COMMUNITY LIVING GUIDE

Dear Residents!

The Student Housing and Residence Life department provides student-centered programs, services, and facilities that foster a safe, inclusive and vibrant residential learning community. Join us in learning more about your community expectation, resources, and opportunities.

2018-2019

CSUEB Student Housing
housing@csueastbay.edu | 510-885-7444
https://www.csueastbay.edu/housing/
Meet Our Residence Life Staff

The Residence Life Staff is comprised of student leaders and professional staff who are committed to supporting the Student Housing & Residence Life community. Below you will learn more about the various teams that work year round to support your success, as well as student leadership and employment opportunities.

◆ Residence Life Coordinator (RLC): A full-time staff professional who supervises the Resident Assistant staff, coordinates programming/activities, and assists students with their personal concerns. In addition, the Residence Life Coordinator shares responsibility for the day-to-day operations and overall safety of their community.

◆ Resident Assistant (RA): Resident Assistants are individuals who are committed to making on-campus living an engaging and rewarding experience for you. Of the Residence Life Staff, you will have the best chance to get to know them as they live within your communities. They receive ongoing training in areas of peer advising and referral, interpersonal communication, programming, team building, community development, roommate conflict mediation, and administration.

◆ Resident Assistant on Duty: Resident Assistants are on duty during the times that the Housing Office is not open to ensure that residents continue to have safe, healthy, and happy experience. They are equipped to handle resident concerns, emergency response, and overall residential support.

If you need assistance after-hours, please contact the Resident Assistant on duty for your area to help you. You will find the phone numbers on page 4.

◆ Themed Community Assistants: The Transfer Community Assistant works in the Sonora building with transfers students and develops programming and outreaching to support the transitional needs of transfer students here at East Bay.

The Global Community Assistant works with University Village with the International students and develops programming and outreaching to them in order to support the needs of International Students and foster community between both our International and local students at East Bay.

◆ Front Desk Assistant (FDA): Front Desk Assistants work closely with other Student Housing & Residence Life staff as well as residents to foster a safe community environment within the buildings. These desks are staffed by students who can help you and answer many of your questions. Please stop by and say hi! You can reach out to FDAs when you have an inquiry during the desk hours, registering your visitors and guests, checking out equipment, and any questions you might have regarding Student Housing policies and procedures.

◆ TNT Dynamites - TNT Dynamites develop large-scale programming events for you that are inclusive of our diverse population. These large programs occur weekly on Thursday evenings! Don’t forget to log into BaySync to learn more about these weekly events!

BaySync
Get Involved in Housing

Events & Student Council Opportunities Below

Area Council
Area Council represents your building! Get involved, strengthen your leadership skills, learn about events, and plan activities for your building. See fliers on your floor for more information.

Resident Housing Association (RHA) serves as the voice for all housing students. Have an idea to improve the residential environment or a concern for your community? Please share! Join weekly open forums!

Thursday Night Takeover (TNT) are large-scale events hosted every Thursday evening at Pioneer Heights. Free food, crafts, stress-relievers, and other interactive activities.

Housing Traditions - Don't Miss These Events
- Pioneer Street Fair
  - August 24
  - Starts @ 3PM

- Late Night Breakfast
  - Every Sunday before Finals
  - Starts @ 9PM in DC

Find Events on: BaySync
COMMUNITY ROOMS
- Three Community Rooms located in University Village, Lassen Hall, and El Dorado Hall.
- Open 24/7; access available via BayCard/UV fob

LAUNDRY ROOMS
- Two in Pioneer Heights and two in University Village
- Open 24/7; access available via BayCard/UV fob
- Pioneer Heights Laundry Rooms can be paid via BayBucks on your BayCard. Refill your BayBucks on Phil Stations.
- University Village Laundry Rooms are coin operated.

MAILROOM
- Pioneer Heights residents will be issued mailbox number and combination code for the year. Pioneer Height mailboxes are located by El Dorado Hall. Letters and packages can be picked up from the El Dorado Mailroom during regular business hours on Mon.-Fri. from 10-5pm and on Sat. from 10am-3pm.
- University Village residents are assigned a mailbox based on their room assignment. Packages will arrive at front desk of University Village and can be picked up by FDA during Front Desk Hours.

