



WORCESTER
STATE
UNIVERSITY



**Residence
Hall
Handbook
2024-2025**

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Office of Residence Life and Housing Mission Statement
Residence Life and Housing is committed to providing inclusive living and learning experiences that enhance our residents engagement in their own development and academic success.

CALENDAR OF OPENINGS AND CLOSINGS
2024-2025

September 1, 2024	Student move in –Dowden and Sheehan Halls
September 2, 2024	Student move in – Chandler Village and Wasylean Hall
September 4, 2024	Classes begin:day, evening, graduate
November 27-30, 2024	Thanksgiving Break
December 19, 2024	Residence Halls Close at 5 p.m.
January 20, 2025	Residence Halls open at 10 a.m.
January 21, 2025	Classes begin:day, evening, graduate
March 17-21, 2025	Spring Break
May 16, 2025	Residence Halls close at 5 p.m.

OFFICE OF RESIDENCE LIFE AND HOUSING

Located in Sheehan Hall (SRH 101), the Office of Residence Life and Housing is the focal point for many of the activities that have a significant impact upon students living in the residence halls. Open weekdays from 9 a.m. to 5 p.m., the Office of Residence Life and Housing is the place to go to get answers to just about any housing-related questions. Staffed by a full-time clerk and student assistants, the Office of Residence Life and Housing is also “home” to the directors, and assistant director of Residence Life and Housing.

RESIDENCE LIFE AND HOUSING STAFF:

1. **The Chandler Village area coordinator** lives in Chandler Village and maintains an office in Wasylean Hall 103. They assist Chandler Village residents, both individually and in groups. The residence director supervises Chandler Village resident assistants and contributes to programming in the residence halls.
2. **The Dowden Hall residence director** lives in Dowden Hall and maintains an office in Dowden Hall, 1122. They assist Dowden Hall residents, both individually and in groups. The residence director supervises the Dowden Hall resident assistants and contributes to programming in the residence halls.
3. **The Sheehan Hall residence director** lives in Sheehan Hall and maintains an office in Sheehan Hall 216. They assist the Sheehan Hall residents, both individually and in groups. The residence director supervises the Sheehan Hall resident assistants and contributes to the programming in the residence halls.
4. **The Wasylean Hall area coordinator** lives in Wasylean Hall and maintains an office in Wasylean Hall 103. They assist the Wasylean Hall residents, both individually and in groups. The residence director supervises the Wasylean Hall resident assistants and contributes to the programming in the residence halls.
5. **Resident assistants (RAs)** are student staff members who live on each wing of Dowden and Sheehan Halls, on each floor of Wasylean Hall, and in various apartments throughout Chandler Village. RAs are highly trained resource persons who help with the adjustment to college life, providing aid or referrals for students who may be experiencing academic or personal problems, etc. RAs plan and implement events in the residence halls, perform a large number of essential administrative tasks, help to enforce Worcester State policies, and act as liaisons between resident students and the Residence Life professional staff.

6. **Front Desk assistants** serve as the front line security in our residence areas. All Front Desk Assistants take their responsibilities in this position seriously to ensure the highest level of security possible. Residence Hall Desk Assistants provide desk coverage and are integral members of the Residence Life staff who work collaboratively with the Residence Directors, Resident Assistants, Central Office, Facilities Staff and University Police to maintain the security of the residence areas and enforce University and Residence Hall policies.

7. **The Facilities staff** has responsibility for all maintenance, repairs and upkeep in the residence halls and for the cleaning of common areas (stairwells, lounges, common bathrooms, etc.) in the residence halls. Should you become aware of damaged and/or broken items in need of repair, you are encouraged to fill out an online work order. Additional instructions on how to fill out an online work order can be found under Maintenance and on the Residence Life website.

ELIGIBILITY FOR STUDENT STAFF POSITIONS:

“HOW YOU CAN PARTICIPATE”

Students are encouraged to apply for a variety of residence hall staff positions. Applications may be obtained online at www.worcester.interviewexchange.com

Application deadlines will be posted. RA applicants must have a minimum grade point average of 2.5 and must successfully complete an intensive interview process.

Questions about the Residence Life staff should be directed to the Office of Residence Life and Housing at 508-929-8074.

RESIDENCE HALLS

CHANDLER VILLAGE

The Chandler Village apartment complex provides housing space for approximately 420 upper-class students in 26 buildings. Apartments in Chandler Village vary in size from three to eleven person units. Bedrooms vary in size from single-person occupancy to three-person occupancy. All apartments are furnished with a full-size refrigerator, a full-size oven, and common area furniture. Bedrooms are furnished with bed(s), chair(s), desk(s), wardrobe(s), and window shade(s). Entry into the building is regulated by an electronic door access system.

Resident students are expected to provide their own blankets, linen, towels, pillows, bedspreads, and, if desired, curtains and wall hangings. Additionally, we suggest that residents assigned to Chandler Village may wish to bring additional lighting and cooking and dining ware, for their personal use in the apartment.

Chandler Village is a substance-free residence hall, with the exception of 21+ apartments.

DOWDEN HALL

Dowden Hall is a five-story traditional residence hall with space for 400 students, and typically houses first-year and transfer students. A majority of the bedrooms within Dowden Hall are designed as double occupancy, although there are also a limited number of single, triple and quadruple occupancy bedrooms. The building is configured in a “T” shape, with three wings on each floor. Each floor contains a large social lounge and smaller study-lounges. Dowden Hall is fully accessible to people with disabilities and contains two elevators located adjacent to the main lobby area. Entry into the building is regulated by an electronic door access system. The Market at Dowden is a convenience store located on the first floor and is open to the entire campus community.

Dowden Hall is a substance-free residence hall.

SHEEHAN HALL

Sheehan Hall is a suite-style building housing 400 residents. The suites are designed to house four or five residents with each unit containing a private bathroom. There are multiple study and TV lounges throughout the building. Sheehan Hall is fully accessible to people with disabilities and has an electronic door access system. The Office of Residence Life and Housing and Pulse on Dining, the main dining hall for the university is located on the first floor and is open to the entire campus community. Located on the Second floor is a fitness center for Sheehan residents. Also, Health Services is located in the lower level.

Sheehan Hall is a substance-free residence hall.

WASYLEAN HALL

Wasylean Hall is an apartment-style building housing 348 residents. The apartments are designed to house two to six residents with each unit containing a common living room, kitchen area, and bathrooms. There are multiple study and TV lounges throughout the building. Wasylean Hall is fully accessible to people with disabilities and has an electronic door access system. Also located on the first floor are University Police, and Parking and Transportation Office.

Wasylean Hall is a substance-free residence hall with the exception of 21+ apartments.

COMMUNITY DESKS

Located in the main lobbies of Sheehan, Wasylean and Dowden Halls, the Community Desks are staffed by Front Desk Assistants. The Desk Assistants monitor the lobby areas and enforce Worcester State rules and regulations. The Desk Assistants will provide security and information for Worcester State resident students. Residents and guests are required to provide photo identification to the Desk Assistants upon entering the building and staff reserve the right to check the bags of residents and guests coming into the halls.

