

Resident Handbook
CSUSM Housing and Residential Education
California State University San Marcos

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WELCOME!

In this handbook, you will find information about services, facilities, resources, leadership opportunities, procedures, and community guidelines. **When you signed your license agreement, you agreed to follow all the terms and policies outlined in this handbook.** Please make sure that you take the time to familiarize yourself with the policies and guidelines outlined in this handbook. ***There is information in this handbook on COVID-19 safety measures that will be implemented for the academic year and any changes will be communicated to your CSUSM email address.*** Our policies and guidelines have been implemented to respect and protect the rights, privileges, and needs of all residents. Some of these will seem obvious to you, others will become clearer as you experience residential living with the many new friends you are going to make. This handbook is your essential guide to on-campus living.

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

- Building new and strong life-lasting relationships and a better understanding of how communities are developed.
- Strengthening personal and life skill sets - time and money management, leadership and organizational development, communication and mediation knowledge and practice.
- Improved academic exploration and performance - better grades, increased interaction with faculty, higher graduation rates and increased opportunities for experiential living learning.

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

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

Sincerely,
The CSUSM Housing Team

Community Respect Statement

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, 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.

CSUSM Housing Mission Statement

Housing and Residential Education is committed to providing a safe and inclusive living and learning experience for a diverse population of students. Through the services, programs and facilities provided by the professional and paraprofessional Housing and Residential Education staff, we support the academic mission of CSU San Marcos and the university’s commitment to academic excellence. We actively encourage community and personal development, academic success, leadership development and civic engagement, and a respect for individual identities through intentional co-curricular experiences. We respect student rights and uphold student responsibilities in the process of living, learning, and thriving at CSU San Marcos.

Non-Discrimination Policy

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 Students 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. Details concerning this policy are described on page 36 of this handbook.

Important Phone Numbers

UVA Apartments	760-750-3711
QUAD Apartments	760-750-3730
North Commons	760-750-8310
University Police (Emergencies)	9-1-1
University Police (Non-Emergencies)	760-750-4567
Community Safety Officers/Night Escort Information	760-750-4567
RA On-Call – UVA	760-750-6400
RA On-Call – QUAD	760-750-3733
RA ON-Call – North Commons	760-891-9825
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
Disabled Students Center	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 Hours	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

Important Dates

FALL 2023	
August 24	Move In Day
August 25	Move in Day
August 28	First Day of Classes
September 4	Labor Day (Office & Campus Closed)
November 10	Veteran's Day Observed (Office & Campus Closed)
November 23-24	Thanksgiving Break (Office & Campus Closed)
December 11-16	Final Exams (24 Hour Quiet Hours)
To Be Determined	Winter Break - Campus/Housing Offices Closed
SPRING 2024	
January 22	First Day of Classes
March 18-23	Spring Break
April 1	Cesar Chavez Day (Office & Campus Closed)
May 11-16	Final Exams (24 Hour Quiet Hours)
May 17-18	Commencement
May 20	Final Move Out Day (By Noon)

CSUSM Housing Staff

Housing and Residential Education staff work as a team to help make each resident's on-campus experience a positive one.

Residential Education

Resident Directors 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. Resident Directors are Master's-Level professional staff members who live on campus. Below is the list of contact information.

Residential Education Professional Staff	Phone	E-mail
Travis Douglas Executive Director Housing and Residential Education	760-750-3711	tdouglas@csusm.edu
Allie Serrano Director Residential Education	760-750-3736	aserrano@csusm.edu
Allison Reyes Resident Director The QUAD	760-750-3740	aireyes@csusm.edu

Stephanie Burga Resident Director The QUAD	760-750-3714	sburga@csusm.edu
TBD Assistant Resident Director UVA		
Carlos Gonzalez Resident Director UVA	760-750-3711	cgonzalez@csusm.edu
Paola Romo Resident Director North Commons	760-750-3721	promo@csusm.edu

Student Staff

Resident Advisors (RAs) and Residential Peer Mentors (RPMs) are leaders selected for the position based on leadership skills and concern for peers and other students. RAs are trained to provide campus resource information, community activities and programming, assist with roommate conflicts, peer mediation and advising, and the development of a residential community to enhance the holistic collegiate experience. Additionally, they help ensure safety and security, especially through the maintenance of community guidelines. RPMs provide academic programming and support directly to residents. Their programs assist residents in

Operations and Facilities

Facilities and Licensing are professional staff members who assist with licensing, payments, mail/packages, and maintenance services.

Facilities and Leasing Professional staff	Phone	E-mail
UVA Office	760-750-3711	housing@csusm.edu
The QUAD Office	760-750-3730	housing@csusm.edu
North Commons	760-750-8310	housing@csusm.edu
Travis Douglas Executive Director Housing and Residential Education	760-750-3711	tdouglas@csusm.edu
Jeremy Williamson Director of Operations and Facilities	760-750-3712	jewilliamson@csusm.edu
TBD Associate Director of Operations and Conference Services	760-750-3732	housing@csusm.edu

Tania Sneddon Assistant Director of Licensing and Marketing	760-750-3735	tsneddon@csusm.edu
April Clark Resident Accounts Coordinator	760-750-3737	asclark@csusm.edu
Alejandro Blanco Coordinator of Licensing and Marketing The UVA	760-750-3711	ablanco@csusm.edu
Coordinator of Licensing and Marketing The QUAD	760-750-3730	housing@csusm.edu
Tatiana Ferreira Coordinator of Licensing and Marketing North Commons	760-750-8310	tferreira@csusm.edu
Lana Von Blon Asst. Resident Accounts Coordinator	760-750-8310	housing@csusm.edu

Residence Hall Council

Your involvement and ideas will ultimately shape what your living environment looks and feels like. Funding, support, and advice for community projects are available from the Residence Hall Council. Contact your RD or RA for more information, meeting times, dates, and locations. [Resident Housing Council \(RHC\)](#) is an organization for the entire residential community. Representatives from each apartment complex represent 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 starts in the spring semester.

requires that you provide a photo identification to retrieve packages that could not be placed in Parcel Pending due to their size. If packages and deliveries are not picked up within 30 days, The QUAD/North Commons may return them to sender or post office. Commercial use of mail is prohibited.

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. On-campus mail slots may be found outside of the third floor of Craven Hall and outside the second floor Science Hall 2. Mail is picked up at these locations at 3:00 PM Monday – Friday.

Check Your Email

CSUSM Housing will use your university email or the email you used on your application to communicate official University business, notification of receipt of package, programming announcements, letters of praise, resident's rights and responsibilities notifications, renewal correspondence and other related housing information. 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.*

Keys and Lockouts

Each resident is issued a bedroom key, access card and mailbox key. For lockouts or lost keys, please contact the office during normal business hours. After office hours, call:

- UVA RA On-Call at 760-750-6400
- The QUAD RA On-Call at 760-750-3733
- North Commons RA On-Call at 760-891-9825
- The RA On-Call will escort you to your apartment upon presentation of your ID.
- There is a charge of \$15 per lock out.
- Replacement key costs are as follows: bedroom key \$50 and mailbox key \$30.
- There is a \$30 charge to replace your access card.
- Failure to turn in your keys when you check out will result in replacement charges for each item.
- Per your License Agreement, you may not make copies or duplicates of any key or key card at any time.

