# Resident Handbook



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*This Residential Handbook is an incorporated part of the Housing License Agreement and is intended to provide general information and clarification of policies and procedures. In the event of any conflict between the License Agreement and this Resident Handbook, the License Agreement shall control.*



# Welcome Home to CSUSM!

This handbook is your essential guide to on-campus living. In this handbook, you will find information about services, facilities, resources, leadership opportunities, procedures, and community guidelines.

Please take the time to familiarize yourself with the policies and guidelines outlined in this handbook. Our policies and guidelines protect the rights, privileges, and needs of all residents. This handbook is incorporated as a part of the resident **License Agreement**.

Research has demonstrated that student involvement in campus activities and especially living on campus, has many significant benefits. Examples include:

- Building new and long-lasting relationships.
- Strengthening personal and life skill sets - time and money management, leadership and organizational development, communication and mediation knowledge and practice.
- Improving academic exploration and performance - better grades, increased interaction with faculty, higher graduation rates and increased opportunities for experiential living learning.

We encourage you to get involved. Involvement in your living area and the campus community will influence your level of academic and personal success. Housing staff members are here to assist you, but ultimately you must seek out opportunities, assist in solving community problems, and ask for help or clarification when needed.

We wish you best of luck in the year to come!

Sincerely,

*The CSUSM Housing Team*

# CSUSM Housing & Residential Education Staff

### Central Housing Office - ELB 5th Floor

The central office is located on the 5th floor of the Extended Learning Building (ELB). This central office makes it easy for students to conduct general housing business. The central office provides assistance with a wide array of housing questions related to topics such as licensing, room assignments, roommate matching, as well as billing and installment payments.

The professional staff work from the central office during normal business hours 8:00 am to 5:00 pm weekdays. The office is closed campus holidays, weekends, and during campus closures.

### Leadership Team

**Executive Director**
Dr. Travis Douglas
tdouglas@csusm.edu
760-750-3709

**Dir. of Residential Education**
Dr. Allie Serrano
aserrano@csusm.edu
760-750-3736

**Dir. of Operations & Facilities**
Christine Palmer Jenkins
cpalmerjenki@csusm.edu
760-750-3712

### Operations and Facilities

The Operations and Facilities team support licensing, room assignments, billing and installment payments, as well as maintenance and cleaning of the buildings and grounds at each community at CSUSM.

### Residential Education

The Residential Education Team include the live-in professional and student staff who support the development of positive living-learning environments within each community.

- **Community Directors (CDs)-** Supervise student staff, advise area councils, administer the student conduct process, offer supportive counseling and mediation, plan and implement educational programming, and assume responsibility for the general management of the residential apartments. Community Directors are Master's-Level professional staff who live on campus.
- **Community Advisors (CAs)-** Are undergraduate student leaders selected based on leadership skills and concern for other students. CAs assist students with acclimating to the university, building a positive community, and navigating interpersonal concerns. CAs also assist with roommate mediation, crisis response, and ensuring safety and security by upholding community guidelines. The CA should be your first contact for situations such as: roommate conflicts, getting involved in your community, identifying campus resources.
- **Residential Academic Mentors (RAMs)-** Are undergraduate student leaders who focus on the academic success of residential students. They offer one-on-one meetings to discuss academic plans, explain support services and provide on campus resources to meet each students' unique academic goals.

# Important Contacts

### On-Call Community Advisor
A CA is on-call to provide assistance to students each night from 5 PM to 8 AM

- **University Village Apartments** - 760-750-6400
- **The Quad** - 760-750-3733
- **North Commons** - 760-891-9825

### Service Desks
Each community at CSUSM has a service desk located within the building/complex where students can get assistance with mail/package delivery, check out games and equipment, or report maintenance concerns.

- **University Village Apartments** - 760-750-3800
- **The Quad** - 760-750-3730
- **North Commons** - 760-750-8310

### Community Directors

#### Community Directors - University Village Apartments
TBD
mhertilus@csusm.edu
760-750-8326

Carlos Cortés
ccortes@csusm.edu
760-750-3711

#### Community Directors - The QUAD
Stephanie Burga
sburga@csusm.edu
760- 750-3714

Joe Santangelo
jsantangelo@csusm.edu
760-750-3740

#### Community Director - North Commons
Paola Romo
promo@csusm.edu
760-750-3721

### University Police
The University Police Department is a sworn law enforcement agency that operates 24 hours a day. The department provides police services, emergency response, crime prevention and educational programs, conducts criminal investigations, and supports for special events.

- **University Police (Emergencies) 9-1-1**
- **University Police (Non-Emergencies)** 760-750-4567
- **Community Safety Officers (Safety Escorts)** 760-750-4567

### Other Campus Resources
- Associated Students, Inc. 760-750-4990
- Bookstore (University) 760-750-4730
- Career Center 760-750-4900
- Clark Field House 760-750-7400
- Cougar Central 760-750-4848
- Cross Cultural Center 760-750-4958
- Dean of Students 760-750-4935
- Dining Services 760-750-4764
- Disability Support Services 760-750-4905
- EOP 760-750-4861 Financial Aid 760-750-4850
- Gender Equity Center 760-750-4988
- Help Desk 760-750-6505 IITS 760-750-4775
- International Student Advising 760-750-8861
- LGBTQA Pride Center 760-750-3077
- Library 760-750-4340
- Math Lab 760-750-4101
- Parking and Commuter Services 760-750-7500
- Sexual Violence Advocate and Educator 760-750-4915
- Student Health and Counseling Services 760-750-4915
- Student Life and Leadership 760-750-4970
- Veteran's Center 760-750-4827
- Writing Center 760-750-4168

# Live, Learn, & Thrive

CSUSM Housing & Residential Education is a unit within the Division of Student Affairs as well as CSUSM Corporation. Our Residential Education team has implemented a residential curriculum designed to assist students to Live, Learn, and Thrive during their time as residents within our on-campus housing portfolio. This curriculum is aligned with the mission, vision, values, and learning domains adopted by Student Affairs for units across the campus.

## Student Affairs Mission, Vision, and Values

**Mission -** The mission of the Division of Student Affairs is to ***transform lives, one student at a time***.

**Vision -** The Division of Student Affairs will champion student success and foster social mobility by meeting students where they are. We aim to promote well-being, cultivate a sense of belonging, celebrate our diverse community, support academic excellence, and equip students with lifelong skills.

**Values -**

- ***Integrity:*** Rooting our work in ethics, honesty, and trust. Our actions advance divisional goals, align with professional standards, and match our commitments.
- ***Respect:*** Valuing all members of our community by treating them with dignity, kindness, and empathy.
- ***Diversity, Equity, Inclusion, & Belonging:*** Celebrating all identities, cultures, and backgrounds, and fostering an environment where individuals are respected, accepted, and heard.
- ***Care & Well-being:*** Promoting an environment that supports the campus community's mental, physical, and emotional health.
- ***Shared Purpose:*** Embracing collaboration and working as one division towards shared goals.
- ***Advocacy:*** Serving as champions for diverse voices and perspectives.
- ***Adaptability & Creativity:*** Adopting a growth-oriented mindset that embraces change and meets the evolving nature of higher education.

## Residential Curriculum Learning Goals

**Live-** Understand the benefits of living with peers of diverse perspectives and act responsibly in the benefit of local and global communities. Our residents will accomplish this by:

- Engaging with their neighbors in educational and social programming.
- Displaying the ability to navigate conflict and finding compromise with their roommates and/or neighbors.
- Understanding the concepts of bias, privilege, and oppression.

**Learn-** Elevate academic performance and develop transferable skills. Develop self-awareness so that they may nurture meaningful relationships, challenge themselves to think critically, and develop themselves as inclusive leaders. Our residents will accomplish this by:

- Taking ownership of their actions
- Appreciating the exchange of diverse thoughts and ideas.
- Acting for the greater good of their communities.

**Thrive-** Cultivate one's physical, mental, and holistic well-being to be resilient when navigating personal and academic challenges. Our residents will accomplish this by:

- Exerting professionalism in their written and verbal communication.
- Articulating the requirements for obtaining their degree.
- Managing their self-care, health, and finances.

# Residence Hall Council

The Residence Hall Council (RHC), is an organization formed to represent the interests of resident students and work to improve the quality of life on campus. Your involvement in the community and contribution of your ideas will ultimately shape what your living environment looks and feels like.

The Residence Hall Council (RHC) is an organization for the entire residential community. Representatives from each residence hall or apartment complex serve within RHC. This council allocates money from resident fees for activities throughout the year. Elections for Building Representatives take place in fall semester. Executive Board applications for the coming year are available in the spring semester.

Funding, support, and advice for community projects are available from the Residence Hall Council. Contact your CD or CA for more information, meeting times, dates, and locations.

***"We cannot seek achievement for ourselves and forget about progress and prosperity for our community... Our ambitions must be broad enough to include the aspirations and needs of others, for their sakes and for our own."***

***- Cesar Chavez***



# Non-Discrimination

CSUSM does not discriminate on the basis of Protected status. Discrimination, Harassment, Sexual Misconduct, Sexual Exploitation, Dating Violence, Domestic Violence, Stalking, and Retaliation, are prohibited by campus policy.

- **Discrimination:** means Adverse Action taken against an Employee, Student or Third Party by the CSU, a CSU employee or a Student, because of a Protected Status.
- **Protected Status:** includes Age, Disability (physical or mental), Gender (or sex), Genetic Information, Gender Identity (including transgender), Gender Expression, Marital Status, Medical Condition, Pregnancy or related condition Nationality, Race or Ethnicity (including color or ancestry), Religion or Religious Creed, Sexual Orientation, and Veteran or Military Status.
- **Adverse Action:** is an action that has a substantial and material adverse effect on the Complainant's employment or ability to participate in a University program or activity free from DHR. Minor or trivial actions or conduct not reasonably likely to do more than anger or upset a Complainant does not constitute an Adverse Action.

For more information, see the following resources and policies:

- Discrimination, Harassment and Retaliation
- Interim Nondiscrimination Policy

To report an incident or submit a claim:

- https://www.csusm.edu/dhr/fileacomplaint.html
- **(760) 750-6020**

# Disability Accomodations

Students requiring disability-related accommodations affecting their housing must register and submit supporting documentation to the Office of Disability Support Services. Failure to submit information in a timely manner may limit the ability of the University to reserve housing space meeting a student's needs.