PERSONAL SAFETY MEASURES

The Worcester State community places a strong emphasis on establishing and maintaining a safe and secure environment, and students play a major role in this process. Each student must realize that like any other community, the Worcester State community is not totally free of problems involving safety and security. In order to help keep the residence halls safe for all, students are strongly urged to take into consideration the following:

Bedroom, suite, and apartment doors should be kept locked at all times, even when residents are in the room. Leaving doors unlocked or propped open is an open invitation for theft. Entrance/exit doors should never be propped, as this not only creates an unsafe condition, but also over time may cause expensive physical damage to the doors themselves. Bedroom, suite, and Wasylean Hall apartment doors may not be propped unless students are awake in their rooms/common area. There is a minimum \$10.00 fine and possible judicial action for improperly propping doors, which will be billed to the appropriate residents each time a door is found propped. Staff members are asked to un-prop any inappropriately propped doors they encounter. Never prop an exterior front or fire door; these doors are alarmed. Fire doors must remain closed to protect everyone's safety and security.

1. **Anything sounding like a struggle or a cry for help should be immediately reported** to University Police or to the nearest Residence Life staff member.
2. **Students are expected to ALWAYS carry their Worcester State issued OneCard** and their residence hall key(s). Lost or stolen OneCards or keys

must be reported both to the Office of Residence Life and to Worcester State University Police immediately.

3. **Do not remove screens from your windows.**
4. **Do not open your door before you know who is knocking** and why they are knocking. Do not open your door to a stranger. If you are bothered by the presence of a stranger, contact University Police immediately.
5. **Report any unusual occurrence to Worcester State University Police** so that they may investigate and possibly prevent any problems from happening.
6. **If possible, walk with a friend at night** to avoid walking alone. Also, avoid dark or poorly lit areas. You can also contact University Police to request an escort.

All members of Worcester State and the residence hall community are expected to take an active role in helping to ensure the safety and security of the community and its members. The Office of Residence Life and Housing asks for your cooperation, participation and commitment in helping to keep the residence halls as safe and secure as possible.

EMERGENCY EVACUATION PROCEDURES

IN CASE OF FIRE:

1. Stay calm, do not run or shout.
2. Feel the surface of the door, if it is hot, remain in your room. Remember not to touch the knob first because if it is hot, it will burn your hand. If the door is cool, brace your shoulder against the door and open it cautiously. Be prepared to slam the door closed if smoke and heat rush in.
3. If you are unable to get out of your room due to smoke and heat in the hall, place wet towels or cloths under and around the door to prevent smoke from coming in. Open your window, stand near it, and attract attention by shouting and waving. If your window will not open, use a chair to break it. If there is smoke in the hall, crawl to the nearest exit and try to hold your breath.
4. There are multiple exits from every floor of Dowden Hall, Sheehan Hall, and Wasylean Hall. Each Chandler Village apartment has emergency fire exits. Fire exits should remain clear of furniture or any other items. Be sure you know where each exit is.
5. After you have evacuated the building, stay out of the building and away from it. Leave the fighting of the fire to the Fire Department. Under no conditions should you re-enter the building without the expressed permission of a Worcester State University official.

The evacuation procedure is for all residents to report to the tennis courts behind Wasylean Hall. For inclement weather, residents should evacuate to the Student Center or Wellness Center.

EMERGENCY EXITS

Numerous emergency exit doors are located in Dowden Hall, Sheehan Hall, and Wasylean Hall on the first floor and in several stairways. Additionally, each apartment in Chandler Village has one or more emergency/fire exit doors. **All of these doors are alarmed, are clearly marked, and are intended for emergency use only. Inappropriate and/ or unauthorized use of these emergency exits by students may result in fines of up to \$100 and/or judicial action.**

FIRE ALARMS

Do not pull the fire alarm unless there is a fire. Students will be charged for false fire alarms that have to be reset by the Fire Department. Any fire alarm may result in some level of panic or falling during evacuation, which may lead to students being injured. False alarms may also contribute to student complacency and, should there be a real fire, students may not respond. Any student who causes a fire, tampers with fire extinguishers, or falsely pulls a fire alarm may be removed from housing immediately and will face judicial action.

1. Do not let garbage accumulate. Take your trash out to the dumpster.
2. All electrical appliances must be UL approved.
3. Cooking appliances such as hotplates, hot pots, coil water-heaters, toaster ovens, crockpots, etc., may be fire hazards. **THEY ARE PROHIBITED.**
4. Fire Drills are performed during each semester. Failure to leave your apartment/room during fire drills and/ or fire alarms may result in judicial action and residential status review.
5. Tampering with/ destruction of smoke detectors, heat detectors and other fire safety equipment will result in a \$100.00 fine, along with judicial action, possible removal from the residence halls, plus the cost of parts and labor for all repairs. This includes the covering of smoke detectors.

Any resident who may be aware of a potential fire hazard in his or her area should inform the Office of Residence Life and Housing immediately.

CHANDLER VILLAGE FIRE ESCAPES AND FIRE DECK DOORS

The use of all fire escapes and roof decks is strictly prohibited except in the event of an emergency. Students found using them during non-emergency situations may face judicial action and/or fines.

Many third floor apartments have fire decks adjacent to the upper levels. These areas are prohibited and cannot be used except in the case of an emergency. The fire doors are alarmed, and any unauthorized openings may result in fines of up to \$100.00 and/or additional judicial action.

FIRES

Open-air fires are prohibited in the residence halls and surrounding areas. This includes but is not limited to candles, incense, and space heaters. The only exceptions to this rule are the barbecue grills (charcoal only) placed in several areas throughout Chandler Village. These are the only areas to be used for barbecues and outdoor cooking. All privately owned gas or charcoal grills, hibachis, etc. are strictly prohibited. Wood fires are not allowed anywhere on campus. Violators are subject to all penalties associated with relevant fire codes, including but not limited to a \$100.00 fine and judicial action.

CARE OF FACILITIES

Resident students are held responsible for the condition of residence hall facilities and furnishings. Vandalism of state property is prohibited. Students involved in such actions will be held financially responsible and may face judicial action. Residents are responsible for the care, contents, and cleanliness of their apartments and bedrooms, and must maintain reasonable sanitary safety standards. Charges for damages in common areas (i.e., hallways, lounges, kitchens, bathrooms, etc.) for which no one has taken responsibility will be divided among the residents of the apartment/wing/floor/building.

CLEANING

The cleanliness of each suite/apartment is the responsibility of all members of the suite/apartment, and the cleanliness of each bedroom is the responsibility of the person(s) in that room. Each suite/apartment is furnished with a broom and dustpan. If your suite/apartment does not have these items, please contact your residence director/area coordinator. Toilet paper and cleaning supplies may be picked up in the Wasylean Hall Front Desk on Tuesdays between 9-5 p.m.