DINNING COMMONS
- All-You-Can-Eat Dining Facility
- Weekdays: Breakfast, Lunch, Dinner & Weekends: Brunch and Dinner
- Late Night Cafe is available on Sunday through Thursdays from 9pm-1am
- Rotating menu. Visit website for daily menu.
- "To Go" Program - Use your swipes to grab a meal-to-go via a to-go container. Just show your "rain check" card to be issued a container.

ACCESS OFFICE
- Issues BayCard replacement and assists with lockouts/access related issues (i.e. door card reader not working)
- Open on Mon.-Thurs. from 9am-7pm, and Fri. from 9am-5pm. Contact RA on Duty for after hour access issues.

EL DORADO HALL (EDH) EQUIPMENT RENTAL
- Pioneer Heights residents can rent out equipment from EDH
- Hours: Mon.- Fri. 10am- 4pm and Mon.- Sun. 10pm-12 midnight
- Rent out board games, pool table equipment, air hockey equipment, basketballs, and cooking utensils for BBQ pits.

UNIVERSITY VILLAGE COMMUNITY LOUNGE
- All Pioneer Heights residents welcome!
- In home theater and community kitchen with 24/7 open access

FRONT DESK ASSISTANTS
Tamalpais, Juniper, Sequoia, University Village, and El Dorado
- Sunday - Thursday: 8PM - 1AM
- Fridays & Saturday: 8PM - 3AM (EDH Hours will end at 12am)
RESOURCES DIRECTORY

STUDENT HOUSING OFFICES

- Housing Office at Lassen Hall | 510-885-7444 | housing@csueastbay.edu
- Housing Office at El Dorado Hall | 510-885-7154
- Access Office at Lassen Community Room | 510-885-7132

RA on Duty (Contact the RA on Duty for your Specific Area/Community)

- Calaveras & Coloma | 510 - 258 - 8255
- Sierra & Sonora | 510-331-6172
- Tamalpais | 510-363-5672
- Shasta & Diablo | 510-258-8332
- Sequoia | 510-258-8293
- Juniper | 510-331-8146
- University Village | 510-362-4437

UNIVERSITY POLICY DEPARTMENT | 510-885-3791

- Safety and security services can be obtained 24 hours daily, 7 days a week

RESIDENCE LIFE COORDINATORS (RLC)

- Ayanna Byers | ayanna.byers@csueastbay.edu
  Serving the Sequoia community
- Endesha Pierson | endesha.pierson@csueastbay.edu
  Serving the Juniper community
- Eric Velasquez | eric.velasquez@csueastbay.edu
  Serving the University Village community
- Keighla Burns | keighla.burns@csueastbay.edu
  Serving the Coloma, Calaveras, Sierra, and Sonora community
- Nick Martin | nick.martin@csueastbay.edu
  Serving the Tamalpais, Shasta, and Diablo community

CSUEB UNIVERSITY RESOURCES

- Academic Advising & Career Education | 510-885-3621
- Accessibility Services | 510-885-3868
- Associated Students Inc. | 510-885-4843
- Diversity & Inclusion Center | 510-885-7069
- Financial Aid | 510-885-2784
- Parking & Transportation Services | 510-885-3790
- Student Conduct, Rights, and Responsibilities | 510-885-3763
- Student Health & Counseling Services | 510-885-3735
- Student Life & Leadership Programs | 510-885-3657

COUNSELING IN PIONEER HEIGHTS

Available Every Thursday 12-5PM in the Sequoia building!

For appointments call: 510-885-3735 or email shcscounseling@csueastbay.edu
Living with Others

Sharing an apartment and a community can be a very positive and enjoyable experience. Such an arrangement can also create stress and difficulty if not approached with consideration, communication, and willingness to compromise. We suggest that potential problems can be avoided through initial discussion about sharing an apartment. The following section provides recommendation on how to discuss various topics and expectations for each other as apartment-mates. Don’t forget to complete the Roommate Agreement Contract with your apartment-mates and RA.

LIFESTYLE/HOURS
You and your apartment-mates are likely to have different lifestyles. It is important to discuss these differences in the format of open-ended questions, such as:
*Most nights, I expect to go to bed at ...
*I find it difficult to sleep when ...
*I usually get up at ...
*My unusual habits are ...
*I find it difficult to concentrate when ...