Questions should be directed to Disability Support Services.

- (760) 750-4905
- dss@csusm.edu

# Inclusive Communities

The California State University (CSU) is committed to maintaining an inclusive community that values diversity and fosters tolerance and mutual respect. We embrace and encourage our community differences in Age, Disability, Race or Ethnicity, Gender, Gender Identity or Expression, Nationality, Religion, Sexual Orientation, Genetic Information, Veteran or Military Status, and other characteristics that make our community unique.

All individuals have the right to participate fully in CSU programs and activities free from Discrimination, Harassment, and Retaliation. The CSU prohibits Harassment of any kind, including Sexual Harassment, as well as Sexual Misconduct, Dating and Domestic Violence, and Stalking. Such behavior violates University policy and may also violate state or federal law.

Each resident shares the responsibility of creating an environment in which all residents are respected and valued – regardless of one's age, size, gender, sexual orientation, disability, medical condition, pregnancy or related condition, race, ethnicity, color, creed, national origin, cultural background, socio-economic status, or religious affiliation or conviction. Doing your part includes getting to know people from different groups and cultures as individuals; challenging your biases; and reporting incidents of misconduct to Housing and Residential Education staff as soon as possible. Join us in embracing our differences and appreciating the unique perspectives each resident brings to the CSU San Marcos residential community.

# Amenities

## Fitness Rooms

Food, with the exception of water, is not permitted in the fitness rooms. Proper athletic attire is required. Shirts and shoes must be worn at all times. Please report maintenance problems to community personnel immediately. Do not repair equipment yourself. Use equipment in the manner in which it was intended. Use of the fitness center is at your own risk. Anyone beginning an exercise program should consult a physician first. UVA residents must first watch an instructional video in order to use the spinning room. It can be found at Campus Rec.

## Laundry Rooms

Laundry rooms are open 24 hours a day for your convenience and are free of charge. The facilities are for resident use only. Dying of fabric or other materials is prohibited. Remove your laundry when the cycle is complete and check your clothing frequently as CSUSM Housing is not responsible for lost or damaged items. If there is an issue with the machines, please contact the front office during business hours.

## Swimming Pools

Pools are open from 10:00 AM to 10:00 PM daily. Pools are available for use by residents and their guests. Guests must be accompanied by their host at all times. Diving is prohibited. Bathing suits must be worn at all times.

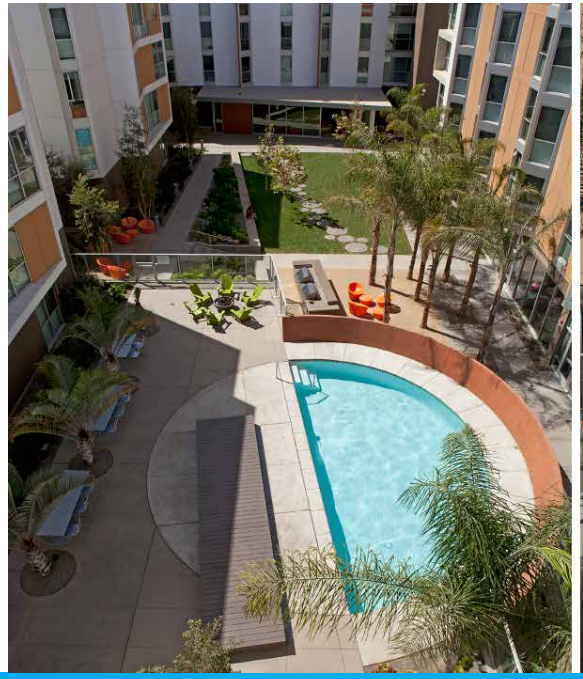
Lifeguards are not provided. All persons swim at their own risk. Individuals with active health concerns including ear, nose, throat, respiratory, or skin infections or open wounds, or those who have current or recent diarrhea within the past 14 days should not enter the water. Housing reserves the right to deny use of the pool for health, safety, or public nuisance reasons at any time. Failure to follow pool rules may result in the loss of privileges for use of the pool and/or referral to the conduct process.

## BBQs & Fire Pits

Grilling is only allowed by CSUSM staff. This rule is necessary for the safety of our residents, their property, and the community. Charcoal grills and personal grills are not permitted. Fire pits and/or BBQs dug in the ground or on balconies or walkways are not allowed at any time.

## Vending Machines

Snack, drink, and health product vending machines are located at each community for your convenience. Report any vending machine malfunctions to the front desk. Theft, tampering or vandalism of vending machines will result in fines and disciplinary actions.





# Mail, Packages, & Deliveries

The service desks at each community  assist with receipt of mail and packages. Commercial use of housing mailboxes or package services is prohibited.

As a convenience, each residential community will accept mail/ packages on behalf of residents. Packages are available for pick up during office hours. A photo identification is required to retrieve packages.

Residents  in buildings equipped with package lockers must register with Parcel Pending to receive packages. Packages will not be accepted for residents who are not registered  and will be returned to the sender.

CSUSM Housing is not responsible for loss, theft, damage or delays in delivery and/or failure of delivery of your mail. A photo identification is required to retrieve any packages that could not be placed in Parcel Pending. Packages or deliveries are not picked up within 30 days, will be returned to the sender or disposed of if not returnable.

The USPS will not forward mail from CSUSM Housing. It is your responsibility to change your address upon moving out with those that are sending you mail.

## Check Your Email

CSUSM Housing will use your university email or the email you used on your application to communicate official housing and University business. Therefore, it is your responsibility to check your email inbox for important information. Distribution of such items through email will constitute proper service of notification, so you are encouraged to check email inboxes daily.

Mail is delivered daily and picked up by 3:00 PM Monday - Friday except holidays.

### UVA MAILING ADDRESS

Your Name
305 Campus View Drive Apt #
San Marcos, CA 92078

### THE QUAD MAILING ADDRESS

Your Name
200 East Barham Drive Apt #
San Marcos, CA 92078

### NORTH COMMONS MAILING ADDRESS

Your Name
190 E Barham Drive
RM #
San Marcos, CA 92078



# Keys & Lockouts

## Lock Security

Each resident is issued an access card or fob, bedroom key, and mailbox key. Residents are required to maintain personal control over their access card/fob and keys at all times. These may never be lent out to other individuals. Lost access cards/fobs or keys should be reported immediately to the service desk at the resident's community, or to an CA.

Residents should never allow unknown persons to follow them through the gates or building doors. Refer individuals requesting access to contact their host or the CA on duty.

Taping, jamming, pr disabling locks or propping doors is prohibited. Residents will be charged replacement and repair costs for lost cards, fobs, or keys, or any damage to doors or locks. For lost keys, please contact the office during normal business hours.

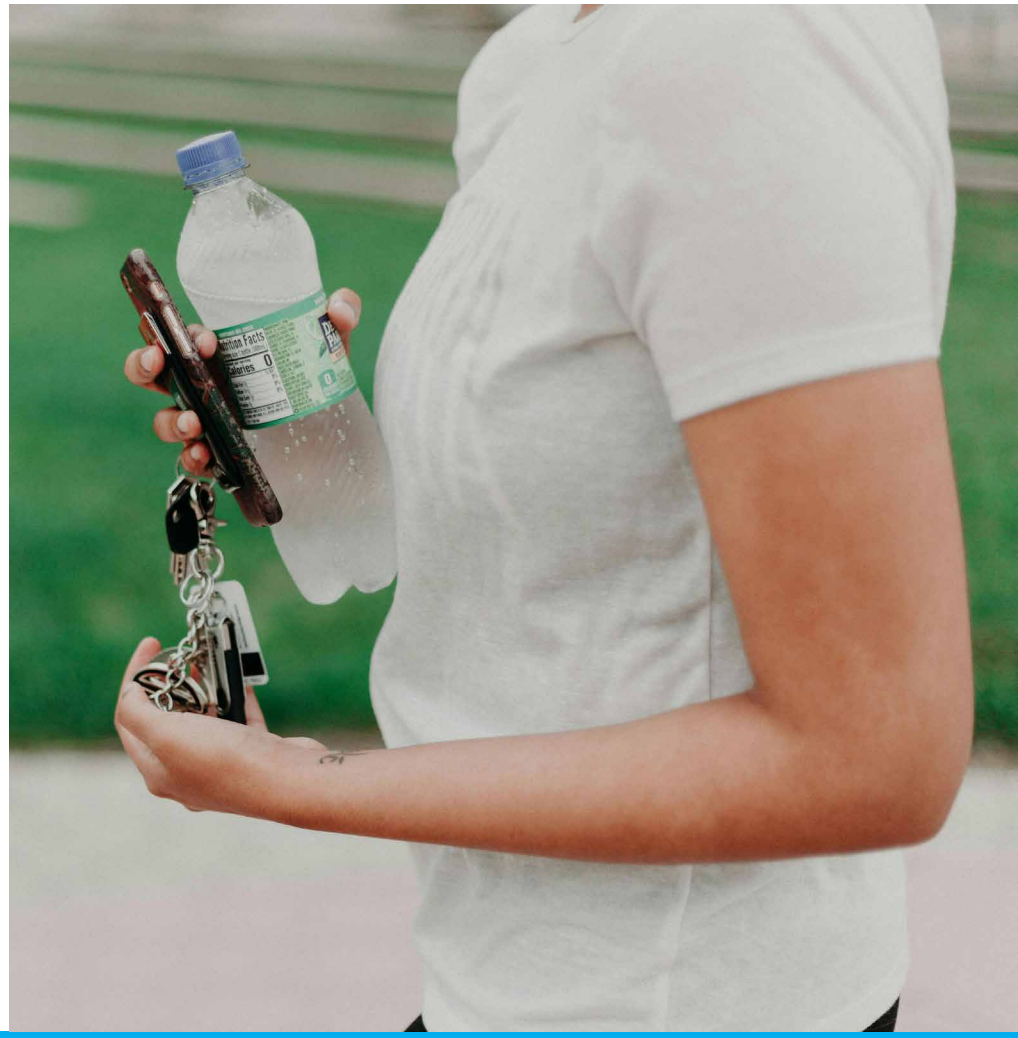
## Lock-Outs

Lock-out assistance is available from the CA On-Call. The CA will check your ID and then escort you to your apartment.