CHANDLER VILLAGE, SHEEHAN, AND WASYLEAN CLEANING SCHEDULES

RAs in Chandler Village, Sheehan Hall and Wasylean Hall are instructed to help the residents prepare cleaning schedules for all suites/apartments in their area of responsibility. These cleaning schedules often call for students to perform a variety of tasks on a rotating basis in order to maintain satisfactory sanitary conditions. Students are expected to provide input when the schedules are being created and to comply with the schedules once they have been posted. Residents failing to fulfill their obligations may face judicial action.

KITCHENS

In the case that residents show continued negligence in regard to the use of kitchen appliances or the general upkeep of kitchen areas, or in the case that there are repeated health and safety violations, residents of the apartment may be charged. Residence Life staff and maintenance staff will make regular checks of the apartment common areas and bedrooms.

TRASH REMOVAL

Resident students are expected to keep the interior of the apartments, suites, and bedrooms clean and sanitary at all times. This means that trash is to be removed from apartments, suites, and bedrooms on a regular basis and may not be disposed of in common area trash cans. Trash bags are available in the Office of Residence Life and Housing. Dumpsters are located behind Dowden Hall, next to the Chandler Village laundry room, and in trash rooms located on every floor of Sheehan Hall and Wasylean Hall.

SERVICES FOR RESIDENT STUDENTS

DINING SERVICES

Presently the contractor for the food service is Chartwells. Each apartment in Chandler Village and in Wasylean comes furnished with kitchen facilities for use by resident students. However, all undergraduate residents are required to be on a Worcester State meal plan for a full academic year.

Resident students wishing to change their meal plans must complete a *Meal Plan Change Request* online using their MyHousing account. Meal plan changes are accepted through the first week of each semester. Forms submitted after either deadline will not be accepted.

Dining service plans do not include meals during vacation periods. There are a variety of foods available to provide for student nutritional requirements. Students are asked to help control waste and keep costs as low as possible by taking only what they intend to eat. Dishware and silverware are the property of Chartwells, and should not be removed from the dining facility. Dining Dollars do not carry over from semester to semester.

LAUNDRY

Laundry facilities are located on the first floors of Dowden and Wasylean Halls, second floor of Sheehan Hall, and on the first floor of Building 16 in Chandler Village. The laundry machines do not charge for usage. Please be considerate of others and remove your clothing promptly and remove lint from the lint trap at the completion of each drying cycle. Worcester State is not responsible for articles left unattended or stolen. Worcester State is also not responsible for items stained due to water problems in the residence halls. If you encounter a problem with a washer or dryer please contact the Office of Residence Life and Housing during regular business hours, submit a work order, or submit a notification through the KioSoft campus app on your phone.

MAIL

During the academic year, resident students can pick up personal mail at the Office of Residence Life and Housing in Sheehan Hall 101 each weekday within office hours. The WSU Mail Center, located in the Learning Resource Center (LRC 129), handles all other packages and certified mail. Students will receive and email to notify them that they have mail or a package to pickup. Worcester State and its offices communicate important information to the students via mail distributions. Mail is distributed Monday through Friday. It is the responsibility of each student to respond when Residence Life or the Mail Center notifies of any mail or package received. Please note that, at the end of each month, any USPS mail remaining from the previous month will be marked "Return to Sender" and returned to the United States Postal Service.

Please bring your student identification when picking up mail or a package. Although mail will be forwarded to the address on file with the university for a

limited time after leaving the residence halls, please remember to change your mailing address upon graduation and/or leaving the residence halls.

WSU has also installed three Amazon Locker units on campus. They are located in the Learning Resource Center, Dowden Hall Lobby, and Wasylean Hall Lobby. Students may have amazon packages delivered directly to their locker of choice for convenience.

RECREATIONAL FACILITIES

In addition to the facilities offered by the Athletics Department, the following facilities are conveniently located for our residents to utilize:

- lighted basketball court (next to Chandler Village Building 17)
- tennis courts (behind Wasylean Hall)
- all outdoor sports activities must conclude by 10 p.m.

VENDING MACHINES

Vending machines are located in the main lobby of Wasylean Hall, each floor of Dowden Hall, the 2nd floor of Sheehan Hall and in the laundry room of Chandler Village. Both cash and OneCard common funds may be used in the vending machines. Any issues regarding the vending machines should be directed to the OneCard office.

PARKING

Any motor vehicle parked in a lot that does not display the proper decal will be ticketed and may be towed at the owner's expense. Decals are issued to residents based upon credit hours earned. ***Questions related to the issuance of resident parking permits should be directed to the Parking and Transportation Office at 508-929-8887.***

PARKING POLICIES

Parking decals will be available from the Office of Parking and Transportation. Resident students wishing to obtain a parking permit must complete an application. A parking permit is a privilege and may be revoked due to policy abuse or as the result of judicial action. All WSU parking policies and procedures are located on the parking website.

Resident students who are approved for a decal must pay for resident parking before the decal will be issued.

WORCESTER STATE/RESIDENCE HALL POLICIES

ALCOHOL

- Worcester State prohibits the possession, consumption, storage or service of alcohol by students with the exception of prior approval from the Dean of Students or designee, and 21+ apartments designated by Residence Life and Housing.
- Any backpack, bag or similar container that anyone carries onto campus shall be subject to inspection and search by a member of the Worcester State staff whenever there exists reasonable suspicion to believe that the container is being used to bring onto campus any alcoholic beverage or other material in violation of Worcester State Policy.
- Intoxicated persons shall be subject to police intervention including medical transport, arrest, and/or other appropriate action.
- Communal sources of alcohol such as kegs and mini-kegs (empty or full), funnels, and any paraphernalia deemed to promote the irresponsible consumption of alcohol are not allowed anywhere in the residence areas under any circumstances. Creating, offering, and playing drinking games or simulated drinking games such as beer pong, water pong, etc., and paraphernalia used to perform drinking games are prohibited, whether alcohol is clearly visible or not.
- Providing alcoholic beverages to a person under age 21, whether gratuitously or for sale is prohibited. Fake forms of identification are prohibited in the residence areas. At no time will commercial delivery of alcohol to any residence area (including external areas) or manufacturing of any alcoholic beverage be allowed.
- Guests, regardless of age, are prohibited from transporting alcohol into the residence areas and will need to provide proof of an approved Visitor Pass at all times. Students are responsible for informing their guests of Worcester State's Alcohol Policy prior to any campus visit. The student will be held strictly accountable for an alcohol violation when their guest violates the alcohol policy. Guests are defined as any person visiting the student whether or not the guest has signed-in to the residence halls through official procedures.
- Any residents or guests, regardless of age, will be held accountable for any alcohol-induced behaviors that result in disruptive acts or the inability to take responsibility for one's actions. Public intoxication is prohibited. Operating a vehicle under the influence of alcohol is prohibited. Any alcohol found on the scene of an alcohol policy violation will be confiscated regardless of the age of the individuals involved in the incident.
- Residency in a bedroom or apartment in which any alcohol containers, (empty or full to include decorative containers) are present is a violation

of the policy. This includes the bedroom to which the person is assigned or in an adjacent common area.

- Visitation in a bedroom or apartment in which any alcohol containers, (empty or full to include decorative containers) are present, with reasonable opportunity to be aware of the presence of said item is a violation.

