



New Horizons

T O W E R

A safe student residence

Student Handbook

**New Horizons Tower
1140 Bloor Street West, Toronto, ON M6H 4E6**

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**You must be a full time student at a College or University to
reside at NHT.**

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Dear Student Residents:

Welcome to New Horizons Tower! We are looking forward to an exciting year and are pleased to have you living here while pursuing your education. We are also pleased to have such a diverse group of students from North America and abroad that have decided to live here.

I would like to take this opportunity to introduce myself. My name is Ian Logan and I am the Administrator of NHT. One of my responsibilities at NHT is to ensure that all our residents, students and seniors alike, enjoy their home. To assist in that enjoyment we have compiled this 'Student Handbook'. This handbook contains valuable information that will familiarize you with New Horizons Tower. Should you have any questions regarding the content of this Handbook, please contact me directly and we can review the information together.

I look forward to meeting you at the orientation or around the building.

Again, welcome to NHT for what we hope will be an exciting time for each of you. Thank you for choosing New Horizons Tower.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ian C. Logan', with a stylized flourish at the end.

Ian C. Logan
Administrator

MISSION STATEMENT

New Horizons Tower exists to provide both seniors and students with compassionate support and quality of service, while promoting independence in a secure, affordable environment.

Because of our commitment to Jesus Christ, our mission will be guided by Christian principles that reflect individual dignity, respect of persons regardless of race, creed or gender; integrity; quality of service and fiscal responsibility.

Our Goal for Student Accommodation

Our goal is to provide room and board in a safe, friendly community providing social and spiritual support.

GENERAL RULES AND GUIDELINES

The following rules and guidelines have been established by the administration of New Horizons Tower and are made available online to all student residents at the beginning of their academic year and upon move-in to the residence. Each resident is responsible for adhering to these rules and guidelines. The Administrator of New Horizons Tower reserves the right to alter the rules and guidelines at any time and will provide any such alterations in writing to each student resident.

Those who do not abide by these rules and guidelines are subject to termination of their agreement by the Administrator of New Horizons Tower. Guidelines for Termination of Agreement are explained in your Student Agreement and this Student Handbook. The Student Agreement must be signed by the resident prior to move-in.

Also included with the Student Handbook is a copy of New Horizons Tower's Harassment Policy.

Please note the following:

- 1) New Horizons Tower assumes no responsibility for lost or stolen articles or for injuries sustained in the course of athletic events or reckless behaviour.
- 2) New Horizons Tower assumes no responsibility for injuries on or off its own premises sustained in the course of athletic events or reckless behaviour or any other negligent behaviour.
- 3) Residents are liable for any damage they cause to any part of New Horizons Tower and will receive an invoice for any repairs made necessary by their actions. Repair costs will first be deducted from the damage deposit. The balance, if any, will be invoiced and be payable immediately.
- 4) In accordance with our Mission Statement, New Horizons Tower strives to provide an environment free from all forms of harassment. All residents are expected to conduct themselves in a manner that is respectful of all others who live here.
- 5) Any complaints or concerns should be directly referred to the Student Liaison or the Administrator of New Horizons Tower.

*** Zero Tolerance: NHT has a zero tolerance rule. This means that any behaviour or action by a resident that is contrary to the stated rules and guidelines will be treated with zero tolerance and may result in Termination of Agreement which the resident acknowledges by signing the application.**

Controlled Substances:

Alcohol:

New Horizons Tower does not encourage the use of alcohol. Any use of alcohol must be restricted to your room for your own use. The use of alcohol is strictly prohibited in the public areas of the residence. Visible intoxication or disorderly conduct of any kind will not be tolerated. The legal drinking age in the Province of Ontario is 19.

Smoking:

For health and safety New Horizons Tower is a smoke-free environment. Smoking is not permitted in any part of the residence, including resident's private rooms, common areas, dining room, lounges or hallways. You may smoke on the Lounge balcony (with door shut), Roof Garden or outside at the Main Entrance.

Illegal Substances:

All illegal substances are strictly prohibited at New Horizons Tower and any related incidents will be reported to the police.