1. There is a charge of $15 per lock out.
2. Replacement key costs are as follows: bedroom key $50 and mailbox key $30.
3. There is a $30 charge to replace your access card.
4. Failure to turn in your keys when you check out will result in replacement charges for each item.
5. Per your License Agreement, you may not make copies or duplicates of any key or key card at any time.

## RA On-Call Phone Numbers

1. UVA CA On-Call at 760-750-6400
2. The QUAD CA On-Call at 760-750-3733
3. North Commons CA On-Call at 760-891-9825



# Maintenance & Work Orders

The department employs its own maintenance teams to provide services and maintain the facilities within our residential community. The people who work in these positions enjoy working with and among college students and are considered members of the residence hall community.

All maintenance concerns should be submitted using our online maintenance request form. Upon submission of the request, the maintenance staff will undertake corrective measures as quickly as possible.

**eRezLife : Maintenance Request Form**

You are not allowed to remove any of the apartment furnishings or perform any repairs, painting, wall papering, electrical changes or other alterations (this includes using nails to hang up pictures, which is not allowed) of the apartment.

Examples of maintenance emergencies include: flood, water leaks, electrical sparks or smell of burning wires, toilet overflowing, and broken window(s) in a first-floor apartment, front door lock malfunction. When in doubt, call the CA On-Duty. The sooner you call, the sooner the response will be.



# Health & Safety Inspections

Housing and Residential Education Staff will conduct inspections for preventative maintenance and condition assessment twice each semester. Residents will be notified in advance of these inspections.

In the event that a resident has violated policies regarding fire safety, care for the facility, proper cleaning, guest privileges, or the pet policy, staff may re-inspect the unit to ensure those conditions are correct and that there are no further violations.
For after hours emergencies call the CA On-Call.

Students found with any prohibited items or other violations during any official inspection will be required to correct the violation and may be subject to disciplinary action.

# Utilities, Appliances, & Fixtures

## Heating and Cooling

The efficiency of your heater/air conditioner is dependent upon unobstructed air circulation. It is important to keep all vents in every room open. In addition, please ensure that return air vents are not obstructed or covered. We replace the filters every 3 months during apartment inspections. If your thermostat does not seem to function correctly, complete an online maintenance request so that it can be inspected.

The thermostat should not be set lower than 68 degrees to prevent the AC from freezing or higher than 72 degrees to conserve energy. Close all apartment windows when operating the heater or AC. Turn off the heater or AC when no one is home. Whenever possible, use outside fresh air to control hot temperature conditions instead of air conditioning.

## Utility Closets

The utility closets that contain water heaters & HVAC equipment are not to be used for storage.

## Refrigerator

Turn your refrigerator down. Refrigerators account for about 20% of household electricity use. Use a thermometer to set your refrigerator temperature as close to 37°F and your freezer as close to 3°F as possible. Defrost the freezer whenever a layer of frost or ice forms inside. Do not use sharp items to remove ice/frost.

## Dishwasher

Scrub dishes first, especially if it will be a few days before you run the load. Use only liquid dishwasher detergent. Be sure the product is advertised as an automatic dishwasher detergent, not one for hand-washing dishes.

## Convection Oven and Microwaves

Do not place metal in the microwave. Some dishes and cooking trays are not microwavable. Each QUAD apartment is equipped with a microwave and convection oven combined unit for cooking/baking food. When using the microwave feature, remove the metal rack. When using the convection oven feature or the combination-cooking feature, place the metal rack in the oven and remove the glass plate and the support wheels that sit under the glass plate.

## Lighting and Energy Consumption

Use LED light bulbs whenever possible. These substantially reduce electricity consumption. Keep all lamps and lighting fixtures clean. Dirt and dust absorbs the light and can create a fire hazard. Turn off lights when not needed or when you leave.

Please submit a maintenance request if any light bulbs need to be replaced in your apartment.

## Elevators

Elevator equipment is a necessity in a multi-level building such as the ones in CSUSM Housing. Tampering with the elevators, including falsely sounding the alarm, vandalizing the elevator, leaving bodily fluids in the elevator, forcing the door open or any action that threatens normal operation of the elevator is extremely dangerous. Any resident or guest who engages in such an activity may face disciplinary action, prosecution, repair fees and possible termination of license.

**NOTE:** Jumping, dancing, or similar excessive movement in elevators will cause the emergency mechanism to halt the elevator. This may cause an hours long entrapment and the responsible residents will be billed for any costs.

# Utilities, Appliances, & Fixtures

## Toilets

Do not flush paper products that are not toilet paper. Never flush feminine hygiene products. If your toilet does overflow or clogs, turn off the water supply immediately. There is a water shut-off valve next to the toilet on the lower left side of the wall connected to the toilet. Turn the valve to the right to shut off the water.

Residents are required to plunge their own toilet prior to calling the RA On-Duty. Residents may be responsible for toilet damages/ overflows that result from improperly disposed articles.

### Common items that should not be flushed:

1. Sanitary Napkins/ Tampons
2. Paper towels/ Facial Tissues
3. Chemicals
4. Hair
5. Drugs: prescription or non- prescription. Drugs flushed down the toilet can enter the water supply. Return unused drugs or medications to your pharmacy for proper disposal or to UPD main lobby drug disposal container.
6. Items that are thick or don't break down easily.
7. Condoms
8. Cotton Swabs
9. Wipes (even wipes labeled 'flushable') – these do not break down and can clog plumbing).

## Food Waste Disposal (UVA Only)

Each apartment is equipped with a food waste disposal in the kitchen sink. Do not insert hands into disposal. Turn on cold water full flow (water should remain on during complete disposal operation and for a sufficient time - about 5 seconds - after grinding is completed to ensure all waste is flushed away).

Turn the switch to the "On" position to start disposal. Feed the food waste into the disposal while it is running; do not dispose of huge quantities at once. Do not turn off the motor or water until grinding is complete. Do not dispose of potato peels or grease using the disposal.

## Window and Exterior Ledges

Screens and blinds must be kept in good condition. They are not to be removed, tampered with, and/or detached. Removal or damage to window screens or blinds will result in damage fees.

The window ledges decorative architectural features and cannot support the weight of a person. No objects should be placed on the window ledge. Throwing objects of any kind through a window is prohibited. Residents may not exit an apartment through windows unless there is an emergency.

Hangings, partitions, or curtains of any type may not be used in a way that may obstruct use of a window as an exit during an emergency. Unauthorized entry into any portion of the community via windows, roofs, ledges, and locked areas is prohibited.

## Damages

Residents are responsible for the condition of their space. Any repairs needed must be performed by authorized maintenance personnel.

Residents will be charged for any damages to the apartment. Residents are jointly responsible for protection of common area property including but not limited to fire extinguishers, furniture, fixtures, appliances, signage, elevator equipment, bulletin boards, and exit signs. Charges for the damages or loss of common area property shall be equally divided among all members of the building. Residents will be charged for the repair of any damages for which they or their guests are responsible.

# Emergency Preparedness

CSUSM Housing staff are committed to safety. However, safety is everyone's responsibility. Staff are trained to respond to emergencies, and they will provide you with directions and information in the event of an emergency. However, emergencies by their nature can disrupt the best of plans. You must be prepared to act in staff's absence should this occur. Time is your enemy during an emergency. Knowing when to go and when to stay and what to bring with you is critical in preparing and surviving emergencies. Below you will find information that may save your life in an emergency.

In preparation for emergencies, in particular, an earthquake, each resident should maintain an emergency supply kit consisting of:

1. 3-day supply of water and non-perishable food
2. Closed toe shoes
3. Flashlight and fresh batteries
4. Battery- operated radio
5. Gloves
6. Any medication that might be required by the resident.

Preparedness also includes knowing what to do and what not to do in case of an emergency. The information below will help you be prepared:

1. Be familiar with building floor plans and evacuation routes (located on the back of your main/front door).
2. Know where fire alarm pull stations and fire extinguishers are located and how to operate them.
3. Store breakable and heavy objects on lower shelves where they will not fall on you while sleeping or studying.
4. Keep your exit routes clear by not cluttering exits, hallways and stairways with personal belongings, empty boxes or other fire hazards.

## Resources

For useful general information about how to prepare for an emergency, see the following resources:

- Ready.gov
- American Red Cross
- San Diego County Office of Emergency Services
- CSU San Marcos Emergency Management

## Power Outage

During a power outage, the primary problem is the lack of adequate lighting and inoperable emergency notification systems such as the fire alarms and other basic communication systems. The campus does have battery backup systems along with generators for critical systems. But, the total loss of utilities over a longer period of time will consume battery power supplies.

The secondary problem is loss use of building systems. Some buildings will lose heating or air conditioning. Some outages can involve a loss of water supply and without it, toilets will not operate. CSUSM Housing staff will provide direction depending on the circumstances of emergency and length of its duration.

During a utility outage residents and guests are not permitted to use candles or oil lamps as sources of light.

# Earthquake

When an earthquake hits, it may come as a series of tremors strong enough to knock you off your feet. You only have seconds to react.

1. If you are inside, do not run outside! Instead, duck- cover-hold, take refuge under strongly secured furniture to avoid being struck by breaking glass or falling objects.
2. If you are outside, get to an open area away from buildings and structures that could pelt you with broken glass or debris. Avoid lampposts, overhead wires, and signs that could fall.
3. If in a vehicle, pull to the side of the road and stay inside. Do not get out of your car, as electrical wiring could fall or touch the outside of the vehicle. Avoid steep hillsides that could crumble into rock or dirt slides.

Always keep your body protected during the shaking. During an earthquake, residents should remain calm and follow safety guidelines and immediately seek cover. Think through the consequences of any action you take. Don't panic or run. If you follow the proper precautions, chances are you will not be hurt.