21+ Housing Guidelines

21+ housing designation is reviewed on a case-by-case basis for Wasylean Hall and Chandler Village apartments only.

- Dowden Hall and Sheehan Hall are alcohol-prohibited buildings. Under no circumstance is alcohol allowed in or around these two areas regardless of the age of the residents and their guests. All apartments in Chandler Village and Wasylean Hall are alcohol-prohibited with the exception of those apartments that have been designated as 21+ by Residence Life and Housing. Alcohol is only allowed inside of 21+ apartments and is not allowed in the common areas of Chandler Village and Wasylean Hall.
- All residents under the age of 21 and their guests, regardless of age, are prohibited from the possession, consumption, or being in the presence of alcohol in all residence areas. Residents under the age of 21 are also prohibited from:
 1. Being under the influence of alcohol
 2. Being present in any area where there are alcohol containers or other vessels containing alcohol (empty or full to include decorative containers)
- 21+ housing designation is reviewed on a case-by-case basis for Wasylean Hall and Chandler Village apartments only. An application for 21+ designation must be submitted and the apartment residents must await approval, which is subject to the discretion of Residence Life and Housing. At the time of application and in order to maintain 21+ designation, all residents of the apartments must be:
 1. 21 years of age or older
 2. Clear of any alcohol-related student conduct probation
- Residents of 21+ apartments may responsibly consume alcohol in the privacy of their apartments. This privilege is extended to guests of the residents in these apartments as long as the guests are also 21 years of age or older. The consumption of alcohol is not permitted in 21+ apartments if anyone under the age of 21 is present, and therefore alcohol containers should not be out in the open when someone under the age of 21 is present.
- Residents who are approved for 21+ housing designation may each have

only ONE of the following at any time (**limits apply to full or empty alcoholic containers**) and larger bottles are not permitted:

1. 375ml (pint) of Hard Liquor – no higher than 80 proof
 2. One 6 pack of 12oz Beers (or no more than 72 ounces total) – including wine coolers, hard ciders, and other 12oz bottled beverages
 3. 750ml bottle of wine
- 21+ designation for any apartment is subject to change at the discretion of Residence Life and Housing, and any violation or disruptive behavior in the apartment, or that involves the residents of the apartment, could be grounds for revoking the 21+ designation.

ANIMALS

1. Pets and animals are not permitted in the residence halls except for fish in tanks not larger than 10 gallons. Any residents found in violation may face judicial action and loss of housing.

2. After receiving approval from the Office of Student Accessibility Services, Students' service animals and assistance animals as permitted by law are permitted in the residence halls.

CABLE TELEVISION AND USAGE

Cable television is only available in the common area lounges of the Residence Halls, this does not include living rooms of individual apartments. Use of the residence hall cable television facilities is restricted to the guidelines set forth by the FCC, Charter Cable and Worcester State. Violations, tampering, splicing or misuse will be dealt with through the Worcester State Conduct System as well as through the local, state, or federal court system.

CIVILITY

As a resident student at Worcester State, you will maintain integrity in all of your relationships and respect the dignity and value the worth of all persons. At no time will you physically, mentally, psychologically, or sexually abuse any member of the community, nor will you participate in or condone (directly or implied or verbal or written) any form of bigotry, harassment, intimidation, or physical or psychological threat. This applies equally to residents and staff of residence halls, guests, visitors, and other members of the community.

DECORATIONS (PERSONAL)

Flammable decorations larger than 2'x3' (e.g., large paper posters, flags, fishnets, blankets, tapestries, carpeting hung from ceiling or on walls, etc.) in all housing units are prohibited. Use of nails, bolts, tacks, picture hangers or other invasive wall anchoring devices are prohibited. Additional information is provided throughout the year.

HOLIDAY DECORATIONS

1. Live cut trees are prohibited in the residence halls.
2. Never connect more than three strands of tree lights to one outlet.
3. Turn off electrical decorations when you leave the room/apartment.
4. Artificial trees must be labeled "flame retardant" and if metallic, must not be decorated with electric lights.
5. Keep decorations with electric bulbs away from drapes and flammable materials.
6. Specific decoration guidelines are posted in November prior to the holiday season from Thanksgiving through December closing.
7. Only indoor LED lights are allowed.

ELECTRICAL APPLIANCES

All electrical appliances must be UL approved. Cooking appliances such as hot pots, hot plates, coil water-heaters and any other appliances with open heating elements may be fire hazards and are prohibited. See the Residence Hall Occupancy License for more information.

The use of microwave ovens is permitted within the residence halls provided that such use is in full accordance with manufacturer operating instructions. For safety reasons, students are not to leave microwave ovens unattended while food is being prepared. It is suggested that students make arrangements with their roommate(s) so that microwave ovens are limited to one per bedroom.

FURNISHINGS

Worcester State furnishes student rooms with beds, desks, desk chairs, chest of drawers, and wardrobes. Fire codes prohibit students from bringing their own furniture unless it has a CAL 133 fire-rating and does not violate fire and safety policies. If you wish to bring your own furniture, be aware that if our staff cannot substantiate its fire code rating, you will be asked to remove it. Personal furniture must not interfere with fire evacuation.

Students may not remove Worcester State issued furniture from their rooms. Lounge furniture is not to be moved into student rooms. Waterbeds, couches, sofa

beds, and futons of any kind are not allowed in the residence halls. Violators are subject to fines and may face judicial action. Student's personal furniture must be removed at closing time, in order to avoid a fine.

GUEST POLICY

General Statement on Guests

The Guest Policy for the residence halls is intended to protect the rights and safety of the residents of Worcester State, the property of both the residents and Worcester State, and to ensure that the campus community remains secure for students and staff within the residence halls.

The Residence Hall Guest Policy includes the following:

1. Definition of "guest" includes, but is not limited to, any person(s) a student invites to their room, apartment, building, or to the campus; and/or person(s) present and involved in activity within their room, apartment, or building. It is the sole responsibility of the host to inform their guests of details of this Guest Policy.
2. All guests are expected to observe the rules and regulations of campus conduct during their visit. Residents are held *strictly responsible* for the conduct and actions of their guests, and will be held accountable for any inappropriate behavior by their guests. This also means financial responsibility for any expenses incurred.
3. Residents are allowed a *maximum* of two guests each at any given time.
4. Guest privileges are limited to one 48-hour period within a seven-day time span. Guests must vacate the residence halls after the 48 hours have expired and may not be eligible for guest status within the residence halls for one calendar week (7 calendar days) from the beginning of their last visit without specific permission of the Office of Residence Life and Housing.
5. Intra-campus visitation: resident students visiting other resident students are also considered guests and are expected to adhere to all guest policies.

Residence Life staff, Desk Assistants and Worcester State University Police have the right to refuse entrance of any guest, including registered guests, or may ask any guest to leave any residence hall. Guests from Chandler Village must sign-in at the Community Desk in the Dowden Hall, Sheehan Hall, or Wasylean Hall lobbies.