COMMUNITY & PERSONAL PROPERTY
An area of concern among many apartment-mates is the issue of property, including community property and personal property (those “off limit” items). The University assumes no responsibility for loss or damage to any resident’s personal property from any cause. Apartment-mates should engage in conversations regarding what items can be shared, needs to be replenished, needs to be off-limit, etc.

HOUSEKEEPING
Try to reach an understanding about the type of environment that each of you would like at home. You may end up with differing ideas on the topic, and if so, it is time to give thought to a compromise. Decide on a plan for maintaining the apartment, such as a cleaning schedule. Come up with a plan for the following shared areas:
*Kitchen: dishes, refrigerator, stove/oven, floors, taking out trash.
*Living Room: personal belongings, vacuuming, dusting, taking out trash.
*Bathrooms: toilets, sinks/mirrors, bathtubs/shower, floors, taking out trash.
*Shared bedrooms: Vacuuming, making beds, dirty clothes, personal belongings.

GUEST POLICY
Visitors are only permitted to enter a building with the escort of the host. Entrance by any other means is not permitted. Student Housing allows 24-hour visitation for guests, when an Overnight Guest Request form is submitted and approved at least 72 hours prior to arrival. Licensees may have non-Licensee overnight guests stay in Licensee’s room for up to three nights total per semester.

RESOLUTION OF DIFFERENCES
There are many ways to resolve conflicts. What is important is that each of you commits to taking responsibility for solving conflicts when they begin, instead of waiting until the situation becomes intolerable. Planning now will help you later. Remember that Resident Assistants are here to assist you and will be glad to meet you individually or collectively. If you are having problems, contact staff in a timely fashion. All apartment-mate conflicts should be made known to your Resident Assistant first. If the problem persists, the Resident Assistant will make a referral to the Residence Life Coordinator. Here are a few points to keep in mind when resolving differences with your roommate/apartment-mate:
1. **Honest and Respectful Communication** - Let your roommate/apartment-mate know that you realize it is something minor, but that it is a pet peeve of yours or that it makes you feel uncomfortable. Don't be so blunt that you come off callous and hurt someone's feelings. By not wording your request carefully enough you can accidentally incite an argument or isolate yourself from any future constructive conversations. Direct communication (after giving a little time to work out how you will politely approach your roommate) is the best way to solve an issue and avoid unintentional gossip or hurt feelings.

2. **Know When to Pick Your Battle** - Think how you would feel if that person asked you to change something about your own habits or behavior. Note if you are the one who always becomes irritated and reflect on whether it's due to the actions of your roommate or if you're frustrated with something else (and blaming your roommate). Be careful of the frequency of these requests—be fair and balanced whenever you come forth and address issues with your roommate/apartment-mate!

3. **Respect Different Views and Compromise** - It is very easy to observe your apartment-mate’s/roommate’s actions and think, “I would never do that.” Be careful of expecting your roommate/apartment-mate to behave and think just like you. Judging your roommate/apartment-mate and determining that your values are right and hers/his are wrong is a very dangerous barrier to cross.

4. **Know How to Create Change** - Take the first step in creating change and change your own mentality. Do not expect to be best friends with your roommate/apartment-mate. Oftentimes, the best apartment-mates/roommates are the ones who are simply capable of being respectful and courteous to one another, and that can start with you! Instead of thinking of the ways your roommate is a bad one, think about how you will be a good roommate/apartment-mate.

**Tip!**
If conversations do not work out between you and your roommate, then talk to your RA! RAs are trained to help guide you and your apartment-mates through discussion about your conflict. Set up a mediation— it is always good to have different perspectives. RA's will not act as a judge or take a side.

**RESOLVING DIFFERENCES**

- **Noise complaints** - Each student has a different schedule for working, sleeping, and socializing. Therefore, all residents should be mindful of their neighbors’ schedules and noise should be kept within reasonable levels at all times and special care should be taken to contain noise within your room and apartment during evening and night hours. Residents who repeatedly disturb apartment-mates or neighbors with excessive noise will be documented.

- **Quiet hours** - Quiet hours are extended to 24 hours during final exams beginning at 8 pm on the Friday before finals week. Please consult a Resident Assistant if your attempts to request did not resolve a noise issue.

**NOISE REMINDERS!**

- **Courtesy Hours** - Courtesy hours are in effect 24 hours a day, seven days a week. Any resident may request that another resident or group of residents cease any activity which is interfering with their ability to study, rest, or enjoy the community. At these times, academic and health considerations are the priority. The right to quiet supersedes the right to make noise.