## After the Earthquake

1. Remain calm. Take action to prevent injuries and further damage.
2. Check yourself and people around you for injuries. Do not attempt to move seriously injured people unless they are in immediate danger of further injury.
3. Be prepared for additional earthquakes. These after-shocks are usually milder than the initial shake but may be strong enough to cause additional damage.
4. Elevators can be unpredictable and dangerous after a quake. Never use elevators until they have been determined safe by university personnel.
5. Wear shoes in all areas near debris.
6. Do not use your telephone except for genuine emergency calls.
7. Turn on your radio or television for instructions and information.
8. Check for fires and fire hazards; do not light indoor candles and/or open flames such as matches and lighters, as they are potential fire hazards around natural gas lines.
9. If you can smell natural gas, report the leak to first-responders, police, or university staff.
10. Do not eat or drink from open containers near shattered glass. Do not drink water from domestic lines until determined safe.
11. If toilets are backing up, stop flushing.
12. Closets and storage shelves should be opened with caution; heavy objects may fall out.
13. Do not panic and do all that is possible to calm others.
14. Following an earthquake, residents must evacuate the buildings. Evacuate the building if there is even a remote possibility of structural damage. Follow the evacuation procedures and get to evacuation areas - as long as this does not compromise your safety. Residents may re-enter the building when given the all clear from CSUSM Housing staff.



# Fire

Fires pose a significant hazard to life safety and property. Any member of the student housing community who observes a fire should activate a fire alarm and evacuate to a safe location immediately. All fire incidents must be immediately reported to UPD, even if the fires have been extinguished.

### Evacuation Guidelines

1. All members of the student housing community should familiarize themselves with the buildings, fire alarm pull stations, fire extinguishers, hallways, stairwells, and exits within the student housing community.
2. Residents should pre-plan an escape route(s) in anticipation of a possible fire.
3. Residents should know and recognize the alarms that signal a building evacuation.
4. In the event of a reported fire, residents should never enter a room if it is smoke filled or if the door is warm to the touch. Use caution; feel the door with the back of your hand before entering or exiting. If it is cool, exit the room/apartment, close the door, evacuate the building, and proceed to the evacuation area.
5. If the exit door is hot, don't open it. If possible, fill any cracks with wet towels, signal from your room by hanging a sheet out your window, and wait to be rescued.
6. If you are able to leave, close your door behind you to limit the spread of smoke, heat, and flames.
7. If smoke is present in the hallways, lie down and crawl to safety; the freshest air will be near the floor. Exit through the nearest door or stairwell. After you have exited, proceed to the evacuation area and await further instructions.
8. Once in the evacuation area, find a Community Advisor (CA) or a housing staff member and check in with them. Notify a staff member or firefighter if someone in your apartment cannot be accounted for.
9. For safety's sake, always let your roommate know where you are, a practice commonly known as the "buddy system."
10. You are required by law to evacuate the building when the alarm sounds. Do not attempt to re-enter the building until you are instructed to do so by the proper authority. The fire department will give an "all clear" instruction when it is safe to re-enter the building.
11. Individuals with disabilities that may impact their ability to evacuate in an emergency should notify CSUSM Housing and Disability Support Services so that advance plans can be discussed. Residents with disabilities are registered with CSUSM Disability Support Services and appropriate equipment is purchased for adaptive fire alarms, strobes, or other suitable equipment for blind, deaf, or hard of hearing residents. If a student is unable to evacuate using the stairs, each property has a med sled in the front office.



# Fire

## Reporting a Fire

**To report an active fire or other emergency, evacuate and call 911; or,**

1. **Use any one of the Blue Light Emergency call-boxes strategically located around campus and parking lots.**
2. **If you re in an elevator, use the emergency intercom system found in most elevators.**

To report a fire that occurred in the past dial (760) 750-4567.

Off-campus calls for emergency assistance should be directed to the appropriate local emergency services agency.

## Remember

1. Always be ready to provide your name, telephone number, and location
2. Calmly describe the fire or other emergency
3. Do not hang up; allow the dispatcher to ask questions before ending the call

## Evacuation Sites

- **UVA** Building B– Corner of Barham and Campus Way
- **UVA** Buildings C and D– Parking Lot K, located by the UPD station
- **QUAD** – The open space between Draft Republic and Block C apartments.
- **North Commons** – The dog park along North City Drive and June Way.
- **Block C** - The open space between Draft Republic and Block C apartments.

After you have exited, be sure to move away from the building in order to avoid falling debris and to give the fire department personnel room to operate. Notify a member of the staff upon exiting the building. Residents may not re-enter the building until notified by CSUSM Housing staff that they may enter the building. Failure to evacuate when you hear an alarm or have been instructed to do so by a staff member may result in criminal prosecution, termination of the housing license, and/or disciplinary consequences.



# Safety & Maintenance Standards

Keeping the community safe and secure is a shared responsibility. All residents should become familiar with their surroundings and observe the following basic safety and security guidelines to help ensure the safety and security of people and property.

1. Do not share your keys/fobs, access card, or PIN number.
2. Report lost keys/fobs or access cards immediately.
3. Lock your door, even if you are leaving for just a moment.
4. Do not prop open any exterior doors.
5. Don't let strangers follow you into the building.
6. Show proper ID to staff, CA, UPD, or CSOs upon request.
7. Notify staff of broken doors and safety equipment.
8. Call University Police if you see any attempts to tamper with doors, locks, or safety equipment or compromise security.
9. Report suspicious activity to at RA or University Police.

## Fire Safety

Fire safety and prevention is an important aspect of safety in residence halls. All residents need to be proactive to keep their living space safe and know how to respond in the event of a fire.

Residents should adhere to the following fire safety guidelines:

1. Minimize clutter and keep your floor and all exit pathways clear.
2. Fire warning devices and safety equipment are to be used only in case of emergency.
3. Exit signs, fire extinguishers and other fire/life safety equipment must remain intact and functioning.
4. Learn where the nearest emergency exits, fire extinguishers, and fire alarm pull stations are located.
5. Always exit the building promptly when the fire alarm sounds.
6. Never cover smoke alarms with anything that would prevent them from operation properly.
7. DO NOT smoke or use candles inside any residence hall or apartment building.
8. Use a surge protected power strip for all electronics.

## Smoke Detectors and Alarms

Each building is equipped with smoke detectors and alarms that include horns and strobe lights. An evacuation is required any time the alarm sounds (never assume an alarm is "false"). If your detector makes a beeping or chirping sound, complete an online maintenance request to have the battery replaced. Never disconnect or remove the batteries from the smoke detectors. Tampering with alarms or fire safety equipment is a violation of housing policy and state and federal laws and will lead to disciplinary action, including but not limited fines, termination of the housing License Agreement, and possible arrest.

The smoke detectors are designed to be sensitive to alert people in the event of a fire. To reduce the frequency of nuisance alarms.

1. Close the bathroom door to ensure the steam does not affect the detector when taking a shower.
2. Take care when cooking to prevent unnecessary false alarms.
3. Stay with your food while it is cooking on the stove. Keep heat levels low enough to avoid burning food or causing smoke. Remove all wrappings from food before placing in the oven or microwave.
4. When cooking, use the fan above the stove to vent away smoke.
5. Opening windows (to allow fresh air into the apartment) may stop a false alarm.

# Safety & Maintenance Standards

### Dangerous and Prohibited Items

For safety reasons, certain items are prohibited. These items may create an overload of a utility service, are dangerous, illegal, or otherwise prohibited under applicable fire codes and other policies. The following dangerous items are prohibited:

1. Multiple outlet "octopus" plugs are not permitted. Surge protected power strips with circuit breakers are permitted. Extension cords must be of the grounded, three-prong type and be UL approved.
2. Waterbeds.
3. Weapons - Firearms, parts for making firearms, ammunition, knives (except for cooking), swords, or facsimiles of a weapon, including toys that a reasonable person may perceive to be a weapon.
4. Fireworks, explosives, flammable liquids, or dangerous chemicals or substances including propane, gasoline, other fuels, lighter fluids, flammable liquids, acidic, caustic, or other dangerous chemicals.
5. Added deadbolts or locks.
6. Candles, incense, and other combustibles are not permitted.
7. Hookahs, vapes, and smoking paraphernalia.
8. Cooking appliances and knives are for use in the kitchen area only.
9. Adhesive LED light strips are prohibited due to likely wall damage.
10. Dartboards are not permitted due to damage to walls and doors and for the safety of residents.
11. NO ITEMS ARE PERMITTED ON THE CEILINGS. This includes, but is not limited to: nails, stickers, bottle caps, posters, sheets, tapestries, parachutes, fishnets, tape and poster putty.

# Room Decorating

Students are permitted to decorate their own bedrooms and shared living spaces. Residents are financially responsible for the full cost to repair any damage caused by their decorations. Decorations must be consistent with the following guidelines.

1. Decorations must not obstruct doorways, windows, or exit pathways.
2. Decorations must not create any hazardous condition.
3. Items must not be posted or hung in a way that will damage walls.



**Hooks, screws, nails, LED light strips, tape, tacks, staples, and adhesives (such as Command Strips) are prohibited.**

- Up to 10 push pins may be used with caution.
- Any damages will result in billing for the full cost of repairs.

4. No decorations (including flags, signs, posters, stickers, fliers, etc.) are permitted on the windows or inside window frames.
5. No curtains may be hung on the windows or from the ceiling.
6. Live holiday decorations such as trees/wreaths are prohibited.
7. No exterior wires, aerials, signs, satellite dishes, etc. are permitted in or around the premises.





# Furniture and Beds

All units are fully furnished. Furniture must remain in the unit and be maintained in a clean, safe, and usable condition according to the following guidelines:

1. Furniture must not be removed from the unit.
2. Furniture may be rearranged, provided it is not placed in a location that would obstruct an exit pathway, doorway, or window.
3. Beds must remain on their frames and furniture on the floor (e.g., no beds on top of desks and dressers, no desks or dressers stacked or turned on end).
4. Cinder blocks are not permitted.
5. Furniture must be returned to its original position prior to checkout.



## Bunked and Lofted Beds

As indicated in the housing License Agreement, beds within student spaces may be bunked or lofted, resulting in a raised sleeping surface. Use of any unapproved furniture to raise or loft beds is prohibited.

A safety rail and ladder will be provided. You voluntarily accept all risks associated with the use of the bed, including the risk of falls or injury. You also agree to release, hold harmless, defend, and indemnify CSUSM housing from any liability, loss, or claim arising from your use, or any guest's use of the bed.