Visitors & Over-Night Guests:

- 1) All residents expecting visitors or guests must ensure they sign-in at the Front Desk immediately upon arrival. You will be responsible to meet your guests in the Lobby or at the Front Desk. Visitors will not be permitted to go to your room without you escorting them.
- 2) No resident can have more than 2 visitors in their room at any one time (immediate family exempted).
- 3) For those with roommates, we suggest the considerate rule of having guests leave by 9 p.m. All guests must leave New Horizons Tower by midnight (12:00 A.M.).
- 4) Overnight guests are required to book a guest room at the Front Desk. A nominal charge applies. Rate includes breakfast the following morning.

Quiet Hours:

- 1) New Horizons Tower takes seriously its mandate to provide a quiet place in which all its residents may live. Therefore, we have implemented quiet hours from 9:00 PM – 7:00AM Monday through Sunday.
- 2) During quiet hours please limit noise to that which cannot be heard outside your room or outside your floor lounge.

- 3) Even at times outside of quiet hours the residence should be kept reasonably quiet. Many residents work, or sleep at hours extending beyond quiet hours.
- 4) Radios, televisions, and computers are permissible in your room but you must respect the rights of other residents for privacy and quiet for study or sleep. Practice rooms are available for playing musical instruments. Please see the Front Desk for details.

Open Heat Sources:

- 1) Open flame and heat sources including candles, incense, hotplates, toaster, toaster ovens and other exposed heat surface are not permitted in student rooms.
- 2) Open flame/heat sources pose a serious threat to safety and are not permitted in any accommodation including resident's room, floor lounges, or other common areas.
- 3) Residents are welcome to use their floor's lounge which is equipped with a kettle, small refrigerator and microwave.
- 4) A personally supplied mini-refrigerator is permitted in your room.

Pets:

- 1) Due to the extended time away from the residence and the rigorous academic regimen, student residents may not have pets in the residence.

Security:

- 1) Security and safety is taken very seriously at New Horizons Tower. Security is the responsibility of each resident and involves an obligation not only to oneself but also to one's fellow residents. Please ensure all real or potential security breaches are reported immediately to the Front Desk.

Student Liaison & Student Floor Reps:

- 1) The Student Liaison and the Student Floor Reps are available to assist students in any matters that arise. Most concerns are readily handled by the Student Reps and/or the Front Desk.
- 2) Ongoing efforts are made to provide social programming as well as to enhance the accommodations that the residence provides.
- 3) Each floor has a designated Student Representative (as available). This person typically lives on the floor that they're responsible for. Their duties include: facilitating social programs, communicating concerns, and reporting infractions and disturbances.

Residents and Staff:

- 1) All student residents will be required to have their picture taken upon move-in for identification and security reasons.
- 2) NHT is monitored by security cameras 7 days a week, 24 hours a day. Various areas of each floor, common area, parking lot and exterior of the building are monitored.
- 3) For your security each staff member of NHT must wear a name badge to identify themselves as a staff member.
- 4) NHT provides a Security Officer from 11:00 P.M. – 7:00 A.M. to monitor the halls and common areas.
- 5) If you are going to be away from NHT overnight or miss a meal, please advise the Front Desk. This is not intended to be an infringement on your privacy but rather a safety precaution should an emergency situation arise and we need to account for you.
- 6) Be vigilant about strangers in our residence. Should you encounter someone who seems out of place, respectfully challenge them and, if it appears they do not belong here, call the Front Desk immediately.
- 7) Never jeopardize your own safety – seek immediate assistance from the Front Desk, staff or Security Officer on duty.

Keys:

- 1) Residents may not loan their keys to other people including fellow residents.
- 2) Keys may not be duplicated for any reason.
- 3) Residents who have lost keys will be subject to a replacement charge (see Fees: Incidental Fees, p. 16).

Building Access:

- 1) When entering or leaving the residences, make sure all doors are locked and closed behind you.
- 2) Please ensure that no one has followed you in.
- 3) Never leave a door propped open.
- 4) When coming in late at night please use the Bloor Street entrance (not the parking lot access) and ensure the doors are completely shut and locked behind you.

Room Access:

- 1) Treat your room as if it were your own. Please lock it at all times, whether you are in the room or not. Remember the security of your belongings is your responsibility.
- 2) Housekeeping (cleaning or towel change), pest control/building maintenance repair staff may access your room for service or emergency repair and other reasons.
- 3) Reasonable effort will be made to provide notice prior to entry of your room. If you have given notice to vacate, entry may be necessary more often for inspections, tours, etc. Every effort will be made to give prior notice of entry, but entry may still be made without notice when necessary.