- **Social Gatherings** - The university supports students having social gatherings in their residence as long as these gatherings do not create a disturbance to other members of our community.
APARTMENT SERVICES & EXPECTATIONS

Maintenance Requests
To initiate a facilities request, go to your Housing StarRez portal. From there, you can enter and track the progress of your maintenance requests at any time.

For maintenance emergencies (such as an overflowing toilet or a door that doesn’t lock):

- During business hours (Monday - Thursday from 9am to 7pm and Fridays from 9am to 5pm), please go to the Access Office located in Lassen Community Room.
- Outside of business hours & weekends, please contact the Resident Assistant on Duty who can request emergency facilities assistance.

End of Semester Inspections
Inspections are hosted to compare the conditions of the room to the beginning of the semester. Residents will be charged for any damage to or loss of Student Housing property in their apartments and common areas. Any cleaning beyond normal use may be charged as well.

Decorations
- Exterior decorations are not permitted.
- Interior decorations are permitted in living spaces; however, decoration made with flammable materials are not permitted (including items that hang from window, ceilings, etc.)
- Residents can decorate doors and windows, as long as the decorations do not cause damages or create safety hazards.
- Consider using tacks or small picture hangers to hang. Tape, adhesive hooks, or screws are not permitted on apartment walls or furniture. All decorations visible to the public must comply with University Policies.

Personal Property
The University is not liable, directly or indirectly, for the personal property of residents and guests due to loss by theft, damage by fire, damage by water, or any other cause. To secure personal property, we urge you to keep bedroom, suite, and apartment doors locked at all times.

Damages
You will be charged for any damages to or loss of Student Housing property in your apartments and the common areas.

Cleaning Expectations
It is the collective responsibility of you and your apartment-mates to keep the apartment clean at all times.

Key Usage
You are responsible for all keys, cards, or access tokens issued to you. You must carry your keys with you at all times. You must report a lost or stolen key, access token, or Bay Card to your Residence Life Coordinator or to the Housing Office immediately. Stolen keys, access tokens and/or Bay Cards require the presentation of a police report.

Trash
Under no circumstances are trash cans or trash to be left in the hallways/corridors outside your room and apartment. Disposal of trash is required in designated areas. Please note sustainable trash options available in your apartment and complex.
Furnishing
You may not remove furniture from the specific apartments you have been assigned to. At no time shall furniture be taken out to patios or walkways, and there are no storage facilities for furniture or personal belongings other than that provided in each apartment.

- You may purchase plastic patio furniture.
- Furnishings in building common areas are for use by all members of the community, and must be kept in common areas.
- All furniture should be returned to original state. Prior to move-in, Student Housing ensures that the conditions of all furnishing are noted using an online inventory management system. Any damage to the furniture will result in a charge.

Smoking
It is the policy of California State Universities to comply with the Smokefree Air Act by declaring the entire university grounds and properties a smoke-free campus. Residents found smoking anywhere in Student Housing will be documented and charged.

Pests/Rodents/Mold
The hillside of the campus is home to many types of wildlife and pests (i.e. ants and field mice) To prevent unwanted visitors:

- Keep your apartment clean at all time: remove waste, plastic store bags and newspaper; maintain reasonable sanitation and store food properly.
- Do not allow any animals into your apartment, other than those animals permitted and specified with the approval of housing.

Painting
Painting and spray painting are not permitted in the Housing facilities ground.

Key Usage (BayCards, Keys, Access Tokens)

- Your Bay Card or access token and physical keys are for your use only and under no circumstances are Bay Cards, access tokens, or keys permitted to be duplicated or loaned to other individuals (i.e. other room/apartment suitemates and/or guests)
- You may not add or change any locks to the apartment, suite or bedroom. You also may not hold gates, doors, or elevators open for unknown people or non-building residents.
- You must keep the apartment, suite, and bedroom doors locked at all times. This includes patio doors that are easily accessible to the public.
- You should report all suspicious persons or activities to the University Police Department immediately
- Upon checkout, all appropriate keys and access tokens must be returned to Student Housing and Residence Life.