### The following safety guidelines apply to all beds:

1. Safety rails and ladders are provided by CSUSM Housing.
2. For your safety DO NOT remove the safety rails or ladders.
3. Use the provided ladders to enter and exit the bed. Face the ladder to enter and exit.
4. Avoid hanging or attaching items on the ladder that may cause you to trip or fall.
5. Bed placement must not impede escape or rescue during a fire or other emergency. Beds must not block any exit path, doorway, or window opening.
6. Students may not bring or use their own mattress without written approval and inspection by authorized CSUSM Housing staff.
7. Mattress toppers must provide at least 5-inches of clearance between the top of the topper and the top of the safety rail(s).
8. Failure to comply with these safety measures will result in disciplinary action and could result in removal from housing.
9. Follow safety protocols. For bed adjustment requests or concerns please contact us at 760-750-3711.

If you have any condition that would preclude you from use of this furniture configuration, inform CSUSM Housing as soon as possible. You may be required to submit supporting documentation for alternate accommodations in accordance with applicable policies.

# Renters Insurance

CSUSM Housing is not able to guarantee personal safety or security. No security system, including video cameras, controlled access gates, courtesy patrol services, or electronic safety devices, can provide full protection against crime. Each resident and their guests must take responsibility for protecting themselves, their property, and the community from the risks of crime, fire, floods, and other hazards. This includes taking reasonable precautions such as complying with safety rules, locking doors, not lending out keys or access fobs/card, and not allowing unknown individuals to enter the building.

CSUSM Housing is not liable for any losses or damages that may occur to you, your guests, or to any person's personal property. The License Agreement includes provisions which clarify that the Licensor does not provide insurance and that each Licensee (resident and any guarantor) agrees to indemnify, hold harmless, and defend the Licensor for any losses or claims. You may be covered under your parent or guardian's insurance. However, we recommend that you purchase renters' insurance.



GradGuard college life protected

## Protecting Your Personal Property

CSUSM Housing has partnered with GradGuard to offer an affordable College Renters Insurance Plan to protect your personal belongings. As noted in your License Agreement, CSUSM does not insure your belongings against theft, fire, or other losses. GradGuard's renters insurance is specifically designed for students.

Features of GradGuard Renters Insurance for CSUSM students include:

- Low $100.00 Deductible
- Worldwide Property Coverage, including electronics
- Liability Protection
- Replacement Cost Endorsement, covering perils such as theft, fire, water and smoke damage
- Preferred Rates for CSUSM Housing Residents
- When you purchase coverage from GradGuard it starts as soon as you move on-campus! If you want to learn more about how GradGuard helps protect college life, visit gradguard.com/csusm

GradGuard's Renters Insurance is underwritten by Markel® American Insurance Company. Claims and coverages are subject to language, limits and exclusions, and policy. Visit gradguard.com/renters to get more information about their coverage and a quote.

# Meningococcal Disease

Meningococcal Disease is a serious bacterial infection that results in meningitis, nervous system injury, dysfunction of vital organs, severe disabilities, or death.

## How is it spread?

This and many other communicable diseases are spread by close contact with the respiratory and oral secretions of people who carry the bacterial organism in their bodies, sometimes without symptoms. Meningococcal infection can be transmitted via coughing, sneezing, kissing, and sharing beverages, food, eating utensils, cigarettes, vapes, toothbrushes, etc.

Symptoms initially resemble the flu, but rapidly become severe and can include high fever, severe headache, stiff neck, rash, nausea, vomiting, lethargy, weakness and confusion. People with these symptoms should seek immediate medical attention.

## Why special concerns for college students?

Although meningococcal infection is not particularly common, the risk of getting this potentially fatal disease peaks during the teens and early twenties. Risk is magnified for those living in group settings. In addition, protective immunity from meningococcal vaccine decreases after 4-5 years. This can leave those who were vaccinated at an early adolescent age with insufficient protection during their college years.

## What are the CDC recommendations?

The CDC calls for everyone to get an initial dose of meningococcal vaccine at age 11 or 12, followed by a second dose at age 16 or soon thereafter. The CDC states that college students under age 22 who received all doses before age 16 should get an additional dose of vaccine now.

College students under 22 who have never received meningococcal vaccine should also get this immunization now. Individuals of any age planning travel to high risk locations or working in high risk settings who've never been immunized or who were immunized more than 4-5 years ago should also receive a dose of meningococcal vaccine.

## Meningococcal Vaccine and Where to Get It

Standard meningococcal vaccines protect against four of the five most common serogroups of meningococcal bacteria. Immunity takes two weeks to develop and protection lasts 4-5 years. This vaccine is offered by local pharmacies.

A vaccine active against only the serogroup B meningococcal strain can be given in addition to the standard vaccine, as the standard vaccine doesn't provide immunity against serogroup B. Serogroup B vaccine is recommended for those with immune compromising conditions and those exposed during a serogroup B outbreak. It requires a series of 2 or 3 doses and should be given in addition rather than in place of the standard meningococcal vaccine. It can also be given to young people who do not have the risk factors above, but wish to reduce their risk of type B meningococcal meningitis.

## Risk Reduction Strategies

Since no vaccine is 100% effective, all individuals should reduce their risk of exposure to harmful infectious organisms by washing their hands regularly and avoiding oral contact with the food, drinks, eating utensils, etc. of others. They should also avoid circumstances that lower resistance to infection such as smoking, lack of rest, erratic diet, unwise use of alcohol and other drugs, etc.

# Mold & Your Health

## What is Mold?

Mold is a form of Fungi. Mold and mold spores occur naturally in the environment. Molds help break down organic matter in the environment and are found almost everywhere. Molds reproduce by making spores which travel through the air. Molds can grow in locations where there is moisture, an organic food source, and temperatures between about 50 and 107 °F. Molds come in a variety of colors, including black, green, orange and red.

## Controlling Mold Growth

Mold spores travel through the air indoors and outdoors and are a normal part of the environment. Proper cleaning and maintenance of buildings are essential to control mold growth. Following these tips will help assure your living space is healthy:

- Regularly clean areas where mold can grow, such as the shower, sinks, and inside your refrigerator using an all-purpose household cleaner.
- Remove food debris from sinks and clean food off counters and tables.
- Keep areas around the sink and faucet dry after use.
- Ventilate shower rooms and open the door when not in use to allow the space to dry.
- Do not obstruct AC vents.
- Report problems in your living space such as signs of mold growth, leaks or broken ventilation systems.
- DO NOT use bleach or other highly toxic or caustic cleaners. These may damage the material you are trying to clean, and their vapors are harmful to breathe and can irritate the eyes, skin, and lungs.

**Report any signs of mold to your community service desk immediately.**



## Health Effects

Humans are regularly exposed to mold and mold spores through normal daily activities, and generally these exposures do not cause any adverse health effects. There is insufficient evidence in the scientific community to determine the association between mold exposure and the effect on human health with certainty. However, it is important to control mold exposure in the home and workplace.

The susceptibility of people to develop symptoms depends on the nature of the fungal material, genetic predisposition, age, state of health, and extent of exposure. Common health effects associated with mold exposure include respiratory symptoms such as cough; nose, throat and eye irritation; sneezing; and wheezing. These symptoms are similar to allergies and typically end after exposure is eliminated. Mycotoxins are fungal metabolites that have the potential to impact human health. Toxic effects would be associated with symptoms such as fever, nausea, headaches, and skin irritations. However, mycotoxins have not been related to adverse health effects in any environmental studies and the levels needed have only been produced in laboratory settings.

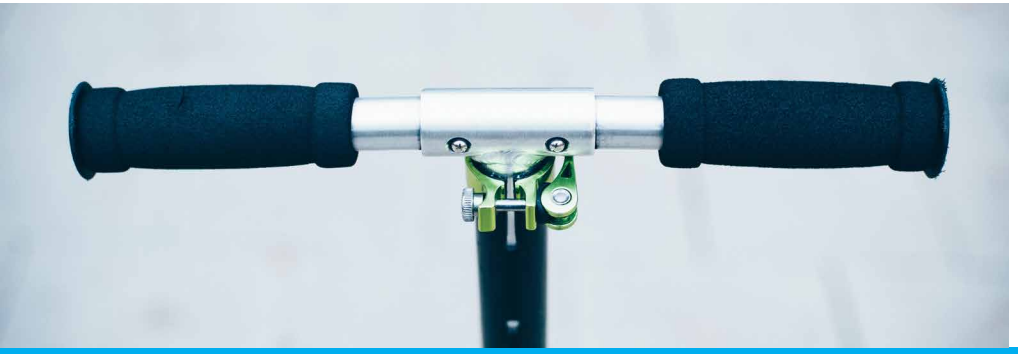
For more information, you may wish to refer to these sources:

- **U.S. Environmental Protection Agency**
  https://www.epa.gov/mold
- **Centers for Disease Control and Prevention**
  https://www.cdc.gov/mold-health

# Personal Mobility Devices

Residents will not use or operate any "Personal Micro-mobility Device" (PMD) indoors or on the grounds immediately surrounding CSUSM Housing communities (inside the property gates). A "PMD" is any device that is powered by the physical exertion of the rider or an electric motor and is designed to transport one or more individuals consistent with California Civil Code section 1940.41. PMDs are commonly known as bicycles, e-bikes, scooters, skateboards, hover boards, roller/in-line skates, and/or other similar devices.

Residents who wish to store and/or charge any battery operated PMD within their licensed area must first obtain renters liability insurance issued by an insurance company licensed to do business in California with a minimum of $100,000 coverage per occurrence. The insurance policy must cover storage of the PMD within the resident's licensed area and include coverage for damage to property due to fire, smoke, explosion, or water damage. A copy of the evidence of insurance must be provided to CSUSM Housing prior to storing or charging any battery powered PMD to the resident's licensed area. The insurance policy must be maintained in full effect through the entire period of the resident's occupancy in their room or apartment. In the event of any incident whereby a resident's use, storage, charging, or transportation or of a PMD within a CSUSM housing community causes damage to the property of CSUSM Housing (North Commons, the QUAD, University Village Apartments, or Block C Apartments), or other residents' property, and the insurance declines or fails to pay in full any claim, the resident (and any Guarantor) will be financially liable for any and all costs associated with damages caused by the PMD or related incident.



After obtaining insurance, each resident may store and/or charge up to one (1) battery powered PMD in their apartment or bedroom. CSUSM Housing prohibits the storage of any gasoline or propane powered devices.