Insurance:

1. NHT assumes no responsibility for loss or damage to your personal property however caused.
2. You may consider a small 'tenant's package' for your own personal property protection.

Fire Alarms:

- 1) A complete description of fire alarm procedures and procedures to follow in case of a fire are enclosed (see booklet "New Horizons Emergency Evacuation Procedures for all Staff & Residents")
- 2) It is your responsibility to be well acquainted with the information in that booklet.
- 3) Each room is equipped with a smoke detector and emergency voice communication system. It is illegal and foolish to tamper with this equipment. Any tampering may result in fines, charges, and even eviction.
- 4) NHT is subject to a fine for malicious false fire alarms by Toronto Fire Services. If you cause such an alarm, you will be invoiced if a fine is incurred.
- 5) Fire Drills are held once monthly. All residents are encouraged to take part in the drill to acquaint themselves with emergency procedures. Fire Drills may, or may not be, announced.

Amenities/Services:

Dining Room:

The Dining Room is located on the main floor. The **meal plan is mandatory**. Meal service is a combination of self-serve and served. Food preparation and cooking are not

permitted in student accommodation. All snack food must be kept in a sealed container or refrigerator to avoid infestations.

Dining Room (meal) schedule:

DAYS	BREAKFAST	LUNCH	DINNER
Monday – Friday	7:00 – 9:30am	-	5:15 – 6:45pm
Saturday & Sunday (incl. holidays)	8:30 – 9:45am	12:15 – 1:45pm	5:15 – 6:45pm

- 1) Residents may be asked to show identification prior to being served.
- 2) Residents purchasing a meal ‘a la carte’ must show the meal ticket prior to receiving a meal.
- 3) The meal plan provides 2 meals per day on weekdays and 3 meals per day on weekends and holidays. The meals are available only at specified times (except for pre-ordered late dinners, see below).
- 4) Proper attire is expected in the dining space. Staff may refuse to serve you if you are not properly attired (i.e. please no bare feet, pyjamas, bathrobes, towels).
- 5) You or your guests are welcomed to purchase a meal ticket from the Front Desk at the a la carte prices (see Fees: Meal Plan, p. 16). Please reserve in advance.
- 6) For student residents, the dining room will be providing all meals in the designated student seating area on the North side of the Dining Room.
- 7) We would suggest that all food be eaten in the Dining room or your Floor Lounge. To avoid infestations and property damage, please use extreme care.

Late Dinners:

If you are planning to miss dinner, i.e. returning home after the evening meal is finished, a “late dinner” can be requested at the Front Desk free of charge. If you attended dinner on the given day, a late dinner is still available to you, but only if purchase from the Front Desk (see Fees: Meals, p. 16). You must request before 4:30pm on the same day, indicating your choice of regular, vegetarian, or fruit plate. If you no longer need the late dinner please inform the Front Desk ASAP. The late dinner will be plated, wrapped, and labelled in the fridge at the back of the dining room to be picked up when you come in.

Allergies:

It may be necessary for some students to supplement their meal plan to meet their dietary needs. If you have any food allergies or special dietary needs (i.e. diabetic), this information must be indicated on the Application form. New Horizons Tower may not be able to accommodate your needs.

Health:

- 1) The responsibility of NHT regarding health care is limited to a ‘Good Samaritan’ role and regulations determined by the Occupational and Safety Act; therefore the responsibility for providing medical care and for notifying relatives if such care is needed rests with the student.
- 2) We are committed to maintaining a healthy and safe environment; therefore, we will ensure that appropriate medical protocols and safety guidelines are established and communicated regularly. Residents must comply with medical protocols and safety guidelines for the benefit of all residents.
- 3) We are dependent upon the integrity of the individual to verify, at the time of admission to the residence, that they are physically and emotionally fit to reside at NHT in student residency.
- 4) All students are encouraged to have a personal/family doctor within the area.
- 5) All students are encouraged to be vaccinated against influenza annually.

Housekeeping & Linen Service:

Housekeeping and linen service is provided once a week to all residents and is included in your monthly rate. To assist the Housekeeping staff, please strip your bed and tidy all surfaces including the floor on your cleaning day. Leave dirty bedding folded on top of the bed. (* Preparations are not required on 8th, 9th, and 12th floor. Housekeeping may come on either of two days, please just keep your bed and floor clear on the listed days.)