Residents are required to contact the front office immediately when they lose their keys and have them replaced. Taping or jamming the lock is prohibited. If you break your key (**not due to normal wear and tear**), you will be charged to have it replaced.

Housing Payments and Payment Plans

You will not receive a bill or invoice or reminders from the CSUSM Housing office (Student Financial Services may provide reminders) for any installment amount due. We do not provide payment slips or payment reminders. Charges and payments for your Housing license will be applied to your CSUSM student account. This means:

- Other than the \$50 Application Fee and \$250 Licensing Fee that was paid when you applied for Housing, you will pay all fees directly to CSUSM instead of paying the Housing office.
- Financial Aid will automatically be applied to your Housing costs (once any outstanding University Fees and Tuition have been paid) rather than having to wait for your refund to pay for Housing.
- All costs and bills will be conveniently located in one place.
- Housing fee due dates match CSUSM's due dates, allowing for one convenient payment plan. Due dates for the 2023-2024 academic year can be found on the Student Financial Services website.
 - No installments are charged in December and May.
- For more information on payments and student accounts, please visit [Student Financial Services](#).

When logging into the Finances section of your CSUSM Student Center, you can:

- View your Account Summary
- Review an itemized list of charges and payments
- Identify each installment amount and the payment due date

For more information on payments please visit the CSUSM Student Financial Services webpage located at <https://csusm.edu/sfs/payments/deadlines>

Parking

CSUSM Parking and Commuter Services manage all on-campus parking. Parking is not included as part of your housing license. Permits must be purchased to park on campus. If you have questions or concerns about parking or the parking lots on campus, please call 760-750-7500. Overnight parking for residents is available in Lot O and on the first and second levels of the CSUSM Parking Structure 1. Keep your car locked and your valuables out of sight. CSUSM Housing and the university are not responsible for any damage or loss to your motor vehicle or its contents. Fifteen-minute parking is strictly enforced. Do not park in the vendor lot (by D Building at the UVA). If you do so and the gate is locked, you must pay a \$200 lockout fee and you may be ticketed or towed.

Photo Release

You give your permission to the CSUSM Housing staff to use any photograph or photographic image including video or video stills taken of you while you are in any public spaces, grounds, offices, or any community sponsored events in the community or otherwise. You understand that your photograph or photographic image will be used for nothing other than legitimate business purposes.

Community Buildings and Common Area Facilities

All community spaces are currently open and available, however, in the case of restrictions and directives from the CSU and San Diego County Health and Human Services, some of the community spaces may be periodically closed due to COVID-19. The laundry facilities will remain open.

For future reference, below is information and the policies for each community space.

Fitness Rooms

Food in general is not allowed in the fitness rooms, the only exception is water. 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. Please keep in mind that access to fitness rooms may be restricted based San Diego County Department of Health and Human Services guidance.

Swimming Pools

The pool at each community is traditionally open from 10:00 AM to 10:00 PM daily. Failure to follow the pool rules may result in the loss of privileges for the pool and/or referral to the conduct process. Housing reserves the right to deny use of the pool for health, safety, or public nuisance reasons at any time. Please keep in mind that access to pools may be restricted based San Diego County Department of Health and Human Services guidance.

Vending Machines

Snack and drink 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.

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.

You and Your Roommates

Roommates can be a lot of fun! Most people enjoy the companionship of another person or people and want to share opinions, interests, good times, and educational experiences. Learning about each other and adjusting to differences between you and your roommates will

benefit you and your roommates tremendously. Cooperating to overcome your personal differences will result in you gaining self-awareness and personal confidence in addition to your roommates. Making these compromises does not come easy to everyone. Living with people you don't know may be challenging at times and often requires tolerance and patience; however, with a little work, you can achieve respectful and harmonious living environments.

Failure to establish and maintain a reasonable level of respect with your roommates, as determined by Residential Education staff, can result in an administrative room move (a relocation fee of \$200 *if* applicable) or a possible removal from CSUSM Housing (termination fees are applicable).

Communicate

Discuss personal habits, musical tastes, needs, and other expectations. Your RA 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 RA as a mediator early on can help keep small problems from becoming overwhelming barriers.

General Guidelines

- Be accepting and understanding of lifestyles different from your own.
- Keep accurate records of any shared bills.
- Try to keep your living space clean and comfortable. The more livable your space is, the happier you all will be.
- Return or replace anything you've borrowed or broken.
- Talk about your feelings (a roommate cannot respond to unexpressed feelings).
- Communicate in person instead of leaving notes or using online forms of communication (e.g., Facebook, email, text messaging, etc.).
- Discuss any problems instead of thinking they will go away on their own.
- Resolve issues instead of pretending that everything is fine.
- See your RA if you need any help.

Roommate Agreements

In the first 2 weeks of the semester, your RA will facilitate a meeting with you and your apartment to talk about aspects of community living that can sometimes create conflict. **All residents must complete a Roommate Agreement.** This is an agreement between roommates to ensure that basic needs have been discussed. Roommates should discuss each topic and come up with guidelines all roommates agree to. Each time there is a new resident added to an apartment, we will ask that you fill out a new Roommate Agreement for your apartment. An RA will help you facilitate this discussion. Room change requests will not be considered unless a completed Roommate Agreement has been completed. Please review the section in the Handbook regarding Relocations.

Facilities/Maintenance

The department employs its own maintenance teams in order to keep up with the large volume of work generated 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. Say “hi” to these staff members when you see them!

All maintenance concerns in your bedroom, your apartment, or elsewhere in the community should be submitted using our online maintenance request form, which can be done from your resident portal. For the UVA, please use the [UVA Resident Portal](#), for the Quad, please use the [Quad Resident Portal](#), and for North Commons please use the [North Commons Resident Portal](#). For afterhours emergencies call the RA On-Duty. 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 or fire. When in doubt, call the RA On-Duty. The sooner you call, the sooner the response will be.

Upon submission of the request, the maintenance staff will undertake corrective measures as quickly as possible.

You are not allowed to remove any of the apartment furnishings nor 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.