6. All guests must sign in at one of the community desks. Hosts are expected to escort their guests at all times.
7. Overnight guests are only permitted with the permission of all roommates as well as the members of the apartment/suite.
8. Overnight guests are not permitted during the first two weeks of occupancy of each semester and during final examination periods.

9. Except for specially approved programs or circumstances, no guest under 16 years of age will be permitted to be signed into a residence hall without the presence of their parent or guardian. Any guest who is 16 or 17 years old must provide a valid ID and a document indicating date of birth (these may be the same document) and an emergency phone number as well as a completed authorization form for the visit from a parent or guardian. This form is available online for download by visiting the Residence Life and Housing website. University staff may call to confirm authorization for a visit. Underage guests who violate University policies will be required to leave and face parental notification.
10. All guests must present identification when requested to do so by any staff member of Worcester State. Guests must be prepared to present valid photo identification, including drivers licenses, state issued identification, school identification, etc.
11. All non-resident guests entering or present in the residence halls after 8:00PM must register for a Visitor Pass. Any persons involved in falsification of a Visitor Pass such as a duplicated visitor account, inaccurate photo, screenshot of the pass, or other, will face disciplinary action.
12. Vehicle registration: Each guest, at the time of registration, must also register their vehicle with Worcester State University Police if it is to be parked on campus. The guest will receive a Visitor Motor Vehicle Permit for that night/day **ONLY**. This permit must be displayed **face up** on the driver's side dashboard. The guest's vehicle **must** be parked in the lower lot. Any motor vehicles on campus who have not registered as overnight/weekend guests shall be considered in violation of the Worcester State Parking Policy and may be ticketed or towed at the owner's expense. The owner assumes any costs incurred for towing or other services.
13. The Office of Residence Life and Housing reserves the right to deny or revoke guest privileges if it has been reasonably determined that a guest has disturbed or is likely to disturb other students within the residence halls.
14. The residence halls are intended for the use of Worcester State residents who pay room charges for service and privileges. Worcester State will use what- ever means at its disposal to locate and remove violators of this intention or "live-in guests." Therefore, guests found in repeated or extended violation of this policy in this manner may be subject to immediate and permanent **NO TRESPASS** classification and possible criminal prosecution for trespassing. Resident hosts of guests in violation of this aspect of the Guest Policy will face disciplinary action, possible removal from the residence halls, and/or may be subject to payment of rental fees for unauthorized accommodations of guests. Consent of roommates or suitemates in allowing an unauthorized or "live-in" guest does not impart consent of Worcester State, and is a violation in itself. Roommates or suitemates who do not report the presence of such guests will be held

accountable in company with the original host.

15. Any registered individual who is escorted off campus or anyone who is asked to leave the campus for failure to register as a guest may not return to campus for a 24-hour period. Exceptions are made for commuter students, who may return after 7 a.m. the next (academic) day. Individuals may be arrested as trespassers if found in violation of this policy.

LOCK-OUTS

Students locked out of their apartment/suite/bedroom should contact the Worcester State Police Office. A \$10.00 lockout fee may be assessed for each lockout. Students must present their OneCard and may only ask to enter their own apartment/suite/bedroom. For safety reasons, no exceptions will be made to this policy. Staff members will check the residence life student roster prior to opening an apartment/suite/bedroom.

MISSING STUDENT POLICY

The purpose of this policy is to establish procedures for Worcester State's response to reports of missing students, as required by the Higher Education Opportunity Act of 2008 (Section 488). This policy applies to students who reside in Worcester State-operated residence halls.

For the purposes of this policy, a student may be considered to be "missing" if the person's absence is contrary to their usual pattern of behavior and unusual circumstances may have caused the absence. Such circumstances include a reasonable/reliable report or suspicion that the missing student may be endangered. Examples include, but are not limited to, victim of foul play, expression of suicidal thoughts, alcohol or other drug abuse, a life-threatening situation, or recent contact with person(s) who may endanger the student's welfare.

Any individual on campus who has information that a residential student may be a missing person must notify the Worcester State Police Department immediately.

Procedures for Designation of Emergency Contact Information

Students age 18 and above and emancipated minors

In addition to registering an emergency contact with the university, students residing in on-campus housing have the option to confidentially identify an individual to be contacted by a WSU Official in the event the student is determined to be missing for more than 24 hours.

This information will be accessible only to authorized campus officials, and may not be disclosed, except to law enforcement personnel in the furtherance of a missing person investigation. If a student has identified such an individual, the

university will notify that person no later than 24 hours after the student is determined to be missing.

Students who wish to identify a confidential contact can do so with the Office of Residence Life and Housing. The designation will remain in effect until changed or revoked by the student.

All emergency contact forms will be stored electronically. To designate an alternative emergency contact to be notified (in cases of missing persons) please complete the form at the following website:

<https://forms.gle/4MaSyUh4yCmDVJgM6>

Students under the age of 18

In the event a student who is not emancipated is determined to be missing, Worcester State is required to notify a custodial parent or guardian no more than 24 hours after the student is determined to be missing.

PAINT BALL

Due to the potential risks to the safety of residence hall community members and to Worcester State property, paint ball equipment (guns, paint pellets, etc.) is prohibited in the residence halls and surrounding areas.

PERSONAL ITEMS/PROPERTY

Students are responsible for their personal belongings. Except as required by law, the University does not assume responsibility for loss of, or damage to, personal articles through fire, water, theft, or any other cause. Additionally, the University is not responsible for personal property left by students during vacation periods, or after the date of their withdrawal, transfer, departure, suspension or dismissal from any room in a University residence hall. The University recommends that Students insure their personal property. Any property left in the residence hall when the Residence Hall License Agreement expires will be determined to be abandoned after 48 hours and therefore the University could dispose of the student's items. Any items left behind in a student's room will be disposed of. If any items are stored, they will be stored for a maximum of 60 days.

POSTING POLICY

Student organizations may post informational flyers, posters, etc. in the residence halls, but *only* in specially designated areas and *only* with advanced permission from the Office of Residence Life and Housing. Approved materials must be date-stamped in the Office of Residence Life and Housing (SRH 101). Student(s) and individuals who are not affiliated with WSU or a student organization are not permitted to post anything in or around the residence halls.

QUIET HOURS (NOISE)

In support of the academic mission of Worcester State, the Office of Residence Life and Housing has established that quiet/study hours are in effect from 9 p.m. to 8 a.m. Sundays through Thursdays and 12 midnight to 8 a.m. on Fridays and Saturdays. Quiet hours are defined as times during which no music, noise, etc. can be heard outside of the confines of individual student bedrooms or common areas. Quiet hours are also in effect 24 hours each day during final examination periods.

Courtesy hours are in effect at all times, and are defined as times during which students are to consider the impact of their music, noise, etc. upon other members of the residence hall community. Within a community setting, individual desires must not be allowed to take precedence over the rights of others and of the community as a whole. Therefore, students are expected to behave in a manner that does not disrupt or interfere with individual and/or group rights.

Students asked by other residents or by staff members to reduce the noise emissions from their rooms are expected to do so immediately.

Any residents and visitors failing to comply with this general policy are subject to Worcester State disciplinary action as outlined in the Student Rights and Responsibilities portion of Worcester State's Student Handbook.