Weekly cleaning schedule is as follows:

Day	Primary Housekeeping	Follow-Up Housekeeping
Monday	5 th and 12 ^{th*}	-
Tuesday	12 ^{th*}	-
Wednesday	8 ^{th*} , 9 ^{th*} , 10 th , and 11 th	-
Thursday	6 th , 7 th , 8 ^{th*} and 9 ^{th*}	12 th
Friday	-	All floor between 5 th & 11 th

- 1) Primary housekeeping includes vacuuming, general cleaning of the room and bathroom, linen service, i.e. the provision of bedding and towels and laundering of the same, and refuse removal.
- 2) Follow-up housekeeping includes towel change and laundering of the same, plus refuse removal.

Laundry Facility:

Washers and dryers for personal laundry are located in the basement.

- 1) Each load of laundry costs \$1.00 to wash and \$1.00 to dry.
- 2) Please keep track of your laundry and retrieve your clothes promptly as to not occupy the washers and dryers and inconvenience other residents. A lounge, with a big screen TV and computers, has been created adjacent to the laundry room to help you pass the time while doing your laundry.
- 3) Please empty lint trap after each dryer use.
- 4) Washers and dryers in the laundry are made for standard size loads. Large loads will risk breaking the machines and/or not drying properly.
- 5) For your convenience, an ironing board and iron are available for use in our laundry facility. Please note: for safety reasons irons are not permitted in resident rooms.

Lounges:

- 1) Lounges are primarily for the use of residents living on that floor.
- 2) Residents from another floor may use a lounge if a resident from that floor invites them.
- 3) No resident may monopolize a lounge or its amenities to the exclusion of other residents.
- 4) The lounge door is for the protection against smoke or fire and to avoid noise disturbances.
- 5) Residents may not add or install any personal items to the lounge without prior approval of Administration. This includes audio visual equipment.
- 6) Please do not use the lounge as a personal studio. For larger projects that cannot be accommodated in your room, see the Front Desk for options.
- 7) Fines may be levied to residents on the floor if the lounge is left untidy.
- 8) Please do not leave personal property in the lounge, i.e. books, dishes, blankets.
- 9) No resident may alter the seating plan or décor of a lounge.
- 10) Residents using a lounge must be properly attired.
- 11) If food is served or prepared in the lounge you must clean up afterwards.
- 12) Acceptable activities in any lounge are welcomed. Please be sensitive to others on the floor with the level of noise (see Quiet Hours, p. 6).
- 13) New Horizons Tower stocks the lounge kitchenettes with instant coffee, tea, juice, milk and creamers. If you cannot find these items, please contact the Front Desk to request replenishment. Do not take supplies from another lounge. These items are for shared community use only and are not a staple food supply.
- 14) New Horizons Tower assumes no responsibility for personal food items or privately bought food left in the lounge fridge.

- 15) Stale dated or improperly packaged items found in the lounge refrigerator will be discarded during routine cleaning by staff. Refrigerator is defrosted regularly.
- 16) Objects owned by New Horizons Tower are not to be removed from the lounges (television, remote controls, furniture, etc.).
- 17) Anyone opening the balcony door is expected to close it. Please be mindful of others in the lounge with regard to the opening of the balcony door.
- 18) There is no bird feeding permitted from the balcony.
- 19) Nothing may be thrown from the balcony onto the street below.

Rooftop Terrace:

- 1) All student residents have access to the rooftop during the months of May through October.
- 2) The same rules and regulations apply to this area as in floor lounges (see Amenities / Services: Lounges, p. 12).
- 3) Events on the roof and/or use of BBQ must be reserved and approved with the Administration in advance.
- 4) The roof is closed to residents from midnight to 7:00AM daily.

Parking/Bicycles:

- 1) Motor Vehicle parking is not available for students.
- 2) Visitor parking is limited. The visitor's name and vehicle license plate number must be registered at the Front Desk. Failure to register a vehicle may result in the vehicle being towed at the owner's expense.
- 3) Bicycle racks are available outside. Limited bicycle storage is available in the East-end stairway at the basement level.
- 4) Bicycles are not to be stored in resident rooms.
- 5) It is the responsibility of the resident to secure their own bicycle. NHT does not accept responsibility for damage or theft.