Apartment Entry

We respect your right to privacy. The University shall have **the right to enter the premises occupied by Licensee** for the purposes of emergency, health, safety, maintenance, management of applicable rules and regulations, or for any other lawful purpose. The University shall exercise these rights reasonably and with respect for the Licensee's right to be free from unreasonable searches and intrusions into study or privacy. Some examples of common reasons to enter rooms are:

- 1. In case of emergency or concern for safety of people in the apartment, or to enforce applicable rules throughout this handbook.**
- 2. When you have abandoned or surrendered the apartment.**
- 3. To check or clean vacant bed spaces.**
- 4. To attend to requested repairs.**
- 5. To test smoke detectors and complete health and safety inspections.**
- 6. To show the community to prospective or actual purchaser.**
- 7. To perform routine Health and Safety Inspections.**
- 8. With your prior permission.**
- 9. As otherwise permitted by law.**

Except in cases of emergency and as required by Licensee Agreement or law, we will provide you with reasonable written notice of our intent to enter and the approximate hours when this might be conducted. You may be present; however, entry is not conditioned upon your

presence. **In case of #1 listed above, we may enter the unit at any time without prior notice. In such situations, you do not have the right to refuse to open a door and you must allow access.**

Health and Safety Inspections

Residential Education Staff will conduct apartment/bedroom 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 previously violated license agreement policies regarding proper cleanliness, guest privileges, or the pet policy, this document serves as notice that staff may re-inspect the unit to ensure there are no further violations.

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 left unobstructed and uncovered. 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.

Lighting and Energy Consumption.

- Use fluorescent lighting – LED (light Emitting Diodes) whenever possible. The same amount of light can be obtained with only 1/3 the wattage. Change to lower wattage where possible.
- Keep all lamps and lighting fixtures clean. Dirt absorbs the light.
- Turn off lights when not needed or when you leave.
- It is the responsibility of residents to replace all standard light bulbs.
- Please submit a maintenance request if any fluorescent light bulbs need to be replaced in your apartment.

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. Do not put products like Dawn in the dishwasher, it will make the dishwasher overflow and residents will be charged for any damages. Make sure your dishwasher is full when you run it and use the energy saving setting, if available, to allow the dishes to air-dry.

Food Waste Disposal (UVA Only)

Each apartment is equipped with a food waste disposal in the kitchen sink. Do not insert hand into disposal. Turn on cold water full flow (water should remain on during complete disposal operation and for a sufficient time 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.

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 degrees and your freezer as close to 3 degrees as possible. Defrost the freezer regularly. Do not use sharp items to remove ice/frost.

Convection Oven (QUAD Only) 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.

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.

Utility Closets

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

Toilets

Do not flush paper products that are not toilet paper. Never flush feminine hygiene products. If your toilet does overflow or clog up, 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. 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:

Sanitary Napkins/ Tampons	<ul style="list-style-type: none">• Contain chemicals that should not be flushed.• Do not flush easily, can get stuck, and clog the toilet.
Hair	<ul style="list-style-type: none">• Does not decompose.• Can get tangled and cause a blockage.
Drugs: prescription or non-prescription	<ul style="list-style-type: none">• Drugs flushed down the toilet can enter the water supply; we don't want to put more drugs in our water supply!• Do not flush drugs, return them to your pharmacy for proper disposal or the UPD main lobby drug disposal container.
Paper towels/ Facial tissues	<ul style="list-style-type: none">• Are thick and don't break down easily.• They have a higher chance of clogging the toilet.
Condoms	<ul style="list-style-type: none">• Do not breakdown and can cause a blockage.
Cotton Swabs	<ul style="list-style-type: none">• Do not break down and can cause a blockage.
Baby wipes (even wipes labelled 'flushable')	<ul style="list-style-type: none">• Are thick and don't break down easily.• They have a higher chance of clogging the toilet.

Window and Exterior Ledges

It is important that the window screens and blinds remain in good functional condition. They are not to be removed, tampered with, and/or detached in any manner. The window ledges are for decoration only and objects should never be placed on the ledge, this includes individuals standing on the ledges. Removal or damage to window screens will result in damage fees.

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 inhibits exit of an apartment and/or common area in the event of an emergency. Unauthorized entry into any portion of the community via window, roofs, ledges, and locked areas is prohibited. Throwing objects of any kind through a window is prohibited.

Damages

Residents are responsible for the condition of their apartment and all furniture. Any repairs needed within apartments must be performed by authorized maintenance personnel. Residents will be charged for any damages to the apartment. Residents agree to be 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.

Data Services

Residents and guests must follow campus data policies. All apartments have a data port in each living room. For questions or issues concerning service, please call IITS at 760-750-6500. No hubs or wireless routers of any kind are permitted. Internet service will be cancelled if hubs are discovered.

Fire Safety and Decorating

In order to comply with local fire codes (which are created for your own protection and safety), certain policies apply toward the condition of your apartment. In addition, decorating guidelines have been established in order to prevent damage to the apartment.

All furnished apartments are to remain furnished, with beds 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). For safety reasons, cinder blocks are not permitted. Furniture may be rearranged in your apartment, provided it is not removed from the apartment and is returned to its original position prior to checkout. The following must also be adhered to:

- 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 should proceed according to the instruction posted in and about the community. Tampering with or falsely sounding a fire alarm will result in disciplinary action, including but not limited to eviction (termination of lease), criminal prosecution and fines. Persons involved in tampering with smoke detectors, extinguishers, sprinklers, or any of the protective casings around the fire safety equipment will be subject to criminal prosecution and fines.
- All exit signs, fire extinguishers and other fire/life safety equipment need to remain intact, installed and functioning.
- Multiple outlet “octopus” plugs are not permitted. Surge protected power strips with circuit breakers are permitted. All extension cords must be of the grounded, three-prong type and be UL approved.
- No homemade lofts or waterbeds are permitted.
- No construction, wall partitions, paintings, or any similar structures are permitted.
- Dartboards are not permitted due to damage to walls and doors and for the safety of residents.
- Any alterations or modifications that pose a threat to safety, health, physical unit damage, comfort of others, etc., are not permitted.
- NO ITEMS ARE PERMITTED ON THE CEILINGS. This includes: nails, stickers, bottle caps, posters, sheets, parachutes, fishnets, tape and poster putty. Damage to ceilings will result in a repair fee.
- No additions to the original surface are permitted on the doors, windows, blinds, or furniture.
- No decorations are permitted on the windows, including: posters, window marker/paint, sticky notes, lights and flags.

- All decorations must be temporary so as not to permanently deface or damage unit furnishings. Only official CSUSM Housing documents may be posted on the interior and exterior of the entrance door.
- Live holiday decorations such as trees/wreaths are prohibited.
- For fire safety reasons: candles, incense, hookahs, spray paint, propane, space heaters, hot plates, BBQ's, lighter fluid, and other combustibles are not allowed in the apartments. Cooking appliances are usable in the kitchen area only.
- Please do not put tape of any kind on the carpet or any kind of flooring.
- No curtains may be hung on the windows or from the ceiling.
- Residents shall not erect any exterior wires, aerials, signs, satellite dishes, etc., in or around the premises.
- Residents shall not place nails, hooks, etc., in the walls or ceilings.
- Room entrance doors, windows, drapery rods and hardware shall remain free of nails.
- Added deadbolts or locks to apartment or bedroom doors are prohibited per fire code.