ROOF AREAS

Students are not allowed on the roof of any residence hall at any time for any reason. Occasionally a football, Frisbee, etc. may end up on the roof. When this occurs it should be reported to the Office of Residence Life and Housing and an authorized person will be sent to recover the item. Any residents found in violation of this policy may face judicial action.

SEARCH AND SEIZURE

Worcester State reserves the right to enter the student's apartment, suite or bedroom in the following instances:

1. when there is sufficient reason to believe that an occupant of the room may be physically harmed or endangered or Worcester State property is being damaged; there exists any other emergency; or Worcester State policy is being violated;
2. to make periodic health, safety, and maintenance inspections;
3. to make routine physical repairs to Worcester State property;
4. to show a prospective resident the residential room; or
5. to deliver confidential or sensitive communication between Worcester State and the student.
6. to enforce the seasonal open window policy.

If there is some specific reason to suspect that a criminal offense has taken place

or that evidence of such an offense may be secured in a room, Worcester State personnel will enter the room only with a resident's permission or pursuant to a warrant. If in the course of any entry made pursuant to this policy, illegal materials are found in plain view, they will be removed and the affected resident(s) will be notified of the confiscation and face possible disciplinary action.

Evidence may be seized and used by Worcester State in the conduct of its disciplinary proceedings under the following conditions:

- If the proper conduct of Worcester State's entry into a residential room pursuant to the conditions listed above reveals evidence in plain view of a violation of any Worcester State regulation, including one that imports criminal liability.
- In the process of the proper conduct of a search pursuant to a warrant.

Residential staff reserves the right to perform a cursory search of any living space assigned to a student in the course of an investigation of a policy violation when there is sufficient reason to do so.

Alcoholic beverages are not allowed in Dowden Hall, Sheehan Hall, Wasylean Hall, and in all areas of Chandler Village with the exception of 21+ approved apartments in Wasylean Hall and Chandler Village. Should an alcohol violation occur, the individual(s) responsible for the offense may be asked to vacate the residence halls until the proper Worcester State official meets with the parent/guardian of the resident responsible if/when the students are under the age of eighteen.

Evidence of an unsuspected violation of any law or Worcester State regulation may also be seized and used by Worcester State in the course of disciplinary proceedings if the evidence is revealed during Worcester State's proper entry into a residential room under the aforementioned circumstances. All residents must abide by the regulations in this handbook and the Residence Hall Occupancy License, as well as Worcester State and State regulations. Serious violations and/or an accumulation of violations of these regulations may result in the resident's removal from the residence halls and/or other sanctions in accordance with Worcester State University Code of Conduct.

SOLICITATION

Commercial activities, solicitations, petitions, advertisements, as well as the distribution of flyers, leaflets, etc. in either paper or digital/electronic formats are not permitted in the buildings or on the grounds of the Worcester State residence halls except when the director of Residence Life and Housing or designee has specifically granted permission.

SPORTS

For safety reasons, sports are allowed in specially designated areas only (basketball and tennis courts). Sports (ball-playing, Frisbee throwing, etc.) are not allowed within the residence halls or in surrounding public areas such as roadways, sidewalks, parking lots, etc. Consideration for the personal safety and comfort of community members is required at all times.

TOBACCO FREE POLICY

Smoking and/or the use of tobacco products, including any nicotine delivery system, will not be permitted in or on University property, University- leased property, including buildings, residence halls, grounds, community garden, athletic fields, walkways, parking lots, and bus stops; all other property (enclosed or outdoors) owned, leased or operated by the University. The sale of any tobacco products, including smokeless tobacco, and nicotine delivery systems is prohibited on any property owned or leased by the University.

WEAPONS

The possession or concealment of any type of firearm or other dangerous weapon, including but not limited to replica weapons, air guns, nerf type guns, stiletto, dagger, dirk knife, any knife having a double-edged blade or a switch blade, or any knife having an automatic spring release device by which the blade is released from the handle, having a blade of over two and one-half inches, or a sling shot, knuckles, black jack, metallic buckles or any item which could be used as a weapon, is strictly prohibited in the residence halls. Weapon storage cases, safes, and weapon/ hunting accessories are not allowed. The use or possession of pepper spray and/or other dangerous propellants or apparatus capable of launching projectiles is prohibited.

(For more details see — *Worcester State Student Handbook.*)

WINDOWS AND SCREENS

Objects may not be thrown or dropped from windows. Screens have been secured in residence hall windows for the safety of the resident students. Removal of screens and/or sitting on windowsills or leaning out of windows is expressly prohibited.

All windows should remain closed and secured from November 1-April 15 of each year and anytime when the outside temperature is lower than 32°F to help prevent freezing pipes in the residence halls.

HEALTH AND SAFETY

BOMB THREATS

Notify the staff member in charge of all pertinent information. The staff member will, in turn, notify the proper authorities. All residents may be required to evacuate their buildings immediately and proceed to designated areas. Residents are requested to be observant and report any unfamiliar containers in or about their apartment/ room/building to the proper authorities after they have exited their building. RAs will aid in the evacuation and when appropriate, assist Worcester State University Police as guides in the search of common areas. Although most bomb threats are just that, mandatory evacuation may be required in order to protect you and Worcester State.

HEALTH SERVICES

Before registering for classes, all first year students are required to provide evidence of the following: a physical examination and health history questionnaire completed by their private physician. The Massachusetts Law No. 5871 requires all entering college students under thirty years of age and all students in Health Sciences (regardless of age), to present evidence that they are fully immunized. All students must provide proof of receiving all required vaccines. The Health Service Office is located in the lower level of Sheehan Hall.

HEALTH AND SAFETY INSPECTIONS

Health and safety inspections are conducted of student living areas once a month. Advance notice may be provided to resident students. During these inspections apartments, suites, and bedrooms are checked for health and fire hazards which may constitute a danger to students. All fire equipment is checked at these times, as well as loft areas, common areas, bedrooms, etc. Students are provided with written notification of any violations and given a period of time in which to rectify any problems prior to re-inspection—usually within a few days. Students failing to correct violations by the time of a re-inspection may face fines and/or judicial action.

Worcester State residential staff, Worcester State personnel, or maintenance personnel authorized by the director of Residence Life and Housing may enter students' rooms at any time for health and safety reasons during non-vacation times. During vacation periods, personnel may enter at any time to make routine maintenance repairs and safety inspections to ensure that the terms of the Residence Halls Occupancy License are being complied with.

The Worcester Fire Department and state building inspector conduct routine inspections of the campus for fire violations. Violations of fire or health codes will result in disciplinary action.

ITEMS PROHIBITED IN RESIDENCE HALLS

Below is an example of the types of items that are prohibited in the residence halls and is not an all-inclusive list.