Electric Appliances

- Items with exposed heating elements are prohibited. (i.e. space heaters, sun lamps, immersion heaters, hot plates.) Microwaves are allowed, but the wattage must not exceed 900 watts.
- Mini refrigerators are permitted, but must not exceed the size of 3.2 cubic feet.
- Appliances must not overload the system. These appliances must be directly attached to grounded outlets.
- Privately owned air conditioners and swamp coolers are not permitted.
- Irons must be used with ironing boards only and should never be left unattended.
- Cooking is limited to the general kitchen or kitchenette area.
- Any damage caused by personal appliances or misuse is the financial responsibility of student, including damage of any kind (fire, water, etc.) to the facility and/or other students’ personal belongings.
- Tamalpais, Juniper, Sequoia, and University Village apartments may have a rice cooker, crock pot, or coffee maker in their kitchenettes. These items must be UL listed, capable of shutoff, and must be plugged into permanent wiring with no extension cords. Electric frying pans, convection ovens, toasters, electric grills, and hot plates are not allowed in these apartments.
- Calaveras, Coloma, Sierra, Sonora, Stasha, and Diablo have a gas oven in their kitchen. Residents of these apartments are allowed to have a convection oven, electric grill, electric frying pan, rice cooker, toaster, coffee maker, crockpot, or microwave in their kitchen. Items with exposed heating elements, such as hot plates are not allowed in these apartments.
Alcohol - California state law prohibits alcoholic beverages from being sold, furnished or given to any person under the age of 21.

*A resident who is at least 21 years of age and elects to consume alcohol in Student Housing may do so only if all those present in the room are over 21 years of age, including all roommates.

*If at least one resident of a suite, room, or apartment is under 21 years of age, no alcohol is permitted in the common areas of that apartment, suite, or room. Alcohol may only be consumed or stored in the bedroom if all residents in that room are 21 years of age or older.

*If all residents occupying a room, apartment, or suite are over 21 years of age, alcohol is permitted in the living space.

*No possession, transportation (in plain view) or consumption of open containers of alcoholic beverages is permitted in common or public areas by any person, regardless of age.

*Residents may transport unopened alcoholic beverage containers to their apartment or bedroom in a concealed bag.

*Kegs or other “common source” containers such as party balls or beverage coolers used as mixing units are not permitted in the residence halls.

*No empty alcohol beverage containers may be kept in the room as decorations regardless of the age of the residents occupying the unit.

*Any alcohol found that violates Cal State East Bay’s alcohol policy, regardless of the age of the owner, must be disposed of under the supervision of a University Housing staff member.

Bicycles, Motorcycles, Motor Scooters, and Hoverboards - For safety and security reasons, bicycles cannot be stored on patios, walkways or under stairwells. Bicycles may be stores in a safe manner in residents’ apartments or at the bike racks available throughout Student Housing. For safety concerns we do not allow hoverboards due to fire hazards. Motorcycle, motor scooters, and motor driven vehicles are not allowed within the residence halls, their driveways, or sidewalks at any time.

Balconies and Patios - Furniture, plants and other items typical to patio use are appropriate. Balconies must be kept clear of trash and recyclables at all times and must not be used for storage. Throwing objects from the balconies, patios, windows, or rooftops of the apartment is prohibited and is grounds for eviction.

Barbecuing - For health and safety reasons, outdoor barbecuing is not permitted on the patios and walkways or within the quad areas of the residence halls. Large barbecue pits, located adjacent to EL Dorado hall, are provided for the use of apartment residents.

Candles/Incense - Candles or incense are not allowed within the residence hall apartments at any time (burnt or unburnt). These items create a potential fire hazard and in some cases can cause allergic reaction to individuals within the community.

Christmas Trees - Due to the threat of fire, combustible decorative materials such as dry vegetation and natural/"Live cut" trees are not permitted in the residence halls. You are welcome to have artificial trees and wreaths.

Dartboards - Darts and dartboards are not allowed within residence halls.

Drugs - All federal, State and Local laws apply within the residence halls. The use, possession, or sale of any illegal drug or substances is prohibited and is cause for immediate eviction from the premises.

Marijuana - Recreational marijuana is now legal in California, but it’s still prohibited at the CSU System and at Cal State East Bay. Cal State East Bay prohibits the use, possession and sale of marijuana-in any form-on all university property, including Student Housing residence halls, their surrounding and quad areas, walkways, and parking lots. Marijuana is also not permitted at university events or while conducting university business. In addition, Cal State East Bay’s Smoke and Tobacco Free Policy prohibits the use and sale of cigarettes, e-cigarettes and other tobacco products on all locations on campus, including the residence halls, their surrounding and quad areas, walkways, and parking lots.