Relocations

In order to request a relocation, we ask all residents to consult with their RA first to ensure that any mediations or alternative solutions can be found. Once residents have gone through the mediation process with an RA and/or an RD, and are still interested in relocating, students may then request a room change and our Operations staff will assess if there are available spaces. If residents request to change rooms and fail to go through the mediation process, residents may be charged a \$200 relocation fee which must be paid in advance. **Relocations will be subject to availability and will not be immediate.**

Room Condition Report

Residents have 72 hours to complete their apartment condition report after taking possession of their bed space. The report is sent via Resident Portal. If damages that were not initially reported on the room condition report are found upon residents vacating their space, residents may be charged for the damage that was incurred during their stay.

Smoke Detectors

The smoke detectors in your apartments are very sensitive. When taking a shower, close the bathroom door to ensure the steam does not affect the detector. When cooking, be sure to use the fan above the stove. If your detector makes a beeping or chirping sound, you must complete an online maintenance request immediately to have the battery replaced. Any time a smoke detector sounds an alarm, you must respond to it as an emergency and proceed in a safe manner. Never disconnect or remove the batteries from the smoke detectors. You may experience a "false alarm." The smoke detectors can be set off by dust, an insect or just may need routine cleaning. Opening windows (to allow fresh air into the apartment) may stop the false alarm. Opening the front doors can set off additional alarms. Tampering with fire safety equipment is a violation of state and federal laws and may result in fines, eviction (termination of lease), and possible arrest.

Lost and Found

If you have lost an item, please visit UPD's campus office to see if they have retrieved the item. To protect the health and safety of our staff and limit traffic to the office, CSUSM Housing will not hold lost and found items at the front desk.

Emergencies

Community Service Officers

Community Service Officers (CSOs) are non-sworn personnel of the University Police Department. CSOs are students who work part-time to providing services to the University community. CSOs perform a variety of duties, which include, but are not limited to the following: building lockups and unlocks, telephone and light checks, crime prevention, security for special events, traffic control, and night escorts to campus parking lots and adjacent property to the University. CSOs patrol the communities at night in order to deter any potential problems and ensure the safety of the community.

Personal Safety Tips

- Use the "buddy system" at night. Do not walk alone after dark. UPD provides campus escorts upon request at 760-750-4567.
- Do not prop open any door/entrance gates. Do not open doors for strangers.
- Make sure that all windows are locked before leaving your apartment.
- Always lock your bedroom door. When you leave your apartment, remember to check your door is locked, this applies even when you leave for only a minute. Always carry your unit key with you. If your unit key is lost or stolen, you must report it to the front desk, so the lock may be changed.
- Use the one-way door viewer (peephole) before opening the door to let in a guest. Never open your door to someone you don't know. Report suspicious persons to your RA, UPD, or CSUSM Housing staff.
- Do not leave any valuables unattended even in your own apartment.
- If you see an unsafe feature in our community (e.g., an EXIT light is out, lights out in general), please notify staff immediately.
- The University provides emergency phones all across campus that are designated by a blue light. These emergency phones are a direct connection to UPD in the event of an emergency.

Emergency Preparedness

CSUSM Housing staff are committed to safety. However, safety is everyone's responsibility. Staff is 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 (see below), each resident should maintain an emergency supply kit in his/her apartment consisting of a three-day supply of water, non-perishable food, closed toe shoes, a flashlight and fresh batteries, a battery-operated radio, gloves and any medication that might be required by the resident. Lists of possible items to include in your kit are available from the following agencies listed below:

- Emergency Preparedness Center, - areyouprepared.com
- American Red Cross - redcross.org
- Federal Emergency Management Agency - fema.gov
- U.S. Department of Homeland Security - ready.gov

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:

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

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. If you are inside, do not run outside! Instead, duck-cover-hold, take refuge in a hallway or doorframe or get under strongly secured furniture to reduce the chances of being struck by breaking glass or falling objects. If you are outside, get as far as possible into an open area away from buildings and structures that could pelt you with broken glass or collapsing debris. Avoid lampposts, overhead wires, and signs that could fall. 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

- Remain calm. Take whatever action needed to prevent injuries and further damage.
- 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.

- Be prepared for additional earthquakes. These after-shocks are usually milder than the initial shake but may be strong enough to cause additional damage.
- Elevators can be unpredictable and dangerous after a quake. Never use elevators until they have been determined safe by university personnel.
- Wear shoes in all areas near debris.
- Do not use your telephone except for genuine emergency calls.
- Turn on your radio or television for instructions and information.
- 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.
- If you can smell natural gas, report the leak to university staff.
- Do not eat or drink from open containers near shattered glass. Do not drink water from domestic lines until determined safe.
- If toilets are backing up, stop flushing.
- Closets and storage shelves should be opened with caution; heavy objects may fall out.
- Do not panic and do all that is possible to calm others.

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

Fire spreads exponentially fast. You do not have time in a fire. Contrary to popular belief, fire is not light/bright rather it is dark, very dark. You will not be able to see if it is a serious fire. Fire is, as you would expect hot, very hot, enough so that the heat alone can kill you. So can the gases that are generated from the fire. For these reasons, there are specific things you need to know how to do and what not to do when you suspect or know of a fire.

Your primary objective when aware of a fire (activated fire alarm/smoke detector/verbal notification of fire) or if you believe there is a fire is to get safe (evaluate) and get help and to warn others. Typically, you want to get safe first and then get help. But you may be able to do both at the same time. Call 9-1-1 for help as you evacuate. You can pull a fire alarm as you evacuate the building.

If there is a fire or the alarm sounds, before you exit, feel your door (and other doors as you go) with the back of your hand. If it is cool, exit the room, close the door, and evacuate the building. If the door is hot, don't open it. If you are in your bedroom/apartment and can't get out, fill door cracks with wet towels, signal to others for help, (by hanging a sheet out your window, calling 9-1-1 with your cell phone, yelling to staff as they pass by your room) and wait to be rescued by the fire department. If you can get out, as you are leaving close your door and all doors that you pass through. If smoke is present in the hallway, lie down and crawl to evacuate; fresh air will be near the floor.

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, eviction (termination of license) and charges.

Evacuation Sites

UVA – Parking Lot O, by the stairwell leading up to campus on the far end of the parking lot.

QUAD – The open space between The URGE Gastropub and Block C apartments.

North Commons – The dog park along North City Drive and June Way.