- flushable wipes
- self adhesive string lights
- electric bikes (Ebikes), scooters, hoverboards, or any product with lithium ion batteries.
- candles, incense, incendiary devices such as fireworks and flammable materials/ liquids
- refrigerators larger than 3.2 cubic feet (Energy Star, no more than 2 per room)
- upholstered furniture
- satellite dish
- electric blankets
- space heaters
- heat generating water vaporizers and humidifiers
- cinderblocks
- heating and cooking appliances such as toaster ovens, hotplates, hot pots, heating coil, rice cookers, crock pots, etc.
- mercury thermometers
- dart boards, darts
- shot glasses of any kind
- barbells, dumbbells over 25 pounds
- pets – the only exception are fish in a 10 gallon or less tank
- drums/drum set
- air conditioners
- halogen lights/lamps/bulbs
- weapons such as firearms/ammunition, bow and arrows, martial art devices, knives, paintball guns/accessories, swords, gun safes, hunting paraphernalia etc.
- fog lamps/machines
- black lights
- large speakers/subwoofers

Violation of this policy will result in judicial action and removal of the item. If you have any questions about prohibited items, please contact the Office of Residence Life and Housing at 508-929-8074.

MAINTENANCE

The maintenance staff work schedule is 7 a.m. to 3:30 p.m. daily, Monday through Friday. Maintenance can also be contacted after 3:30 p.m. weekdays for emergency situations. They can be reached by contacting the RA on duty or by calling Worcester State University Police.

Only emergency situations will be handled by the on call maintenance person.

The maintenance request procedure is as follows:

1. Fill out a work-order request form online by logging into your MyHousing Portal at <http://www.worcester.edu/myhousing>
2. Fill out the work-order request form located in the “More Tasks” tab located at the top banner. Please be as specific as possible with your request.
3. All work requests are done on a priority, first come, first served basis; be specific about the problem and location.
4. Normally your work-order form will be processed and completed within 48 hours. Circumstances beyond our control may require more time.

Maintenance staff does not lend out tools. **Do not attempt to do any repairs yourself;** this is not allowed. Remember the only appropriate way to have any repair work done is by completing a work-order. Light bulbs, mop heads, shower liners, etc., also require that a work-order be completed. Refusal to allow a member of the maintenance staff to perform repair work, either routine or requested, may/ will require additional charges and delay the completion of the job.

HOUSING/ROOM ASSIGNMENTS

1. ROOM SELECTION

The room selection process at Worcester State University is based on a lottery system. Each student that requests to be a part of the lottery will have a random number assigned to them. The numbers will be drawn to see who has been selected to go through the formal housing selection process. Those who are not selected will be placed on the returning student waitlist.

A. Students who are on disciplinary probation (DP) at the time of room selection will not go through the selection process until the very last day after everyone else has selected a room assignment. These students will be notified beforehand.

All room selection information will be made available to resident students during the spring semester.

2. CHECK-IN PROCEDURES:

Prior to check-in, a member of the Residence Life and Housing staff will inspect the bedroom/apartment/suite. It is the responsibility of each resident to also inspect their room. Questions regarding the condition of any item should be resolved with a Residence Life and Housing staff member within 24 hours of checking in. Please contact your RD for additional information.

The resident student is responsible for damages (other than normal wear and tear) to the room and applicable common areas to which they are assigned, along with the furnishings contained therein. Billing for such damages will be made according to a damage billing procedure that includes provisions for determining the appropriate responsibility for damage to rooms, furnishings, and common areas. Residents may initiate damage appeal proceedings at the Office of Residence Life and Housing.

3. **MANDATORY CHECK-OUT PROCEDURES:**

Residents who fail to checkout properly with Residence Life staff will be charged a \$50.00 fine. A resident failing to checkout forfeits their appeal rights for any damage bill/charges. The Office of Residence Life and Housing may require an inspection to be completed prior to the end of the student's occupancy if Worcester State has reason to believe that substantial damage has occurred to the premises.

Residents are to leave their bedroom/apartment/suite "broom clean", and will be charged the costs of cleaning required should the residents fail to meet this standard.

Periodic assessments of common area damages in apartments and suites are performed by Residence Life and Housing staff members throughout the academic year.

NOTE: Preliminary room inspections during the checkout period are not final. RAs do NOT have the final word on damage assessments. For the sake of consistency, apartments and bedrooms are checked again by teams of Residence Life and maintenance staff once the residence halls have been vacated. Damages found during these inspections determine the final damage bills.

4. **ROOM CHANGES:**

Resident students who wish to change their rooms should make an appointment to meet with their assigned RA. If the RA is not available, residents must meet with their residence director to discuss their options. All room changes must be approved through the Office of Residence Life and Housing (SRH 101). Changing rooms without permission from the Office of Residence Life and Housing and/ or failure to complete all necessary paperwork may result in up to a \$100 fine per incident. The Office of Residence Life and Housing reserves the right to move residents

to alternate rooms on campus, if necessary.

There is a three-week room freeze at the start of each semester. Residents may not change rooms during this time. Permission to change rooms during the freeze will only be granted in emergency situations from the director of Residence Life and Housing.

5. DAMAGE DEPOSIT:

A \$100.00 damage deposit is paid to Worcester State prior to occupancy. The damage deposit is held until the damage assessment process is completed in June. Students who are entitled to a damage refund will receive their refund, unless other monies are owed to Worcester State, typically on or about July 1.

6. REFUNDS OF HOUSING CHARGES:

Residents who withdraw from the Residence Life and Housing License Agreement will remain liable for the room fee for the duration of the term of agreement, except as follows:

A. Agreement Releases

A student may request, in writing a release from this Agreement under the following conditions, but will forfeit the deposit if granted:

- 1. Graduation
- 2. Withdrawal from University
- 3. Transferring to another school
- 4. University approved study abroad

B. Buy-Out of Agreement

A student wanting to be released from their Agreement for any other reason must participate in the Buy-Out option. A Buy-Out of 60% of room charges for the fall semester is available through the 8th week of the fall semester. After the 8th week of the fall semester students are responsible for 100% of the fall semester room charges and 60% of the spring semester room charges. A Buy-Out of 60% of room charges for the spring semester is available until the 8th week of the spring semester. After the 8th week of the spring semester students are responsible for 100% of the spring semester room charges. Students who participate in the Buy-Out are not eligible for a refund of their deposit.

Fall Semester	Weeks 1-8	Weeks 9 -	Spring Semester	Weeks - 8	Weeks 9 -
	60% Buy-out	100% Buy-out		60% Buy-out	100% Buy-out

C. Returning Students Cancellation Policy

Current residents who complete a License Agreement, thereby

reserving a space for the academic year, may request, in writing, to cancel this Agreement according to the terms listed below: Before Residence Hall Opening for the fall semester will result in forfeiture of the housing deposit and being assessed a \$500.00 cancellation charge. All cancellation dates will be established by date received in the Office of Residence Life and Housing.

D. Incoming Student Cancellation Policy

Upon receiving a signed Agreement and deposit, this Agreement will be accepted by the Office of Residence Life and Housing for assignment. A student may request, in writing, to cancel this agreement within 7 days of the signed Agreement with no penalty but the forfeiture of deposit. Students who cancel their Agreement after the seventh day and before the fall or spring semester opening will be assessed a \$300.00 cancellation charge and will forfeit their deposit. Additionally, an Agreement cannot be canceled within 5 days of a semester opening.