Pets - Your health and safety is important to the community. Due to concerns for health, safety, sanitation, noise, and humane treatment, the only pets permitted in Student Housing facilities are small fish. Fish must be retained in freshwater aquariums that may not exceed 10 gallons in size. All other animals or pets are prohibited from being kept or harbored in the apartments. This also applies to the pets of any guests.

Pests & Insects - Insects and pests (i.e. ants, roaches, and field mice) may find their way into your apartment. There are a few ways to help prevent this from happening, such as keeping your apartment clean at all time: remove waste, plastic store bags and newspaper; maintain reasonable sanitation and store food properly.

Postings/Solicitations - Residents are not permitted to distribute or post materials without specific permission from their Residence Life Coordinator. All materials must be submitted to an RLC for approval. Approved posting materials will be posted only in designated areas.

**CSUEB Campus Community Values:** The University is committed to maintaining a safe and healthy living and learning environment for students, faculty, and staff. Each member of the campus community should choose behaviors that contribute toward this end. Students are expected to be good citizens and to engage in responsible behavior that reflects well upon the university, to be civil to one another and to others in the campus community, and contribute positively to student and university life.
You’ve Been Documented for a Policy Violation. NOW What?

You have allegedly been involved in a violation of the residential community/university policy which requires documentation by a Housing staff member. The information below provides you more information about the next steps in this conduct process.

WHAT IS AN INCIDENT REPORT?
- The RA or staff member’s role is to document the events observed/information obtained to provide the most accurate information regarding the incident.
- You can find the Housing policies in the License Agreement Conduct Policies and on the Housing website (www.csueastbay.edu/housing). The university policies can be found on the CSUEB Student Conduct, Rights, and Responsibilities website (www.csueastbay.edu/student_conduct).

WHY AM I SCHEDULED FOR A CONDUCT MEETING?
- You have the right to meet with the assigned conduct staff member to share your perspective of the incident.
- You will receive an email to your Horizon account from either a Residence Life Coordinator (RLC) or the office of Student Conduct, Rights, and Responsibilities (SCRR) indicating a meeting date/time.
- You may bring evidence, witnesses or an advisor to your meeting. The advisor may provide you support, but may not speak on your behalf.
- If you are found responsible for the policy violation, you may be assigned a sanction.
- If you don’t attend your scheduled meeting, a decision may be made without your input.

I HAVE QUESTIONS!
You will be contacted via email to schedule your conduct meeting. If you have immediate questions, please contact your Residence Life Coordinator (RLC)

GOAL OF A CONDUCT MEETING:
- To give students a fair, objective and expedient conduct process that acknowledges the whole student and community responsibilities
- To manage the process to serve as an educational opportunity leading to future success as a CSUEB student

ADVICE
We understand that this could be a stressful situation for you. It is in your best interest to be honest about your involvement in this incident and to NOT be involved in any additional policy violations, especially until this matter is resolved.
SAFETY, SECURITY, & EMERGENCY

FIRE ALARMS & EVACUATION

All residents and guests must evacuate a residential facility immediately when the fire alarm sounds.

During a Minor Fire:
- Remain calm
- As much as it is safe to do so, use a fire extinguisher to put out the flame. Call a Student Housing staff member immediately. Fire extinguishers are located in the kitchen of every apartment.

During a Major Fire:
- If you cannot safely extinguish the fire, leave the area immediately.
- Pull the fire alarm as you exit.
- Close any doors leading to the fire.
- If there is smoke or unusual heat but no visible fire, make note of the cause or location of the smoke or heat as you evacuate.

1. Always keep the door of your room or apartment locked, even if you are sleeping or going down the hall. Remember to always carry your keys and access card with you to avoid being locked out.
2. Purchase a bike lock and secure your bike in the appropriate place.
3. Identify expensive and/or important belongings with a type of permanent identification such as a metal engraver.
4. Rely on your neighbors and have them rely on you to be alert to suspicious persons and/or unusual events.
5. Keep your access cards/keys given to you at check-in are for your use only.
6. The placement of any furniture including beds in front of windows is strictly prohibited. Blocking window exit is a violation of University Housing Policy.
7. Do not prop doors or let unfamiliar people into the entrances of your building. Do not prop open security gates or allow strangers in after they are locked each night.
8. Be alert and aware of your surroundings. Report any safety/security concerns to the appropriate authority.