COVID-19 Safety Considerations

Your health and safety are our greatest priorities, so the following responsibilities and guidelines have been created to maintain a safe living environment:

- Residents are required to abide by all San Diego County health and safety directives, including guidance on wearing masks and social distancing.
- COVID-19 rapid tests are available at the front desk of The QUAD, UVA, and North Commons, and residents who have been exposed or are experiencing symptoms are encouraged to test.
- If public health conditions change, the guest policy may shift to mitigate any impact to the health and safety of members of the residential community. This may include limiting non-resident guests.
- Communicate with Housing and the COVID Management Team (covidcasereporting@csusm.edu) if you become infected with COVID-19 and/or if you have a concern about being infected or exposed to the virus.

Power Outage

During a power outage, the primary problem is the lack of adequate lighting and inoperability of 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 areas. But, the total loss of utilities over a longer period of time will be consume battery backup systems. The secondary problem is loss of heat. Some outages can involve a loss of water supply and without it, toilets will not operate.

CSUSM Housing staff will provide direction and remedies as best can be maintained giving the type of emergency and length of its duration.

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

We recommend having the following items on hand before a power outage: battery operated radio and spare batteries, fully charged cellular phone (maybe a backup cell phone battery), flashlights with spare batteries, and a fully stocked first aid kit.

CSUSM Housing and Residential Education Policies

In accordance with the CSUSM Residential Housing Contract, every CSUSM student or guest who lives in or enters our residential communities must abide by and uphold the rules and regulations of CSUSM, including, but not limited to, the CSUSM Standards of Student Conduct (https://www.csusm.edu/dos/studres/standards_student_conduct.html), CSUSM Policies, all applicable local, state, and federal laws, and the CSUSM Housing Policies.

CSUSM Housing policies 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 of any term(s)/provision(s) of the CSUSM Housing Contract may result in contract cancellation prior to move-in, termination of the contract after move-in, or exclusion from future CSUSM student housing application processes and ability to live in on-campus housing. Residents who violate any published University policy, rule, regulation may be referred to the Dean of Students Office for additional disciplinary charges, which may impact student status.

CSUSM does not discriminate on the basis of sex, gender, or sexual orientation in its education programs or activities. Title IX of the Education Amendments of 1972, and certain other federal and state laws, prohibit discrimination on the basis of sex in all education programs and activities operated by the university (both on and off campus) that receive Federal financial assistance. Title IX protects all people regardless of their gender or gender identity from sex discrimination, which includes sexual harassment and sexual misconduct; for more information, see CSUSM's Discrimination, Harassment & Retaliation, including Title IX policies here: <https://www.csusm.edu/title9/>

Academic Requirement:

If your academic load falls below 6 units within a semester, you will be required to move out but will still be responsible for your License Agreement. If you are no longer a CSUSM student, you will be required to move out but will still be financially responsible for your License Agreement.

Alcohol Policy Violations:

Possession and consumption of alcoholic beverages in the apartment and everywhere in the community must be in full compliance with university, local, state, and federal laws and regulations, and is limited to beer and wine for residents over twenty-one (21). The possession of “beer bong” and other devices or games designed for the rapid consumption of alcohol is prohibited at any location on the premises, whether alcohol is being consumed or not. You are required to dispose of any alcoholic beverage that is present anywhere in the community in a manner that violates these rules and regulations or University, state, local or federal laws.

Alcohol violations can result in the loss of your ability to reside in the community but does not forfeit the financial obligations of the license agreement.

Alcohol: 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 (e.g. kegs) are prohibited everywhere in CSUSM Housing.

Alcohol: 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.

Alcohol: Over the Age of 21: Residents who are 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 contracted bedroom space so long as they are following all other University and residential policies and do not share a bedroom with a resident under 21. Residents who are 21 or older must store open, sealed, or empty alcohol containers in their own contracted 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.

Alcohol: 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 “décor”).

Alcohol: Possession or Consumption of Hard Alcohol: Regardless of age, possession, consumption, or service of hard alcohol is prohibited.

Alcohol: 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.

Alcohol: 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.

Alcohol: 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.

Bodily Fluids/Biohazards

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.

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. Due to recent COVID-19 guidelines, any violations health guidelines may be considered in this policy. Incidents that threaten the health and safety of other residents may result in a referral to the Dean of Students Office.

Drugs

Possession or Consumption: Federal law, California State Law, and University policies prohibit the unlawful possession, solicitation, procurement, sale, consumption, distribution or manufacturing of narcotics and/or controlled substances. Any signs of possession or consumption of drugs that can be detected from outside of the apartment or bed space will result in further inquiry. Being under the influence of drugs is a violation of your license agreement. Persons who violate this policy may be subject to disciplinary action and/or arrest, including immediate termination of license agreement. Such laws are strictly enforced by your license agreement and the University Police Department. Violators may be subject to criminal prosecution. University students may be referred to the Dean of Students Office and are subject to additional disciplinary action. Possession of a medical marijuana card does not override the license agreement provision prohibiting the use of marijuana on the premises. As CSUSM is a federally-funded institution, we are required to uphold Federal Law(s) to maintain funding, and thus overrides California State Laws regarding marijuana.

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).

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.

Use of Medication: Possession or consumption of drugs is prohibited in CSUSM Housing and a violation of CSUSM Housing and university policies. This includes the use of any prescription medication, medicinal marijuana, over-counter drugs, and/or controlled substances in an

abusive or recreational manner. Residents are not permitted to use prescription medication not prescribed to that person.

Providing, Distribution and/or Sales: Providing, distribution and/or sales of drugs is prohibited by CSUSM Housing, the university, federal and California state law.

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, individually or collectively 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.

Furniture / Furnishings: No furniture/appliance should be removed from the apartment or from any other part of CSUSM Housing. No common use furniture (from Lounges, Community Spaces or Outdoor areas) can be moved into apartments for personal use. Tampering with or vandalizing common use furniture may result in fines.

Pool Policies: The pool is open from 10:00 am to 10:00 pm daily. Bathing suits must be worn at all times as part of the State of California Health Code. Failure to follow the swimming pool rules may result in the loss of privileges for the pool and referral to the conduct process. The university reserves the right to deny use of the pool for health, safety, or public nuisance reasons at any time. All persons using the pool do so at their own risk. There is no lifeguard on duty and you are responsible to make good choices. The pool is for use by residents only. Residents must always accompany guests and assume all responsibility for their actions. Diving is never permitted in the pool. If you are found diving in the pool, you may lose your swimming

privileges for the semester. You are not allowed to go swimming if you are contagious or show evidence of any communicable skin disease, sore or inflamed eyes, cold, nasal or ear discharges, open blisters, cuts, or bandages. Also do not enter the water if you are experiencing or recovering from diarrhea or have had any signs or symptoms of a gastrointestinal disease in the past seven days. If you are dirty, been sweating, or need a shower, please shower in your apartment before you enter the water. No glass is allowed within the pool gate. Food or drinks are not allowed in the pool but can be consumed within the gate. Walk. Don't run on the pool deck, or other parts of the community when you are wet.

Failure to Comply

Residents are required to follow all legitimate directives of CSUSM Housing and University staff, identified as such, 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 RA's, Professional Staff and UPD.