**PMDs must be stored according to the following safety standards:**

1. The PMD must meet the recognized consumer product safety standard for the type of PMD and have a label on the PMD that indicates this. For e-bikes, the standards are UL 2849 or EN 15194. For scooters, the standards are UL 2272 or EN 17128.
2. Plug the charger directly into a wall outlet or a power strip with a built-in surge protector (do not use an extension cord).
3. Keep the PMD, batteries, and charger away from fabric, paper, or other items that could easily catch fire.
4. Do not charge the PMD near or obstructing any exit from the room. Cords must not cross the path of any doorway.
5. Do not charge the PMD when sleeping or away from the unit (so that you can unplug the device and respond if any fire is started by the charging process).
6. Stop charging and discontinue use of the PMD if you observe;
7. Any odor or odd noise from the batteries or charger.
    - Any change in color or shape of the batteries or charger.
    - Any leak from the batteries.
    - Any contact by liquids with the batteries or charger.
8. Do not engage in repair or maintenance activities related to batteries or motors inside the building.

A resident is not prohibited from storing or recharging a PMD in their dwelling unit if the PMD is not powered by an electric motor.

PMDs cannot be stored in stairwells, hallways, and lounges. No individual shall park, store, or leave a PMD in any location where it may interfere with a railing, stair, elevator, or other pathway designed to assist the movement of disabled persons, obstruct access to an automatic door button, or impede the normal movement of wheelchairs. PMDs that are necessary as an accommodation for a disability are permitted.

# You & Your Roommates

Living with roommates can be a very rewarding experience, but it can also be a source of worry for some students. Most students arrive with a mix of hopes and expectations about their roommate relationships. Popular movies and TV shows often portray roommates as best friends or worst enemies. But those extremes are rarely true to reality. Like any relationship, it takes effort to create a positive roommate relationship. Most roommates develop genuine friendships and find ways to live together respectfully. A few aren't compatible, even after putting extra effort into the relationship. In those rare cases, your CA and CD will work to make the living situation as good as possible.

## Roommate Agreements

To assist you in developing a successful roommate relationship, your CA will set aside a time in the early part of the semester to help you and your roommates complete a Roommate Agreement. All residents must participate in completing the Roommate Agreement. Each time there is a new resident added to space, we will ask that you fill out a new Roommate Agreement. An CA will help you facilitate this discussion. Room change requests will not be considered unless a Roommate Agreement has been completed.

Once an agreement is established, residents who violate its reasonable terms may be documented for failure to comply and referred through the student conduct process.

## Communicate

Discuss personal habits, musical tastes, needs, and other expectations. Your CA can be an asset if difficulties arise between you and your roommate(s). They can help facilitate communication and attempt to help you resolve issues that you and your roommate(s) alone are not able to resolve. Using your CA as a mediator early on can help keep small problems from becoming overwhelming barriers.

## Tips for Good Roommate Relationships

1. You will have many experiences outside the classroom where you will develop and learn new skills; living with roommates is one way you will grow by challenging yourself and developing interpersonal skills.
1. Get to know your roommates. Remember to be interested, ask questions and to be a good listener. You may not "click" right away, and that is okay. Be respectful of differences. You might find that a roommate who at first seemed very different, becomes a good friend!
2. Communicate openly. Give your roommates specific information about what you need and want from your roommate experience.
3. Be flexible and compromise. Most likely, your roommates are just as eager for the relationship to work as you are.
4. Try to keep your living space clean and comfortable. The more livable your space is, the happier you all will be.
5. Return or replace anything you've borrowed or broken.
6. Talk about your concerns (a roommate cannot respond to unexpressed concerns).
7. Communicate in person instead of leaving notes or using online forms of communication (e.g., Instagram, text messaging).
8. Discuss problems proactively instead of thinking they will go away on their own.

### Relocations

Residents are generally expected to remain in the same assigned space throughout the entire academic year. Residents experiencing difficulties with their space or roommate(s) should consult with their CA to ensure that any mediations or alternative solutions are explored. Residents who have gone through the mediation process may request a room change. Residents who request a room change and are approved for relocation will be charged a $200 relocation fee which must be paid in advance. Relocations will be subject to availability and will not be immediate.

# Missing Persons

The purpose of this policy is to establish procedures for the reporting of missing on-campus student residents as required by the Higher Education Opportunity Act of 2008. For purposes of this policy, a student may be considered a "missing person" if their absence is contrary to their usual pattern of behavior and/or unusual circumstances may have caused the absence. Individuals having reason to believe that a student has been missing should immediately notify the UPD at (760) 750-4567.

Missing person reports should be made directly to the University Police Department. However, these reports may also be made to the CSUSM Housing Office by calling:

**University Village Apartments (UVA)**
- Service Desk: 760-750-3711
- Community Advisor on call: 760-750-6400

**The QUAD**
- Service Desk:760-750-3730
- Community Advisor on call: 760-750-3733

**North Commons**
- Service Desk: 760-750-8310
- Community Advisor on call: 760-891-9825

**Block C**
- Contact QUAD Service Desk: 760-750-3730
- Contact QUAD Community Advisor on call: 760-750-3733

The Dean of Students Office can also be contacted at (760) 750-4935 during business hours 8:00-5:00 Monday- Friday.

The university requires all on-campus housing missing student reports to be immediately referred to University Police.

All reports regarding missing students living in on-campus student housing are deemed official reports, a report does not have to come from on-campus housing representatives in order to be considered an official report.

## Contact Procedures

Every student who lives in on-campus student housing, regardless of age, will register one or more individuals as contact(s) strictly for missing persons purposes. CSUSM Housing will collect the contact information of a parent, guardian, or individual as the Missing Persons Contact during the student housing license application process. This confidential contact may be separate from an emergency contact. Students will be offered this option annually regardless of whether they chose to register a contact the previous year. Should a student wish to change their Missing Persons Contact information, they should contact CSUSM Housing at 760-750-3730 or housing@csusm.edu. The contact person will be notified not later than 24 hours after the official missing person report is filed with the UPD.

A. Contact information provided by the student will be registered confidentially. This information will be accessible only to authorized campus officials and will not be disclosed except to law enforcement personnel in furtherance of a missing person investigation. This contact information will be stored on a password protected share drive and on a portable storage drive in the event it is needed when computer systems are not accessible (e.g., during a power outage or computer server failure).

B. If the student is under 18 years of age and not an emancipated individual, the UPD is required to notify a custodial parent or guardian in addition to any contact person designated by the student no more than 24 hours after the student is determined missing.

C. Within 24 hours of the determination that the student is missing, the UPD will initiate the On-Campus Housing Missing Student Procedures in accordance with the student's designation and will notify local law enforcement.

# Missing Persons

D. CSUSM Housing and the Dean of Students Office shall be informed of the progress of any investigation as much as is legally possible so that they may ensure members of the residential communities are provided with support services that may be necessary (e.g., counseling).

## Official Notification Procedures

A. Any individual on campus who has information that a resident may be a missing person must notify the UPD as soon as possible.

B. Once a report is filed with the UPD, numerous departments and individuals on campus should be notified that a student has been reported missing. The UPD is responsible for immediate notifications to the Dean of Students Office, CSUSM Housing, and the Clery Director. The Dean of Students Office will coordinate additional communications to campus departments and individuals including the Vice President of Student Affairs, the Office of Communications, the President's Office, and Campus General Counsel. Should circumstances develop into something more serious, additional departments will be notified, including but not limited to Student Health & Counseling Services and others pending a student's on-campus affiliations.

C. As appropriate, the Dean of Students will contact the student's professors and advisor.

D. No later than 24 hours after determining that a student is missing, the UPD will notify the Missing Persons Contact (for students 18 and over) and the parent/guardian (for students under the age of 18 and not emancipated) that the student is believed to be missing.

In all missing student situations, local and other relevant law enforcement agencies, as determined by UPD, will be notified by UPD of its determination that the student is missing within 24 hours.



# Housing & Residential Education Policies

As a condition of the License Agreement, all CSUSM residents and their guests are required to comply with CSUSM rules and regulations, housing policies, as well as all applicable local, state, and federal laws.

Following are links to key campus policies applicable to all students:

- CSUSM Standards for Student Conduct
- Interim Nondiscrimination Policy
- Interim Time, Place and Manner Policy
- CSUSM Time Place and Manner Policy

The CSUSM Housing policies published in this handbook serve to provide a safe and fair environment for students to live and learn. If a student is found responsible for violating CSUSM Housing Policies, outcomes may include administrative sanctions (warning, housing contract probation, etc.) and educational sanctions to provide the resident with an opportunity to reflect on their decisions and the impact their actions have on the CSUSM Community.

Additionally, breach the License Agreement may result in license termination, ineligibility for future License, or exclusion from CSUSM student housing facilities. Residents who violate any published University policy, rule, or regulation may be referred to the Dean of Students Office for additional disciplinary action, which may impact student status.



# Housing & Residential Education Policies

## Alcohol Policy

Possession and consumption of alcoholic beverages in CSUSM Housing communities must be in full compliance with university policy as well as local, state, and federal laws and regulations.

Within CSUSM Housing, alcohol use is limited to beer and wine by residents over age twenty-one (21). The possession of "beer bongs" and other devices or participation in games designed for "binge drinking" (the rapid or high volume consumption of alcohol) is prohibited, whether alcohol is being consumed or not. You are required to dispose of any alcoholic beverages any time staff direct you to do so when these rules and regulations or University, state, local or federal laws have been violated.

Violation of the alcohol policy can result in the termination of the housing License Agreement and removal from the community. Termination of the License Agreement does not release you from the financial obligations of the License Agreement.