Mailbox:

- 1) Each accommodation has its own private Canada Post mail box located at the back of the Dining Room. Upon move in you will receive a key for your mailbox.
- 2) Residents who have lost their mailbox keys will be subject to a replacement charge (see Fees, p. 16).

Telephone, Cable and Internet:

- 1) Private phones are permitted in the rooms. The initial connection, monthly payments and maintenance is the responsibility of the resident.
- 2) A public phone is available on the main floor.
- 3) A courtesy phone is available in the basement student/youth lounge.
- 4) TV antenna outlets are available in most rooms. There is no charge for this connection to the Tower's antenna reception.
- 5) Internet access and cable TV can be obtained for each room at the expense of the student.
- 6) Courtesy computers with internet access are available in the basement lounge.
- 7) Sharing of cable and internet services between rooms is not permitted.
- 8) Residents are urged to use a good quality surge protector in conjunction with any computer hook-up.

Bath and Shower Areas:

- 1) Each floor has a public bath and shower available for use by residents in accommodation with a 2 piece washroom.
- 2) Equipment and supplies are available in each bath and shower for cleaning after use (please fill out blue slip with Front Desk if more supplies are needed).
- 3) Bath and shower time should be kept to a minimum as your fellow residents are sharing this facility.
- 4) Hours of operation are from 6:00 a.m. to 1:00 a.m. daily.

Recycling and Garbage Disposal:

- 1) On each floor there is an upholstered seat located beside the elevator. If you lift the seat you will see our recycling bins. Please place recyclable items (i.e. glass, cans, newspaper, magazines, recyclable plastic) in these bins as required.
IMPORTANT: NO GARBAGE PLEASE!
- 2) The housekeeping staff will pick up your garbage on cleaning days. When there is excess garbage please take it to the bin located in the west-end of the basement.
- 3) The in-room recycling bin is there for your convenience. Please empty into the main bin by the elevators regularly.

Maintenance Concerns:

- 1) All maintenance requests should be reported to the Front Desk by completing a blue slip. We will address the concern or repair usually within 24 hrs.
- 2) If the request is urgent, please let the Front Desk know and a member of our maintenance team will be dispatched immediately.

Accommodations:

- 1) As space permits, student accommodations come furnished with a desk, chair, single bed, study lamp, dresser, alarm clock, fan, bulletin board and mirror. It may be necessary, because of space limitations, to share furniture in non-private or shared accommodation.
- 2) All student accommodations are available as a single occupancy. Shared occupancy is limited and only available when a roommate can be arranged.
- 3) Shared occupancy rates are payable on a per person basis and are the responsibility of each party occupying the room to ensure their share is fully paid. In a shared room, failure of one party to pay their shared rate will permit the Administrator to terminate the Agreement of the unpaid person and the paying shared resident will be transferred to a single room with single occupancy rate for the remaining term(s).
- 4) All student accommodation is available on a discounted Semester Rate and at the regular Monthly Rate. Semester Rate is discounted by \$200.00 per month. Monthly plans are paid in advance for the first and last month and 1st of each month thereafter (see Fees: Payment Schedule, p. 16).
- 5) Please fill out a blue slip to have anything heavy affixed to your wall. Double sided tape is not permitted. 'Sticky tack' is appropriate for posters and light pictures. Please use the bulletin board provided.
- 6) Please only use the door hanger provided on the room doors to decorate/personalize your door. This is to avoid damage to the doors and to maintain uniformity in the hallways.
- 7) New Horizons Tower prohibits any material on doors that is considered offensive or distasteful.
- 8) The rooms, their walls, flooring, ceiling and electrical circuitry may not be changed or altered in any manner. Any tampering with the in-room fire safety system is a serious offence.
- 9) No personal furniture may be moved into a room without the prior written consent of the Administrator.
- 10) All student accommodations include:
 - a. Quality broadloom throughout.
 - b. Fresh paint upon move-in (usually).
 - c. All window coverings including drapes and sheers. Only NHT issued window treatments are permitted – no adjustments allowed.
 - d. Individually controlled electrical heating. Please practice energy conservation by setting the thermostat back particularly when you're away during the day. The rooms do heat up quickly upon your return.
 - e. Weekly housekeeping and linen service.
 - f. TV antenna.