Fire Safety

Appliances: Appliances with exposed heating elements and space heaters are prohibited. Cooking appliances are usable in the kitchen area only.

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 an alarm or tampering with any smoke detector, exit signs, emergency exit doors, or any other safety equipment not in response to an emergency will be considered a criminal offense and the person or persons responsible will be treated accordingly. 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. Covering or tampering with smoke detectors is prohibited.

BBQs, Fire Pits, or Open Flames: Currently, 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 are not allowed at any time.

Decorating: All apartments are to remain furnished, with beds on the frames and furniture on the floor. Cinder blocks are not permitted. Furniture may be rearranged in your apartment but not removed and returned to its original position prior to check-out. The following must also be adhered to: (1.) No homemade lofts or waterbeds are permitted. (2.) No construction, wall partitions, paintings, or any similar structures are permitted. (3.) Any alterations or modifications that pose a threat to safety, health, physical damage, comfort of others, etc., are

not permitted. (4.) No items are permitted on ceilings. Damage to ceilings may result in a repair charge. (5.) No additions to the original surface are permitted on the doors, windows, blinds, or furniture. (6.) Live holiday decorations such as trees/wreaths are prohibited. (7.) Only official community documents may be posted on the interior and exterior of the building entrance and apartment front doors. Do not obstruct or tamper with exit signs, fire alarms, extinguishers, sprinkler heads, or hose cabinets. (8.) No decorations are permitted on the windows, including posters, lights and flags. (9.) Curtains may be hung on the windows provided that a white background (or the provided blinds) faces the outside of the building. (10.) Residents shall not place nails, hooks, etc. in the walls or ceilings. Room entrance doors, windows, and hardware shall remain free of nails. (11.) Message pads or decorations on the exterior of your bedroom door must be limited to two pieces not larger than 8 1/2" x 14" each. (12.) Walls may not be altered in any way and any item hanging from any wall must be mounted with removable adhesive strips or painter's tape.

Electrical Safety: No modifications to or changes in electrical wiring are permitted. No splices, octopus or modification devices of any kind may be used to add plugs in your apartment. UL (Underwriters Laboratories) approved, grounded power strips with circuit breakers may be used only for computer and computer-related hardware. A maximum of two power strips may be used per room. Extension cords are not permitted. Multiple outlet octopus plugs are not permitted. Surge protected power strips with circuit breakers are permitted. All extension cords must be of the grounded, three-prong type and be UL approved.

Explosives / Flammables / Incense: The burning of any materials, including candles and incense, is prohibited, except when a written request is made, and prior approval is granted by CSUSM Housing staff for the purpose of religious or spiritual observance only. Residents shall not possess any explosive, fireworks, ammunition, gasoline, blowtorches, lighters, or other highly flammable material. Violation of this policy may also result in criminal prosecution. See also Weapons Policy.

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 contracted in the specific apartment or bed space that is being visited.

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 asked to leave, and the hosting residents may lose their guest privileges. Residents are responsible for properly and accurately identifying their guest(s) to university staff upon request.

The safety and security of our residents is our foremost charge, and we will follow all local, state, and federal public health regulations and guidelines. If there are changes to public health conditions, the guest policy may shift to mitigate any impact to the health and safety of members of the residential community.

All current on-campus resident guests need to be approved by all apartment-mates. It is recommended that apartment-mates consider allowing reasonable accommodation of guests in promotion of a harmonious living environment. Residents who deny their roommates permission to host a guest should have specific reasons why the guest has been denied permission to visit.

Housing Conduct Process:

Violation of the Housing Conduct Procedures includes: (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.

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.

Personal Mobility Devices:

Residents will not use any "Personal Mobility Device(s)" (PMD) within the CSUSM Housing communities. "PMD" is any device upon which any person may ride and is propelled either solely or assisted by human power. These devices are commonly known as bicycles, unicycles, skateboards, roller/in-line skates, motor driven cycles of any kind, and motorized bicycles, scooters, hover boards and other similar devices. Residents may NOT store bicycles in their apartments or bedrooms. Bicycles cannot be stored in stairwells, common areas, and lounges. No individual shall park, store, or leave a bicycle to interfere with a railing installed for the purpose of assisting the movement of handicapped persons, obstruct access to an automatic door button, or impede the normal movement of wheelchairs. Mobility devices that are necessary due to a permanent or temporary disability are allowed.

Pets:

Live animals are prohibited in CSUSM Housing except for service animals assisting disabled persons or emotional support animals registered with Disability Support Services. Fish in tanks

up to 10-gallons are also permitted. Residents may not feed/shelter stray animals. Residents are obligated to inform CSUSM Housing staff of any pets or live animal so appropriate action can be taken to remove and protect the animal. Please contact Disability Support Services to request approval for any service or emotional support animals.

Posting:

CSUSM Housing must approve all posting or distribution in the public areas of the residential facilities. Any material posted in the common area of apartments must be removed if any resident with access to the common area objects to the posting of such material.

Quiet Hours / Noise:

All residents are expected to keep noise levels at a minimum that cannot be heard outside of your apartment between 10pm and 10am. During final examination periods, all areas of CSUSM Housing will observe quiet hours 24 hours per day beginning at 5pm on the Friday before final examinations and ending at the end of the day on the CSUSM's last scheduled final examination. 24-hour courtesy hours in CSUSM Housing are always in place. Amplified instruments, horn instruments, drums and other like instruments may not be played in or around the residence halls. The noise policy also applies to loud talking and group gathering in the exterior common areas of CSUSM Housing. General custodial, construction, and maintenance activities are exempted. Specific projects performed by contractors can start at 7am according to city codes such as work by CSUSM Housing.

Safety / Security:

Residents should not bypass or disable residential security. Residents should not allow apartment and/or community and building access to unauthorized persons (including guests and deliveries). Resident keys should never be shared. Residents are reminded to lock doors and close and lock windows when they are not present in the room or while asleep in the room. Residents may not prop open any doors or gates. Residents are required to call CSUSM Housing or the RA on Duty if they are unable to lock and secure room doors and/or windows. If a resident sees suspicious activity, they are expected to call University Police at 760-750-4567. The safety and security of the community is everyone's responsibility!

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 Housing prohibit smoking and tobacco products, including the use of electronic cigarettes, pipes, cigars, smoke-free tobacco, vapes, and hookahs, 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. For more information, see the CSUSM Smoke, Tobacco and Vape-Free policy here:

<https://www.csusm.edu/srs/rm/smokingpolicy.html>

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 by 2025. Each resident is responsible for their own Recycling, Composting and Landfill trash. The UVA, The QUAD, and North Commons have waste bins 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. It is the resident's responsibility to properly dispose of these items, and violations may result in disciplinary action, which may include cleaning charges. Residents shall not place recycling on the ground in the trash rooms. If the closest container is full, residents are expected to take their recycling to an empty recycling container. Composting, our newest effort to get to Zero Waste, is also the responsibility of the resident. It is the responsibility of the resident to sort their waste appropriately and then discard it in the proper bins. Possession of alcohol bottles, cans, boxes, containers, etc. is also a violation of the alcohol policy. The trash, recycling and compost kitchen caddies are the property of CSUSM Housing. There will be a fee of \$10.00/ bin if they are not left at the time of move out. The costs will be spread out across all apartment or suite members.