- **Bulk & Common Source Containers:** Possession of bulk quantities of alcohol is prohibited. Bulk quantities include, but are not limited to kegs, punch bowls, powdered alcohol, or any alcohol by volume equivalencies. Common source alcoholic beverage containers are prohibited everywhere in CSUSM Housing.
- **Consumption in Public Spaces:** Alcohol use and/or possession is not permitted in common areas (e.g., pool, stairwell, hallways, parking lots, and community building). Open containers containing any alcoholic beverage are not permitted anywhere within the community or outside of an apartment regardless of legal drinking age.
- **Over the Age of 21:** Residents who are age 21 or older may possess no more than one individually wrapped six-pack of beer (72oz) and one bottle of wine (750mL). They may consume alcohol in their assigned bedroom space so long as they are following all other University and residential policies and do not share a bedroom with a resident under age 21. Residents who are 21 or older must store alcohol containers in their own bedroom space (cannot be stored in a communal location) and must dispose of or recycle empty alcohol containers regularly. Residents over the age of 21 may not consume alcohol in the presence of a minor.
- **In the Presence of Alcohol Under the Age of 21:** Students who are under 21 years of age may not be in the presence of alcohol. Students who are under the age of 21 are not permitted to store or display empty alcohol containers in their unit (even as decor).
- **Possession or Consumption of Hard Alcohol:** Regardless of age, possession, consumption, or service of hard alcohol is prohibited.
- **Possession / Consumption Under the Age of 21:** Students who are under the age of 21 are not permitted to possess, consume, store or display alcohol under any circumstances.
- **Purchasing or Providing to a Minor (Under 21):** The sale and/or distribution of alcoholic beverages is prohibited regardless if you are over or under the age of 21.
- **Gatherings:** Residents should refrain from hosting social gatherings where alcohol is present. Hosting of multiple apartment gatherings where the consumption of alcoholic beverages takes place and where people move from one apartment to another is also prohibited. This regulation applies even if all rooms involved are within allowable guest limits.

# Housing & Residential Education Policies

- **Over the Age of 21:** Residents who are age 21 or older may possess no more than one individually wrapped six-pack of beer (72oz) and one bottle of wine (750mL). They may consume alcohol in their assigned bedroom space so long as they are following all other University and residential policies and do not share a bedroom with a resident under age 21. Residents who are 21 or older must store alcohol containers in their own bedroom space (cannot be stored in a communal location) and must dispose of or recycle empty alcohol containers regularly. Residents over the age of 21 may not consume alcohol in the presence of a minor.
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- **Purchasing or Providing to a Minor (Under 21):** The sale and/or distribution of alcoholic beverages is prohibited regardless if you are over or under the age of 21.
- **Gatherings:** Residents should refrain from hosting social gatherings where alcohol is present. Hosting of multiple apartment gatherings where the consumption of alcoholic beverages takes place and where people move from one apartment to another is also prohibited. This regulation applies even if all rooms involved are within allowable guest limits.
- **Containers:** Possession of alcohol bottles, cans, boxes, containers, etc. by underage residents is prohibited.



# Housing & Residential Education Policies

### Bodily Fluids/Bio-hazards

Depositing of bodily fluids, including but not limited to vomiting, urinating, or defecating in public areas, rooms, apartments or inappropriate locations is prohibited. Residents and their guests in violation of this guideline may be billed for cleanup and may likely be removed from Housing. The storage of bodily fluids is prohibited. Bodily fluids must be disposed of in the proper waste removal system. Due to COVID-19 restrictions, any intentional coughing or sneezing to incite discomfort or health-related fear will not be tolerated.

### Construction Areas

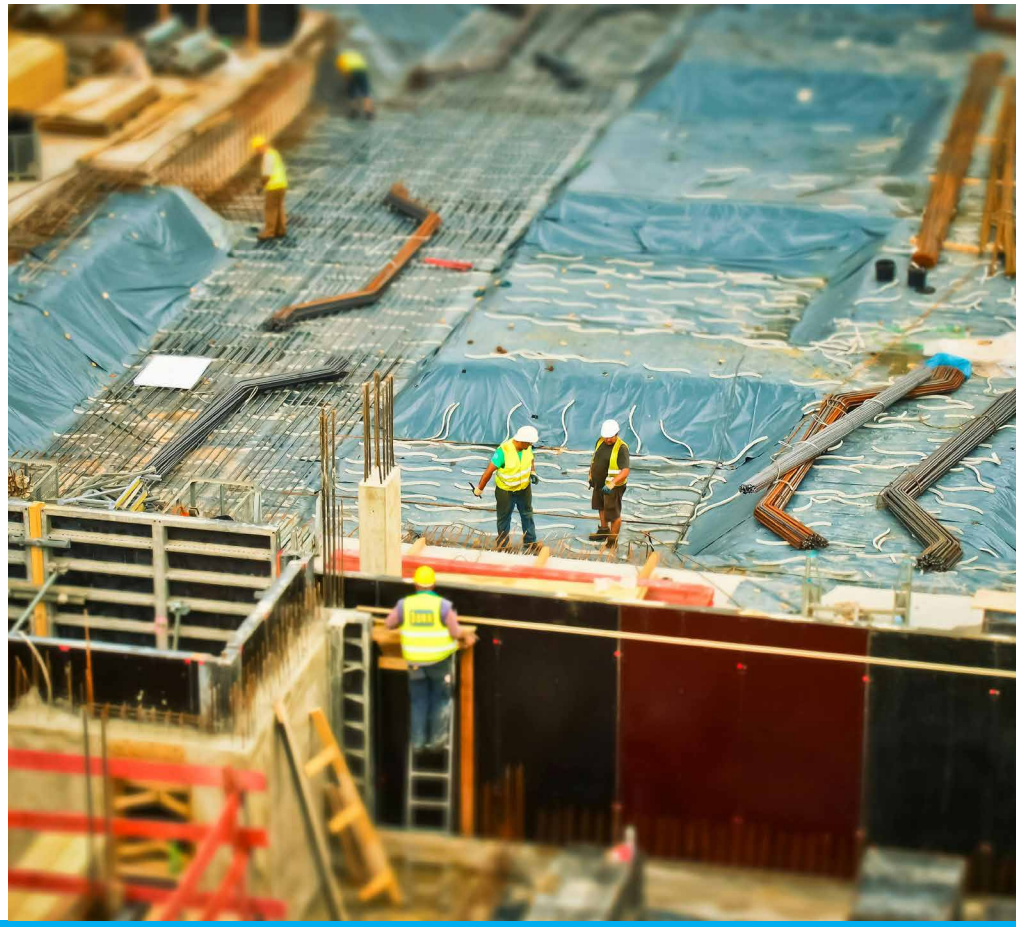
Students are not permitted to enter any construction areas in or around CSUSM Housing. Entering a construction area may be grounds for immediate disciplinary action, termination of the License Agreement, restriction from residential areas, and could include criminal prosecution.

### Commercial Business/Solicitation

Residents will not use any part of CSUSM Housing, including but not limited to mail services or the campus network, for any commercial business or purpose. The Internet connection provided as part of the license agreement may not be used for any commercial or profit-making enterprise that causes interference with CSUSM IITS services. Solicitation and/or canvassing of any kind, is not permitted in CSUSM Housing. In an effort to provide residents with an environment that is free of unwanted personal solicitation for services or products, outside vendors are prohibited from entering all residential facilities. No flyers, handbills, or other posting materials are to be distributed in any form, including under student doors, in mailboxes, or left in any public areas.

### Disruptive Behavior

Behavior that intentionally or unintentionally creates an unsafe environment in the community or that poses a significant risk to the health or safety to any person, including oneself, or that damages university property or the property of others, is prohibited. Incidents that threaten the health and safety of other residents may result in a referral to the Dean of Students Office.



# Housing & Residential Education Policies

## Drugs

Federal and California Law as well as University policies prohibit the unlawful possession, solicitation, procurement, sale, consumption, distribution, or manufacturing of narcotics and/or controlled substances. Persons who violate this policy may be subject to disciplinary action and/or arrest, including immediate termination of their License Agreement. University students may be referred to the Dean of Students Office and are subject to additional disciplinary action.

Any signs of possession or consumption of drugs that are brought to the attention of staff or that can be detected from outside of the apartment or bed space will result in further inquiry and action to uphold housing and campus policies.

The following restrictions apply to use or possession of illegal drugs:

1. **Marijuana:** While Marijuana has been decriminalized and is lawful under state law in certain circumstances, it remains unlawful under federal laws. CSUSM is obligated to comply with and enforce federal law. Marijuana and related paraphernalia is prohibited at CSUSM. Possession of a medical marijuana card does not override the license agreement provision prohibiting the use of marijuana on the premises.
2. **Drug Paraphernalia:** Drug Paraphernalia is prohibited in CSUSM Housing. Paraphernalia includes, but is not limited to, vaporizers (single-use and re-use), rolling papers, scales, small plastic baggies, marijuana bongs or pipes, syringes, and any other item used to smoke, inject, ingest, inhale and/or distribute any controlled substance (drugs).
3. **Under the Influence:** Being under the influence of illegal drugs is prohibited.
4. **In the Presence of Drugs:** Persons in the presence of controlled substances (drugs), with or without objective signs of intoxication, may be in violation of this policy.
5. **Medication:** Unlawful possession or consumption of drugs is prohibited in CSUSM Housing and a violation of CSUSM Housing and university policies. This includes the use of medicinal marijuana, prescription medications, over-counter drugs, and/or controlled substances in an abusive or recreational manner. Residents are not permitted to use prescription medication not prescribed to them.
6. **Providing, Distribution and/or Sales:** Providing, distribution and/or sales of drugs is prohibited by CSUSM Housing, the university, federal and California state law.



# Housing & Residential Education Policies

## Facilities

Residents will be held responsible for the theft, loss, alteration, or damage of university fixtures, furnishings, equipment, or decorations or damage to the facility, if either the resident or a resident's guest is the cause of such loss, theft or damage. CSUSM Housing, at their sole discretion, shall determine such costs, and payment for such costs shall be made by the resident and is due upon receipt of the notice. Residents are responsible for the condition of their apartment and apartment furnishings and will be billed for all repair and/or replacement costs. Dartboards and darts are not permitted due to the damage to walls and doors. Any and all repairs needed within units and other areas must be performed by authorized maintenance personnel only. Residents will be charged for the repair of any damages to their bed space for which they or their guests are responsible. Damages to common areas will be billed to all occupants of the apartment.

Building Exteriors and/or Interiors: Residents will not erect any exterior wires, aerials, signs, satellite dishes, etc., in the apartment or anywhere in CSUSM Housing. Apartment entrance doors, ceilings, walls, windows, and trim should remain free of nails. No posters, sheets, parachutes, fishnets, stickers or materials of any kind are allowed on ceilings or in the windows. Objects should never be placed on window ledges. Window screens must be left intact and must not be removed, loosened, or altered in any manner. Windows are never to be used as a mode of entry into or out of an apartment.