Smoke Detectors & Fire Extinguishers

Each apartment is equipped with a smoke detector. Smoke detectors should not be tampered with, as they are for your safety.

ACTIVE SHOOTER

Formulate an initial assessment of the situation.
- Alert staff and students to the potential danger.
- Lockdown your location, barricade the entrances, turn off lights, spread out in the room do not gather together, and be quiet if it is not safe to evacuate.
- Inform UPD with any critical information gathered.
- If possible - Evacuate:
  - Safely leave the building to a safe location away from the Active Shooter.
  - UPD will make the decision of when it is safe to return to the building.
- If evacuation not possible - Counter and defend yourself: Yell, throw things, use items in the room to incapacitate the shooter, if found by the active shooter.

ELEVATOR EMERGENCY

If you are trapped in an elevator car:
- Stay calm.
- Do not try to get out.
- Make sure the emergency stop switch is not engaged.
- Every campus elevator is equipped with an emergency phone. Use the phone to connect to UPD dispatch.

EARTHQUAKE

When the shaking starts:
- Take cover immediately and urge others to do the same.
- Keep away from large glass windows. Move toward the center or core of the building.
- Find shelter under a sturdy desk or table if possible. Kneel down and cover your head with your arms.
- Do not run outside. You could be struck by falling objects. If you are outdoors, move away from buildings.
- Stay where you are for one minute after shaking.
- Be prepared for aftershocks.
- Do not use matches, lighters, electric switches, or any source of ignition to be cautious of gas leaks. Use a flashlight.

If quake was minor, stay inside and await instructions. If quake has been severe, you will be instructed by RA to evacuate the building.
PROCEDURES & EVACUATION PLANS

For more info, visit www.csueastbay.edu/housing > Emergency Preparedness

MEDICAL ASSISTANCE
- Report to the Health Center who will assess the situation and relay instructions on what you should do. The Student Health Center is located between the Library and the Physical Education Building.
- If you become ill on a weekend or at night, medical assistance should be obtained at a hospital urgent care unit.
- In case of an accident, serious injury or illness call UPD, who will contact medical emergencies, and if not possible, contact RA, roommates, nearby residents, or anyone to get you medical assistance.

UNWANTED SEXUAL CONTACT, HARASSMENT, PHYSICAL & VERBAL ABUSE
Cal State East Bay’s Student Housing is a diverse community comprised of a myriad of cultures, lifestyles, thoughts, and perspectives. In order to maintain a comfortable environment that both respects and celebrates this diversity, harassment of any kind will not be tolerated. Any form of activity, whether covert or overt, that creates a threatening or harassing environment for any Student Housing resident, guest, or staff member will be handled judiciously and may be grounds for immediate disciplinary action, revocation of the Housing License Agreement, and criminal prosecution. Please report any concerns to the UPD for emergency, and the RA. Additional support resources available:
- Student Health & Counseling Services
- BAWAR - Bay Area Women Against Rape
- Title IX Coordinator
- CSUEB Confidential Advocate

THEFT
- Call UPD non Emergency number at (510) 885-3791 as soon as possible and report who, what, where, when, and how the theft occurred.
- Also contact your Resident Assistant on duty to let them know about the theft.

SUSPICIOUS PERSONS & BEHAVIORS
Always be aware of who is on your floor and who is walking through your hall. If you see suspicious persons in the building, contact a Student Housing staff member or the UPD immediately. Do not allow strangers to follow you into the residence halls and notify the UPD and Housing staff of any unsafe or suspicious items or persons immediately.

WEAPONS & DANGEROUS ITEMS
Possession of weapons, firearms and explosives, including, but not limited to fireworks, firearms, live ammunition, BB guns, paintball guns, air pellet guns, toxic substances, highly flammable substances, and any knife having a blade longer than five inches is prohibited from use or storage in the residence halls.