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.

Violation of Roommate Contract:

Any violation of the Roommate Contract is an extension of the terms of your lease may result in Housing & Residential Education violation(s) and disciplinary charges.

Weapons:

Firearms, ammunition, explosives, highly flammable materials, air-soft weapons, weapons, projectile devices, guns or knives, or any other weapon or material or instrument which poses a risk of damage or injury is strictly prohibited within CSUSM Housing and is a violation of the law. Definitions (in all cases include, but are not limited to, the following): (1.) Firearms - Any gun, rifle, pistol or handgun designed to fire bullets, BBs, pellets or shots (including paint balls, airsoft pellets or darts) regardless of the propellant used. Guns resembling operational firearms are also prohibited. This includes ornamental rifles used for military or ROTC training or Color Guard. (2.) Any instrument of combat possessed, carried, or used for the purpose of inflicting or threatening bodily injury, including a blackjack, slingshot, Billy/Sand Club, sandbag or metal knuckles. This also includes items used for archery, fencing, or other hobbies/sports. (3.) Knives - Dirks, daggers, ice picks, or knives having a fixed blade longer than 2-1/2 inches (California Penal Code 626.10). This does not apply to the lawful use of cutlery and other eating implements used in food preparation or consumption. (4.) Slingshots, spear guns, bows and arrows, explosives, brass knuckles, fireworks, blowtorches, laser pointing devices and Taser guns. The improper discharge of a chemical agent including, but not limited to, mace, pepper spray, or other aerosols is prohibited. Toys or items resembling weapons are prohibited.

Student Conduct Process

Students choosing to live in CSUSM Housing agree to abide by the CSUSM Housing policies, rules, and expectations established for our residential communities as per the license agreement and this community handbook. Staff is authorized to act on violations of rules and regulations of the license agreement. While CSUSM Housing is autonomous from the University Standards for Student Conduct, it is subject to similar requirements for due process in all its procedures. Students are subject to the CSUSM Housing Policies and Procedures outlined in this handbook and the CSUSM Standards for Student Conduct. Please refer to the CSUSM Dean of Students Office website for more information at <http://www.csusm.edu/dos/conduct/index.html>.

Residents involved in alleged policy violations will receive a summons notification electronically to their CSUSM email. This summons notification will schedule a Housing Conduct meeting with

a Resident Director (RD). Failure to respond to the summons notification by the deadline will result in a resolution being made without student input. Following the Housing Conduct meeting, the resident will receive an incident resolution electronically to their CSUSM email. Any assigned sanctions 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 system 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)
- Police (UPD or local agencies) or the Federal, State or Municipal Court system (criminal or civil)

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 decision 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 the appeal, the Interim 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 Interim Director of Residential Education determines there are grounds for an appeal, they may meet with the student to discuss the appeal. The Interim Director of Residential Education or their proxy will render a final decision.

Missing Persons

For purposes of this policy, a student may be considered a “*missing person*” if the person’s absence is contrary to his/her usual pattern of behavior and/or unusual circumstances may have caused the absence. Individuals having reason to believe that a resident has been missing, he or she should immediately notify CSUSM Police Department (UPD) at (760) 750-4567.

Missing student reports should be made directly to UPD. However, these reports may also be made to the Housing Office, by calling either University Village Apartments (UVA) at (760) 750-3711, North Commons at (760) 750-8310 or The Quad at (760) 750-3730 during office hours or by contacting the Resident Advisors On-Duty after the offices have closed. The Office of the Dean of Students can also be contacted at (760) 750-4935. If the missing person report is made to staff or organizations other than UPD, said individual(s) or entity must contact UPD immediately. North Commons contact information TBD- in the event of an emergency please contact UPD for an immediate response.

Contact Procedures

Every student who lives in on-campus student housing, regardless of age, will register one or more individuals to be a contact strictly for missing persons purposes. Housing will collect the contact information of a parent, guardian or individual as the Missing Persons Contact during the student housing license application process. Students will be offered this option annually regardless of whether they chose to register a contact the previous year. The contact person will be notified not later than 24 hours after the official missing person's report has been filed with UPD.

1. 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.
2. If the student is under 18 years of age, and not an emancipated individual, UPD is required to notify a custodial parent or guardian no more than 24 hours after the student is determined missing in addition to any additional contact person designated by the student.
3. Within 24 hours of the determination that the student is missing, UPD will initiate the On-Campus Housing Missing Student procedures in accordance with the resident's designation and will notify local law enforcement.
4. Residential Education and the Dean of Students Office shall be informed on the progress of any investigation, as much as is legally possible, so that it may ensure members of the residential communities are provided with support services which may be necessary (e.g. counseling).

Official Notification Procedures and Investigative Process

1. Any individual on campus who has information that a resident may be a missing person must notify UPD as soon as possible.
2. As appropriate the Dean of Students will contact the student's professors and advisor.
3. No later than 24 hours after determining that a resident is missing, 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 resident is believed to be missing.

Sexual Misconduct, Intimate Partner/Domestic Violence, Dating Violence and Stalking Policy

Executive Order 1097 is the California State University system wide policy prohibiting discrimination, harassment and retaliation, sexual misconduct, dating and domestic violence, and stalking against students and system wide procedure for addressing such complaints by

students. Executive Order 1097 may be found at <https://www.csusm.edu/title9/documents/eo2019/eo-1097-rev-3-29-19.pdf>

CSUSM's Notice of Non-Discrimination on the Basis of Gender or Sex

The California State University does not discriminate on the basis of gender, which includes sex and gender identity or expression, or sexual orientation in its education programs or activities. Title IX of the Education Amendments of 1972, and certain other federal and state laws, prohibit discrimination on the basis of gender or sexual orientation in employment, as well as in all education programs and activities operated by the University (both on and off campus). The protection against discrimination on the basis of gender or sexual orientation includes sexual harassment, sexual misconduct, and gender based dating and domestic violence and stalking. The CSU prohibits:

- Discrimination, including Harassment, because of any Protected Status: i.e., Age, Disability, Gender, Genetic Information, Gender Identity or Expression, Nationality, Marital Status, Race or Ethnicity, Religion, Sexual Orientation, and Veteran or Military Status;
- Retaliation for exercising rights under this policy, opposing Discrimination or Harassment because of a Protected Status, or for participating in any manner in any related investigation or proceeding;
- Dating and Domestic Violence, and Stalking;
- Sexual Misconduct of any kind, which includes sexual activity engaged in without Affirmative Consent; and,
- Employees from entering into a consensual relationship with any Student over whom s/he exercises direct or otherwise significant academic, administrative, supervisory, evaluative, counseling, or extracurricular authority.

