any one time and residents are entitled to host their guest(s) to a maximum of eight (8) "guest" nights per calendar-month (one guest staying one night shall constitute one "guest night"). Hosts must also have obtained permission from their suitemate within a reasonable time frame prior to the arrival of a guest(s). Guests must sign in and provide picture identification to the Front Desk upon arrival. Guests in the residence must wear a wristband between 5 PM and 8 AM. Hosts must have obtained permission from their suite-mate within a reasonable time frame prior to the arrival of a guest(s). Acting as a host for a posted individual and/or a person whose visiting privileges have been revoked, is prohibited.

The Guest Policy can also be found in section 1.g in the Residence Community Standards.

Guests Arriving at Residence

When non-residents come to visit, they may use the courtesy phone provided at the Front Desk to call up to the room they are going to. The guest must wait in the front lobby until the guest comes down and signs them in. Under no circumstance are guests allowed in the building unescorted. The resident is responsible for their guests.

Overnight Guest Definition

A guest will be considered an “Overnight Guest” if **any** of the following criteria is met:

- Resident indicates that a person is an overnight guest
- A guest is being signed in after 10:00pm.
- Guests in the building after 10:00 pm will be considered to be an overnight guest

Special Occasions

The number of guests permitted in the building will be limited on special occasions including but not limited to Halloween. Any special circumstances will be coordinated and implemented by the Residence Life Manager.

Contractors Entering the Building

If contractors arrive at the residence to conduct work, please contact one of our maintenance staff. Maintenance will either meet the contractor or give you permission to allow the contractor to enter the residence. The only exceptions to this are our elevator technicians, IT and Bell phone technicians. These three groups of staff have been assigned keys allowing them into the building to deal with any emergency issues.

Georgian College Employees or Special Guests

During the academic year we greatly restrict the use of the residence boardroom to anyone outside of the residence. In most cases, non-residents who come to the Front Desk and inform you they are here for a meeting will be meeting with a residence staff member and you will be informed of this in advance and given instructions on where to direct them. On the rare occasion we may have Georgian staff or outside groups use the residence boardroom you will be notified in advance and given instructions on how to handle these situations.

NOTE – The residence is not open for tours throughout the academic year. If you are ever uncertain about a person’s right to enter the residence, err on the side of caution and contact the Manager-On-Call.

Disputes with the Policy

If a resident or guest disputes the policy or a decision made by a staff member then that person should be encouraged to contact the Residence Life Manager to explain their case. In the meantime, the staff member should document the occurrence.

Guest Sign-In Procedures

1. Mandatory sign-in is required from 5:00pm – 8:00am every night of the week.
2. Overnight guests are counted from 10:00pm-8:00am every night of the week..

3. Guests may be asked to sign-in at the discretion of any RA, Front Desk staff, Security Guard, or member of Housing & Residence Life Management.
4. After 5:00pm all guests in the building must be wearing a wrist band.
5. The guest must complete the top section of the Logbook and ensure that it is legible.
6. Both the guest and host should have reviewed the Guest Policy. They then must sign the appropriate area in the Logbook indicating that they have read & understood the policy.
7. Obtain a piece of Photo ID from the guest –Passport, Driver’s License, Age of Majority Card or Health Card. Make sure you file the photo ID in the appropriate section of the file box. If they do not have photo ID, they are not allowed in the building. The MOC must be contacted should the issue be pressed.
8. Staff ensures all sections of the Logbook are complete and signed.
9. Once Photo ID is provided guests are issued a wrist band.
10. On the wrist band is written the room number of the guest’s host and the arrival date. The guest will be required to wear the wrist band throughout the duration of their stay in residence.
11. Once the guest has their wrist band they are free to proceed into the building with their host.
12. The guest must not remove the wristband while they are signed in the residence.

Guest Sign-Out Procedures

1. Give the guest a pair of scissors to remove the wrist band. Ask the guest for their wrist band, their name and who their host was and their host’s room number.
2. Pick the logbook for that section/floor and turn to appropriate host’s page.
3. Once verified, write your name, the check out date and check out time in the appropriate column.
4. Return the Guest’s Photo ID to the guest
5. Wish the guest a good day!
6. Make a checkmark on the Guest Log to indicate that the guest has left the building.
7. If a guest leaves the building, but plans to return later, they must check out and check in again later.

Signing in Two Guests at the Same Time

A host may sign in a maximum of two guests at any one time. If two guests are signed in at the same time then complete two adjacent columns. Circle the two columns to indicate that they occurred on the same evening. This will lessen the chances of a mistake occurring in the number of guest nights a resident has used during one calendar month. The last four columns of the Dates can be checked to verify whether someone has exceeded the maximum.

When Key Cards or Wrist Bands Must be Shown

Every person entering the building between 5:00pm and 8:00am must at all times show their Key Card or wristband. There are no exceptions to this rule! Every non-resident who wishes to be in the building between 5:00pm and 8:00am must be wearing a wrist band. Wrist bands can be obtained at the Control Desk and the host must be present to obtain access to the building.

Any resident or non-resident can be asked for identification or what their purpose is for being in the residence at anytime!

Should someone behave inappropriately when asked to present identification then the staff member should complete an Incident Report so the Residence Life Manager can follow up with that individual.

When a Day Guest Becomes an Overnight Guest

Guests that originally arrived at residence during the day may end up staying overnight. If this is brought to the attention of the Front Desk staff, then the desk staff should follow the check-in procedures.

Decision to Allow an Intoxicated Guest to Stay

Should a student be intoxicated, the Manager-On-Call has the authority to grant that person the right to stay, even if the incident causes the resident to exceed the maximum number of Guest Nights they have available for that month. The safety of the individual in question should always be paramount.

Loss of Guest Privileges

A note in Red Pen will be made across the log if a resident has lost their Guest Privileges. A copy of the letter sent to the student can also be found in the Logs as back up to explain the situation. Should the resident pose any problems then the RA on duty or the Manager on-call can be contacted.

Damaged Wrist Bands

In the event that a wrist band is damaged, the guest and host should approach the desk to receive a replacement wrist band. They must present the damaged wrist band in order to be issued a new wrist band. If the damaged wrist band is unattainable, then the guest will be considered a new guest and must follow the check-in procedures.