E. Cancellation After Occupancy is Scheduled to Begin- “No Shows”

Cancellation after occupancy is scheduled to begin, defined as opening day of the residence halls on the academic calendar, will result in the student being held financially responsible for their room charges subject only to the rules permitting release from the Agreement.

F. License Agreement Cancellation Appeal

For a student wishing to appeal a Residence Hall Buy-Out based on a Medical or Financial Hardship, a request in writing must be submitted no later than 48 hours after the approval of the Residence Hall Buy-Out. The criteria and documentation required within the letter of appeal can be requested by email to reslife@worchester.edu. Appeals are heard on a case by case basis.

7. **FAILURE TO PAY REQUIRED FEES:**

In the event that any required fees remain overdue or unpaid, Worcester State reserves the right to withhold a student’s transcripts for the academic year referred to in the agreement. Remaining portions of the room reservation/ damage deposit may also be withheld, and Worcester State may refuse to grant housing for the remaining of the current and future semesters.

8. **KEY CONTROL:**

The individual and collective physical security of a residence hall begins with responsible use and careful control of keys. Prior to changing room assignments or checking out of the assigned room at the end of the semester, residents must turn in all assigned keys.

9. **LOST KEY POLICY:**

During the academic year, when any key/OneCard has been lost, the resident must **IMMEDIATELY INFORM THE RESIDENCE LIFE AND HOUSING STAFF**. If a key is lost, the core will be changed as soon as possible and new keys will be issued. If a student has lost the apartment entrance key, the same procedure will be followed and all residents of that apartment will have to be issued new keys. Residents should report a lost OneCard to the Worcester State Police Office or the OneCard Office immediately.

Lost key charges issued during the academic year will not be canceled if keys are found and returned after replacement (lock) cores and keys have been prepared. For costs related to lost keys, contact the Office of Residence Life and Housing. At year's end, keys returned after closing will not be accepted. Residents will be charged appropriately for re-coring of the locks due to lost keys.

Be advised: Duplicating a Worcester State issued key is a violation of Worcester State policy. Violators may face judicial action.

10. **COMMON AREA DAMAGE CHARGES:**

These charges will be assessed to recoup costs incurred as a result of vandalism. These costs vary and are divided among residents equally.

PAINTING

Students are prohibited from painting their bedrooms and apartments. **DO NOT USE** tacks, staples, nails, pins on the walls or ceilings, as these are likely to damage the surfaces and require patching and painting.

*Repairs requiring outside contractors will be charged according to the cost of the contract work.

REMOVAL OF FURNITURE

Removal of lounge furniture from student bedrooms/apartments will result in a \$25.00 maintenance assessment per item, along with possible judicial action.

TRASH REMOVAL

\$25.00 per bag, \$25-\$50 per rug, \$100 if continued or excessive violations.

WILLFUL DESTRUCTION OF STATE PROPERTY

Will result in a minimum \$100.00 maintenance assessment along with judicial action (with possible removal from the residence halls). Included in the assessment will be the cost of parts and labor for all repairs.

DAMAGE BILLING PRICE LIST

The following is a list of typical damages and their estimated repair cost. Please note that these prices are estimates of the cost of labor, materials, and administrative overhead and are subject to change.

	Prices
Replace Battery Pack (alarm)	\$29.00
Replace Broom	\$10.00
Replace Ceiling Tile (depending on size and location)	\$40.00+
Cleaning Charges	\$25.00 per hr.
Full Apartment Cleaning (common areas only)	\$200.00
Replace Closet Side Panel	\$80.00
Replace Wardrobe	\$1,000.00
Replace Wooden Desk Chair	\$150.00
Replace Wooden Desk Chair Seat	\$60.00
Replace Wooden Desk Chair Back	\$60.00
Replace Counter Top	\$500-\$2,000
Replace Door	\$1,000-\$2,500
Replace Door Closer	\$300-\$600
Replace Door Frame	\$300-\$600
Replace Door Alarm (fire)	\$300.00
Replace Exit Sign	\$50-\$200
Replace Faucet (vanity)	\$200-\$350
Replace Faucet w/pop-up	\$150-\$300
Fire Alarm Fee	\$100.00
Re-Charge Fire Extinguisher	\$50-\$100
Replace Wireless Access Point	\$600.00
Replace Fire Extinguisher	\$150.00
Fire Safety Violation-Fines up to	\$500.00
Replace Glass	\$150-\$400
Repair holes in walls up to 4"	\$60 min.
Improper Check-In/Check-Out	\$50-\$100

Replace Window Chain	\$25
Replace Light Fixtures	\$50-\$300
Replace Light Switch	\$25.00
Replace Lock Set (Bedroom)	\$150.00
Replace Lock Set (Apartment/Suite)	\$300.00
Replace Latch	\$40-\$75
Replace Lounge Chair	\$1,200.00
Replace Mop (sponge)	\$10.00
Strip and Paint Door	\$200 min.
Replace Couch	\$2,000-\$4,000
Replace Refrigerator	\$550-\$950
Replace Cabinet Doors and Frames	At cost
Repair Screen	\$50-\$350
Replace Screen	\$50-\$350
Replace Shade	\$100-\$300
Replace Shower Curtain	\$25.00
Replace Sink	\$300-\$500
Replace Smoke Detector	\$150.00
Replace Stove	\$500-\$1,000
Replace Toilet	\$350-\$500
Replace Toilet Seat	\$30-\$80
Replace Towel Hook/Bar	\$25-\$75
Trash Removal Fine	\$25 per bag
Wall Repair (per Panel)	\$100-\$200
Replace Mattress	\$150
Replace Desk	\$500
Replace Bed Frame	\$300
Replace Bed Loft Kit	\$300
Replace Chest of Drawers	\$300
Replace Hallway Signs	\$150

Replace Kitchen Table	\$500
Paint Bedroom Wall	\$40-\$80

EMERGENCY PHONE NUMBERS

COUNSELING

Worcester State Counseling Center.....	508-929-8072
ResilientU (Uwill).....	833-646-1526
Campus Ministry	508-929-8017

DOMESTIC VIOLENCE SERVICES

Daybreak	508-755-9030
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HOSPITALS

UMass Memorial Medical Center.....	508-334-1000
St. Vincent Medical Center.....	508-363-5000
St. Vincent Emergency Room	508-363-6025

HOTLINES

Rape Crisis (Pathways for Change).....	1-800-870-5905
Suicide Crisis (Samaritans).....	1-877-870-4673
Relationship Abuse (Day Break).....	508-767-2505
AIDS Action Committee (AAC).....	1-800-235-2331
Massachusetts Statewide AAC.....	617-437-6200
LGBT National Help Center.....	1-888-843-4564
National STDs	1-800-235-2331
Substance Abuse and Mental Health.....	1-800-622-4357

POLICE

Worcester State.....	508-929-8911
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SUBSTANCE ABUSE

Alcoholics Anonymous	508-752-9000
AdCare Hospital of Worcester, Inc.....	508-799-9000