Reporting Options

The University's primary concern is the safety of its campus community members. The use of alcohol or drugs never makes the victim/survivor at fault for sexual violence. Moreover, victim/survivors should not be deterred from reporting incidents of sexual violence out of a concern that they might be disciplined for related violations of drug, alcohol or other University policies. Except in extreme circumstances, victim/survivors of sexual violence shall not be subject to discipline for related violations of University policy.

In additional, CSU policy prohibits retaliation against a person who reports sexual violence or sexual harassment, or someone who assists someone with a report or participates in any manner in an investigation or resolution of a complaint.

Confidentiality- Know Your Options

We encourage survivors of sexual violence and sexual harassment to talk to someone about what happened- so you can get the support that you need. Before talking to a University employee, it is important to understand University policy relating to confidentiality and their obligation, if any, to report the incident to the Title IX Coordinator.

Most CSUSM employees (Faculty and Staff) are required to report all details of a sexual misconduct incident including the identities of both the victim/survivor and alleged perpetrator to the Title IX Coordinator or designee.

University Police Department (UPD) employees may maintain the victim/survivor's identity as confidential, if requested by the victim/survivor.

Other CSUSM employees (Sexual Violence Advocate & Educator, physicians, professional mental health counselors, and psychotherapists) are required by law to maintain near or complete confidentiality.

Confidential Reporting: Students can receive advocacy and support through Student Health and Counseling Services, CSUSM's Sexual Violence Advocate and Educator, or off campus advocacy services.

*Student Health and Counseling Services **

Address: Bldg. 21, (located adjacent to the parking structure and across from the University Student Union)

Phone: 760-750-4915

Monday-Friday 8:00 a.m. to 5:00 p.m., closed during campus closure days

Websites: <http://www.csusm.edu/shcs/>

Sexual Violence Advocate & Educator

advocates@csusm.edu or call 760-750-4912

<http://www.csusm.edu/shcs/advocate/>

*Center for Community Solutions (CCS) – OFF CAMPUS **

Address: 210 S. Juniper St., Suite 101, Escondido, CA 92025

Monday-Friday 8:30 a.m. to 5:00 p.m.; Phone: 760-747-6282

24-Hour Crisis Hotline: 888-385-4657 (Bilingual)

Website: www.ccssd.org

*Women's Resource Center – OFF CAMPUS **

Address: 1963 Apple St., Oceanside, CA 92054

Phone: 760-757-3500 (24-Hour Hotline)

Monday-Friday 9:00 a.m. to 5:00 p.m.

Website: www.wrcsd.org

Criminal Reporting: Reporting to University Police and/or local police is an option at any time following a Sexual Violence or Misconduct incident. If students choose not to report to the police immediately, they can still make the report at a later time. However, with the passage of time, the ability to gather evidence to assist with criminal prosecution may be limited.

Students may also choose to obtain a protective or restraining order (such as a domestic violence restraining order or a civil harassment restraining order). Restraining orders must be obtained from a court in the jurisdiction where the incident occurred. Restraining orders can protect victims who have experienced or are reasonably in fear of sexual violence, including domestic violence, dating violence and stalking. The CSUSM Sexual Violence Advocate and Educator can offer assistance with obtaining a protective or restraining order.

University Police Department (UPD):

Address: 425 La Moree Road

Email: dispatch@csusm.edu

Phone: 760-750-4567 or 9-1-1 from on-campus phones

Local Police: San Diego County Sheriff, San Marcos

Address: 182 Santar Place, San Marcos, 92069

Phone: 760-510-5200

Administrative Reporting: Students may report to the campus Title IX Coordinator any incident of sex discrimination, sexual harassment, or sexual misconduct (e.g., rape, acquaintance rape, dating violence, domestic violence or stalking).

CSUSM Title IX Coordinator: Dr. Bridget Blanshan, Associate Vice President for Student Engagement and Equity

Address: Craven 3600

Email: bblansha@csusm.edu

Phone: 760-750-4056

CSUSM Title IX Coordinator (or designee) will also discuss with a student any reasonable interim remedies the University may offer prior to conclusion of an investigation or potential disciplinary action to reduce or eliminate negative impact on a student and provide them with available assistance. Examples include: Adjustment to University course work, course schedules, or supervisory reporting relationship; requiring the accused to move or relocate from University housing; or prohibiting the accused from contacting the victim/survivor. These options may be available to a student whether or not they choose to report the sexual violence to campus police or law enforcement. The Title IX Coordinator remains available to assist you and provide you with reasonable remedies requested by you throughout the reporting, investigative, and disciplinary processes, and thereafter. These remedies may also be sought confidentially, through our Sexual Violence Advocate and Educator.

Students are entitled to be accompanied to any related meeting or proceeding by an advisor of their choice. However, if they do not wish to participate in a formal investigation or hearing process, they have the right to decline to do so.

Non-Investigative reporting: A Sexual assault victim/survivor has the option to have a Sexual Assault Forensic Exam (SAFE) without filing a police report. Our on-campus Student Health & Counseling Services (SHCS) does not conduct SAFE exams but can assist you in a referral to the appropriate off-campus location.

For more information on CSUSM Policies and Procedures, please visit CSUSM's Title IX
Webpage: <http://www.csusm.edu/title9>

^[1] Key capitalized terms are defined at Article VI of Executive Order 1097. Terms contained within this policy and procedure are intended to be gender neutral.

Personal Property Insurance

CSUSM Housing is not liable for any losses or damages that may occur to your personal property. You may be covered under your guardian's personal property insurance. We recommend that you purchase renters' insurance. We strongly recommend that you obtain personal property insurance for all of your valuables.

CSUSM Housing does not guarantee personal safety and security. Furthermore, CSUSM Housing and the university are not liable for any damage or injury to you, your guests or your personal property or to any person entering the apartment or the community, for injury to person or property arising from theft, vandalism or casualty occurring in the apartment or the community. You agree to indemnify and hold us harmless from all claims, costs, and expenses arising from injury to person or property to you or any of your guests regardless of the cause, unless the injury is due to our negligent or intentional conduct.

You have the responsibility to protect yourself and to maintain appropriate insurance to protect you and your belongings. It is a fact that no security system, including video cameras, controlled access gates, courtesy patrol services or electronic intrusion safety devices, can guarantee protection against crime.

You acknowledge that you have read, understood and agree with the above notice. You have received no representations or warranties, either expressed or implied, as to the overall safety of the apartment and community and/or any security system at the community. We have not in any way stated or implied to you that the security of person or property is provided, promised or guaranteed or that the community was or will be free from crime.