## Elevators

Tampering with the elevators, including falsely sounding the alarm, vandalizing the elevator, leaving bodily fluids in the elevator, forcing the door open, jumping or any other action that threatens normal operation of the elevator is extremely dangerous. Any resident or guest who engages in such an activity may face disciplinary action, prosecution, repair fees and eviction.

## Failure to Comply

Residents are required to follow all legitimate directives of CSUSM Housing and University staff and act in an appropriate and civil manner. Failure to accurately identify oneself to staff or comply with staff requests and directives may result in disciplinary action. All residents and their guests are required to carry an ID on them at all times and must show ID immediately upon request (may be electronic through the CSUSM Mobile App). All residents are required to answer their door upon the request of any University staff, including CA's, Professional Staff and UPD.

## Fire Safety

1. **Appliances:** Appliances with exposed heating elements and space heaters are prohibited. Cooking appliances are only to be used in a kitchen.
2. **Fire Safety Devices:** Fire warning devices and safety equipment are to be used only in case of emergency. The sounding of a fire alarm should be taken seriously, and residents must proceed according to the instructions posted in and around CSUSM Housing. The intentional sounding of a false alarm or tampering with any smoke detector, exit signs, emergency exit doors, or any other safety equipment is a criminal offense and the person(s) responsible will be subject to prosecution and/or disciplinary action. Do not tamper with or hang items on sprinklers. Failure to evacuate when a fire alarm is sounding is also a violation of this policy. The sounding of the fire alarm should be taken seriously, and residents should proceed according to the instructions posted in and about the community. The intentional sounding of an alarm in a non-emergency situation may result in fines, disciplinary action, and possible prosecution under the law. Fire warning devices and safety equipment are to be used only in case of emergency.
3. Covering or tampering with smoke detectors is prohibited.

# Housing & Residential Education Policies

## Gambling

California State Law forbids the dealing, playing, conducting, betting on, and providing facilities for games involving cards, dice, and other devices for money, checks, credit, or other representation of monetary value on state property. As such, gambling in or around the residential facilities is illegal and thus prohibited.

## Guests

A guest is defined as anyone that is not Licensed as a resident of the space that is being visited.

Guests may only be hosted with the mutual agreement of roommates within th shared bedroom or apartment. Residents are advised to establish reasonable and equitable expectations of one another regarding guests. Residents who deny their roommates permission to host a guest should have specific reasons why the guest has been denied permission to visit.

CSUSM Housing only allows two (2) guests per resident. Total number of guests in an apartment or bed space should not exceed twice the number of licensed residents for that space. Guests may not stay longer than 3 consecutive nights, and no more than 15 total nights a semester. Residents must accompany guests at all times and assume all responsibility for their actions.

Residents are responsible for and will be held accountable for the behavior of their guests at all times. Should a resident's guest(s) violate any University or Housing policy, the host may be held accountable, the guest may be required to leave, and the hosting residents may lose their guest privileges. Residents are responsible for properly and accurately identifying their guest(s) to staff upon request.

## Mistreatment of Staff

Threats, harassment, physical or verbal abuse, and any other mistreatment of the CSUSM Housing staff are grounds for disciplinary action, which can include cancellation of license agreement, University disciplinary referral and/or criminal prosecution.

## Pets

Live animals are prohibited in CSUSM Housing except for service animals assisting disabled persons or emotional support animals registered through Disability Support Services. Fish in tanks up to 10-gallons are permitted. Residents may not feed or shelter wild or stray animals, or pet-sit for other persons for any length of time. Residents are obligated to inform CSUSM Housing staff of any unauthorized live animal so appropriate action can be taken.

## Posting

CSUSM Housing facilities are not public facilities. CSUSM Housing must approve all posting or distribution of printed matter within residential facilities. Any material posted inside residents' assigned apartment or room must be removed if any other resident with shred access to that space objects to the posting of such material.

## Quiet Hours / Noise

All residents are expected to keep noise levels at a volume that cannot be heard outside of their living space between 10pm and 10am. During final exams, quiet hours are in effect 24 hours per day. Courtesy is expected at all times. Amplified instruments, horn instruments, drums and other similar instruments may not be played in or around the residence halls. The noise policy also applies to loud talking and groups gathering in the exterior common areas of CSUSM Housing. Custodial, construction, and maintenance activities are exempted.

# Housing & Residential Education Policies

## Shopping Carts

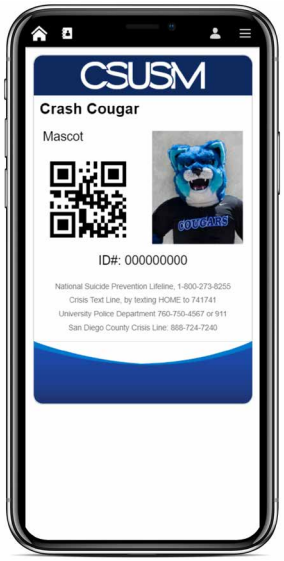
Shopping carts are not permitted in an apartment or in CSUSM Housing and are considered stolen property. They must be returned immediately, and violation of this policy may include housing disciplinary action.

## Smoking, Tobacco and Vapor Products

CSUSM is a smoke, vape and tobacco free campus. For more information see the following:

- CSUSM Smoke, Vape and Tobacco Free Campus

Smoking and tobacco products, including the use of electronic cigarettes, pipes, cigars, smoke-free tobacco, vapes, and hookahs, is prohibited in all California State University San Marcos buildings and state-owned vehicles. Any use or possession of smoke, vapor or tobacco-related paraphernalia is also prohibited within this policy. Persons are not permitted to smoke or vape within 20 feet of the communities.




## Student ID Card

You must always carry your CSUSM Student ID Card or have access to the CSUSM App for proper identification. Student IDs are not transferable, and students cannot lend, sell, or give the card or their ID to others. Failure to comply is grounds for referral to the Housing and/or University student conduct process.

## Theft

Theft of property or services from CSUSM Housing or members of the University community is prohibited. You will also be responsible for theft if a guest of yours violates this policy. Violation of this policy may result in referral to the Dean of Students Office for the University student conduct process and/or criminal prosecution.

## Throwing Objects

Throwing object of any kind is prohibited. Balls, sports equipment, water balloons and any other similar items may not be used in the interior areas of the community. No object may be thrown or dropped from a window or apartment/common area opening.

## Trash, Recycling, and Compost

At CSUSM we are striving to reach Zero Waste. Each resident is responsible for their own Recycling, Composting and Landfill trash. Waste bins are provided throughout the grounds. No furniture, boxes, construction, or other debris shall be placed in these containers. If residents have such waste, it is to be sorted properly and placed in the correct bins or dumpsters.

Residents are expected to empty their landfill, recycling, and compost bins in the appropriate bins: Black/Grey for Landfill, Blue for Recycling and Green for Compost. No waste shall be left around the unit, but rather placed in the trash rooms or at the compost drop off locations. Residents shall not place recycling on the ground in the trash rooms. It is the resident's responsibility to properly dispose of these items, and violations may result in disciplinary action, which may include cleaning charges. If the closest container is full, residents are expected to take their recycling to an empty recycling container.

# Housing & Residential Education Policies

### Unauthorized Access

Unauthorized entry into, presence in, use of, or misuse of CSUSM Housing community; including, but not limited to: roofs, rails, ledges, apartments and/or bedrooms, bed spaces not specifically assigned to you, offices, storage areas and communal spaces outside of available hours. This includes communal amenities if they are temporarily closed/shut-off to adhere to local health codes. Unauthorized access by guests will be the responsibility of their host resident.

### Vandalism

Vandalism to the CSUSM Housing community is prohibited. Violators will be held responsible for all damages. Charges for the damages or loss of common area property shall be equally divided among all members of the apartment, building or floor if no one comes forward to claim responsibility. Violations of this policy may be referred to the Dean of Students Office for the University student conduct process and subject to criminal prosecution. Vandalism of fire safety signs, equipment, and exit signs may also be subject to Fire Safety Code.

# Housing Conduct Process

Students choosing to live in CSUSM Housing agree to abide by campus as well as housing policies, rules, and expectations established for our residential communities as described in the License Agreement and this Handbook. Staff are authorized to act on violations to enforce community expectations.

Residents involved in alleged policy violations will receive a written notification electronically to their CSUSM email instructing them to meet with a designated staff member. This meeting provides the resident an opportunity to explain the circumstances of the incident and provide information and evidence about the matter for consideration by housing staff. Failure to respond to the notification by the deadline will result in a resolution being made without student input. Following the meeting, the resident will receive an resolution electronically via their CSUSM email. Any sanctions indicated in the resolution letter must be completed by the assigned deadline to avoid further consequences.

Incidents occurring in and around residential communities are subject to the CSUSM Housing conduct process administered by Residential Education staff. However, depending upon the circumstances, an incident may be subject to at least three systems, each independent of the other:

- **CSUSM Housing**
- **University Student Conduct** (Dean of Students Office)
- **Law Enforcemenet –** University Policy (UPD) or local agencies, or the federal, state or municipal court systems (criminal or civil)

Violation of campus or housing policies by resident students will result in referral to the conduct process. Housing Conduct Procedures address:

1. Falsification, distortion, or misrepresentation of information related to a housing conduct matter.
2. Disruption or interference with the orderly progress of the housing conduct process.
3. Attempting to discourage another from participating in the housing conduct process.
4. Attempting to influence the impartiality of any participant in a housing conduct matter.
5. Failure to comply with the sanction(s) imposed under the housing conduct process.

## Appeals

Decisions of the Residential Education professional staff are effective immediately. Appeals should be submitted to the Director Residential Education or their proxy by the deadline noted in the resolution letter. To submit an appeal, residents must complete the appeal form via the online link noted in the resolution letter and meet the appeal conditions outlined.

Upon the receipt of an appeal, the Director Residential Education will determine whether the grounds for appeal have been met and whether further process is necessary to resolve the appeal. If the Director of Residential Education determines there are grounds for an appeal, they may meet with the student to discuss the appeal. The Director of Residential Education or their proxy will render a final decision.



# CSUSM
## HOUSING

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