HAZARDOUS MATERIALS
A hazardous spill consists of any spill or emission of a toxic or dangerous nature. Examples include chemicals used to clean clothing, sewer effluent, pesticides, gasoline, flammable chemicals, vomit, blood, or cleaning chemicals.
- Do not touch anything.
- Remove yourself from the affected area.
- Make certain that the incident has been reported to UPD.
- If situation appears likely to require evacuation of any floors, you will be notified.

RESOURCES FOR PUBLIC SAFETY
University Police Department (UPD)
Safety & Security services may be obtained 24 hours daily, 7 days a week throughout the year. Please call (510) 885-3791.

Resident Assistants (RAs)
For further support contact RA on Duty for your respective areas.
RA on Duty can help you with: safety/security concerns, facilities/maintenance emergency, locked access (keys/doors), alleged policy violations, and general personal health/well-being.
- Monday-Thursday: 5PM-8AM
- Friday at 5PM to Monday at 8AM
- Calaveras & Coloma
  510 - 258 - 8255
- Sierra & Sonora
  510-331-6172
- Tamalpais
  510-363-5672
- Shasta & Diablo
  510-258-8332
- Sequoia
  510-258-8293
- Juniper
  510-331-8146
- University Village
  510-362-4437

HAZARDOUS MATERIALS
Pioneer Heights Residents:
Connect to the CSUeB Wi-Fi network using their Net ID and password at any location in Student Housing, including the community rooms, study rooms and lounges, the quad area, and the Dining Commons.

University Village Residents:
Connect to the "UVHAYWARD" wi-fi network which is considered an off-campus network. In order to connect to the wi-fi network, instead of your Net ID and its password, please use "UVHAYWARD" as username and "goodpeople" as the password.

Parking Reminders

◆ Pioneer Heights residents can park their motor vehicles in parking lots C and C1; University Village residents can park at the parking lot behind University Village.

◆ All such vehicles must be parked in designated areas and have an appropriate and valid CSUEB parking permit. Visit the CSUEB Parking & Transportation Office to learn more about student parking fees.

◆ Motorcycles, mopeds, or other gasoline-powered vehicles are not to be stored in or around the residence halls/apartments, building entrances, patios, or courtyards.

◆ All vehicles parked in the CSUEB parking lots must also be free of all types of fluid leaks. If the vehicle leaks, the owner will be held liable for any cleanup and/or damages that it may cause to the parking lot or other vehicles.

◆ Residents agree to accept financial responsibility for any loss or damage to personal property or personal vehicle belonging to them, their guests, and their invitees that may be parked in the CSUEB parking lots caused by theft, fire, vandalism, or any other cause. Student Housing assumes no liability for any such loss.

◆ When you order a parking permit online and use your Student Housing mailing address it will be sent to the Parking and Transportation office which is located in the SP building suite#140. For more questions, contact Parking & Transportation services at 510-885-3790.

Receiving a Letter?
Share this mailing address:
[First Name] [Last Name]
1901 Harder Road
Mailbox Box [#]
Hayward, CA 94542

**Please note that, at the mailing address above, the “Box” number is your mailbox number and NOT your room or apartment number!**

Mail, Packages & More

◆ Mail & Package Delivery: Letters will be placed in students' assigned mailbox unless otherwise communicated with students. Students may be emailed to pick-up CSUEB Official Documents during peak times.

◆ Delays in Receiving Mail - If letters and packages are misaddressed, it will cause a delay in delivery and it may be sent back. If the package contains the wrong name or nicknames, it will be sent back. If a package has not been picked up after 30 days, it will be sent back. If a student does not live on campus and receives mail, it will be sent back.

◆ Packages - Once packages arrive via their designated carrier our staff will log the package into our system and you will be notified via your Horizon email to pick up your package.

Univeristy Village Residents:
XFINITY On Campus is part of your university's on-campus TV service and is only eligible for students registered as living on campus. If you are unable to login, please contact the Access Office located in Lassen Community Room. You will need either Roku Device or Roku Enabled Smart TV.

Univeristy Village Residents:
On Demand, TV Go Channels, and DVR Recordings are services provided to you. The property management company has contracted with Video Direct to provide DirectTV for the residents of University Village, but does not include XFINITY streaming.
COUNSELING
in Pioneer Heights

Thursdays 12 pm - 5 pm

For appointments call:
510-885-3735
Ask to be seen in housing

SHCS
Student Health and Counseling Services
510-885-3735
shscounseling@csueastbay.edu
www.csueastbay.edu/shcs