- g. Outlet for telephone and cable.
- h. Refuse removal.
- i. 24 hour security.

Fees:

Room and board fees for the current school year are stated on the website and on the invoice for your semester payment. Credit and debit card payments are not preferred, a 5% fee applies. Returned cheques will be subject to a \$50.00 service fee plus any other costs. Late payments are subject to a \$50.00 fee plus applicable interest charges.

Meals:

Meals can be purchased 'a la carte' by students or guests. Prices are subject to change and orders are accepted up to the cut-off times listed. All meals in addition to the meal plan must be pre-purchased through the Front Desk.

Student Residents:

- a. Breakfast is included
- b. Lunch:
 - i. Bag lunch \$5.00 per bag (order by 4:30pm day prior, pickup 7am-2pm day of)
 - ii. In-House lunch is included on weekends and holidays or \$7.61 per meal on weekdays (order by 10am day of)
- c. Dinner:
 - i. In-House dinner is included
 - ii. Late dinner is included only in lieu of the regular in-house dinner or \$3.00 per plate (order by 4:30pm day of)

Student Guests:

- a. Breakfast \$5.90 per guest meal
- b. Lunch, in-house, \$8.00 per guest meal (order by 10am day of)
- c. Dinner, in-House, \$12.00 per guest meal

Incidental Fees:

Student activity dues, of \$10.00, are required once per semester, except for the summer semester, May-August, and may be used by the Student Representative Committee towards the following:

- 1) Social programs.
- 2) Event or trip subsidies.
- 3) Purchases of sports equipment, games, etc.

A damage deposit, of \$200.00, is required with first payment (semester or monthly plan). Further, a credit card is required with all applications as a secondary security deposit. These may be used towards the following:

- 1) Lost room key – \$25.00 for key replacement and \$100.00 for lock replacement.
- 2) Lost mailbox or building key – \$25.00.
- 3) Damage to public space or property of NHT – To be determined.
- 4) Room damage – To be determined.
- 5) False fire alarm or vandalism to fire alarm – To be determined.
- 6) Installation, removal and storage of air conditioner – \$85.00.
- 7) Infraction fines (infractions may also lead to termination of Agreement):
 - a) Unauthorized overnight guest – \$59.99+tax per night per guest.
 - b) Other cases involving damage, extended use of staff labour or time, and/or non-compliance to policies – To be determined.

Payment Schedule:

- 1) Residents must provide a \$600.00 room deposit to reserve a room for each Term of their Agreement. For example, first term payment will include a room deposit for the second term. All room deposits are not refundable. If the applicant has not moved-in by the given application move-in date, or within 30 days thereafter, then the deposit is forfeited.
- 2) Deposits must be a certified cheque, bank draft or money order and be received with the application and agreement forms.
- 3) Residents must provide valid credit card information on their application. The cardholder authorizes the Residence to charge the credit card at their request or whenever the account remains unsettled past the payment due date. Charges processed due to non-payment do not require prior notice. All charges processed require the addition of the 5% credit fee.
- 4) Residents on monthly rates must pay first and last fee in advance on the first day of the month prior to the Term start date.
- 5) Semester rates are paid in full (four months total) on or before the first day of the month prior to the Term start date (i.e. August 1st for September 1st move-in). Semester payments are not refundable. If payment is not received prior to the commencement of the next semester, this is considered notice to terminate. In which case, any room deposit is forfeited.
- 6) Payments must be a certified cheque, bank draft or money order.
- 7) Residents are not permitted to carry an outstanding balance.
- 8) Residents who have not paid their fees in full at the end of each semester or month will be given a notice of Termination of Occupancy Agreement.
- 9) Please note that New Horizons Tower is a Municipal Property Tax Exempt property and as such the Ontario Property Tax Credit is not available.

Move-In:

- 1) Upon completion and approval of the Student Application Form, and receipt of the room deposit, a room will be reserved in the applicant's name.
- 2) Applicants can express a preference for a specific room and floor and New Horizons Tower will try to reserve that room for the applicant.
- 3) New Horizons Tower reserves the right to change an applicant's room number prior to move in and to re-assign shared accommodation to private accommodation at its sole discretion.
- 4) NHT will try to guarantee you the type of room you applied for, although the floor and room number may change.
- 5) All Move-Ins by appointment only.

Move-Out / Giving Notice:

- 1) Each applicant will sign a Student Application form prior to move in, in which the duration of residency will be stated.
- 2) New Horizons Tower will expect residents to vacate their accommodation as of the date indicated on the semester invoice, unless otherwise notified in writing.
- 3) Summer residency is available. Please speak with the Student Liaison or the Administrator for payment schedule and details prior to the end of your residency.
- 4) Summer storage is available at the flat rate of \$100.00 per summer. Offer is for a limited capacity, prior room contents only, and subject to approval. Offer valid only for returning students with a paid room deposit.
- 5) New Horizons Tower reserves the right to terminate your residency if you are not in compliance with the terms set out in the Student Application Form, Student Agreement, or the Student Handbook. Given the special nature of our building, with emphasis on resident's security, these requirements are necessary to maintain a reasonable environment for all residents.
- 6) NHT maintenance staff will inspect your room after you vacate for a 'Damage Deposit' refund authorization. Refunds are mailed out, within 2-4 weeks, to your forwarding address as specified on your room clearance form.
- 7) All move-outs by appointment only.

Privacy Statement:

- 1) All personal information submitted is confidential, except when disclosure is required by law. Name and room number are not considered confidential and will be used, posted, recorded, listed and distributed as deemed necessary.
- 2) Any concerns regarding the use of personal information should be directed to the Administrator in writing.

NEW HORIZONS TOWER – **RESIDENT POLICY ON DISCRIMINATION AND HARASSMENT**

New Horizons Tower is committed to providing an environment that is free from discrimination and harassment.

Every resident has the right to be free from discrimination and harassment on the basis of his or her sex, race, ethnicity, colour, age, creed, disability, and other protected characteristics under provincial legislation.

The Human Rights Code defines harassment as “engaging in a course of vexatious comment or conduct that is known, or ought reasonably to be known, to be unwelcome.”

Sexual harassment involves comments or conduct made because of a person’s gender.

Discrimination and harassment are violations of the Human Rights code and will not be tolerated at New Horizons Tower. A complainant has a right, if so desired, to file a complaint with the Human Rights Commission. In cases where the nature of the harassment violates the Criminal Code of Canada, the complainant should contact police to file a report. Police may bring a criminal charge against the alleged offender.

Examples of Harassment:

Harassment includes but is not limited to:

- Verbal insult or abuse
- Sexual remarks or innuendo
- Inappropriate touching
- Unwelcome comments about a person’s body
- Inappropriate jokes about women or men
- Pictures or cartoons that stereotype or degrade women or men
- Pressure for dates or meetings between individuals
- Intrusive physical conduct or unwanted contact of any nature or kind
- A promise of reward or threat of reprisal attached to sexual favours
- The exploitation of an individual by someone holding a powerful or authoritative position
- One person stalking another
- Any of the above behaviour conducted towards an individual who is challenged by everyday decision making and is not of their best state of mind

Who can be involved?

- Men and women can be both victims and harassers
- Harassment can be between members of the same or opposite gender
- The victim does not have to be the person harassed but can be anyone affected by the offensive act

Harassment can occur in relationships with:

- Fellow residents
- Staff and administration
- Any other member of the community

What can you do about Harassment?

Any resident who wishes to report an incident of unlawful discrimination, harassment, or sexual harassment should promptly report the matter to the Administrator or the Manager, Health Care. There are specific procedures to follow in filing a harassment complaint. It will be necessary for any verbal reports to be put into writing in order for a complaint to be formally filed and registered with New Horizons Tower.

Important facts to be aware of:

1. A complainant has the right to withdraw the complaint in writing at any point in the process.
2. Incidents should be reported immediately as significant passage of time from the point of occurrence impedes the process.
3. An initial report can be made on behalf of another individual; however, the individual involved must also submit a formal report for action to be taken.
4. Confidentiality and respect within the framework of the policy requirements will be ensured.
5. Residents who make a complaint against any member of the New Horizons Tower community can raise concerns and make reports without fear of reprisal to them or their occupancy at New Horizons Tower.
6. Any resident found to have engaged in unlawful discrimination or harassment may be subject to eviction



Thank you, from all the Staff of New Horizons Tower.