



Welcome to Residence

2026-2027



With the school year quickly approaching, the Housing Services team here at Brock is looking forward to welcoming you onto campus and into residence. We know you probably have a lot of questions as you prepare for your big move, so here is some information on what to expect in the coming weeks.

Brock University acknowledges the land on which we gather is the traditional territory of the Haudenosaunee and Anishinaabe peoples, many of whom continue to live and work here today. This territory is covered by the Upper Canada Treaties and is within the land protected by the Dish with One Spoon Wampum Agreement. Today this gathering place is home to many First Nations, Métis, and Inuit peoples and acknowledging reminds us that our great standard of living is directly related to the resources and friendship of Indigenous people.

Lingo

BUSU

Brock University's Student Union

CSS

Campus Safety Services

ESD

East Service Desk (Closest for Earp, Res 8, Quarry View and Gateway)

H/H/C/B

House, Hall, Court, Block
(Refers to the communities within residence)

Keys

Your student ID card or a physical key depending on your residence style

NSD

North Service Desk (Closest for DeCew and Vallee)

RLS

Residence Life Staff

RCS

Residence Community Standards (Policies in place within residence that students must follow)

Semi-Suite Residence

Single bedroom sharing a bathroom with another Single/Double room (Lowenberger, Vallee, Res 8 and Earp)

SSD

South Service Desk (Closest for Lowenberger and Village)

Swipe

Your student ID card that swipes into your building/room through a magnetic strip (Earp only)

Tap

Your student ID card that taps into your building/room using a proximity reader

Townhouse Residence

Non-Traditional residence where students live in a townhouse (Village and Quarry View)

Traditional Residence

Single/Double rooms sharing a common bathroom within a community (DeCew)

Suite Residence

Single rooms sharing two common bathrooms, kitchen and living room (Gateway)

Tips for Move-In Day

- Check your Brock email account for important information and your move-in dash pass, which will be emailed late in the week prior to move-in.
- Check-in takes place in one hour time slots to allow for physical distancing and manage traffic.
- Only one vehicle per student is permitted to unload. If you need to bring two vehicles, the second car should be parked in long term parking upon arrival.
- Bring this guide with you! It has your move-in day map on page 5.
- Please have your government-issued ID in hand. We will use your ID to validate the information on your student card and residence move in envelope. Should no errors be present, you will receive your Brock Card. If you have not yet uploaded your photo through the online student card submission process, please do so at this time (idphoto.brocku.ca). Visit our website at brocku.ca/housing to print move-in maps and instructions for easy reference.
- Ensure all your items are securely packed (preferably in boxes or reusable totes) with your name, as well as your building and room number/letter (e.g. John Smith LOW 232-B)
- Please do not pack your items in garbage bags – they could get mistaken for actual garbage!
- Pets are not allowed to enter residence buildings. Please leave your family pets at home on move-in day.
- There are no overnight guests allowed in residence during Welcome Week. If any individuals traveling with you are planning to stay in the area overnight, be sure to book accommodations early!
- We recommend bringing your own dolly/cart as there are only a limited number available.
- Please ensure any garbage/packaging is disposed of in the central garbage disposal locations and not left in corridors or stairwells.



Move-In Day Schedule

To manage large traffic volumes and to prevent crowding in unloading areas, move-in times will be assigned based on residence rooms.

Ex: VAL 504 move-in time 9 a.m. - 10 a.m.

VAL 505 move-in time 1 p.m. - 2 p.m.

You will receive an email with a link to the schedule. The schedule will indicate your designated move-in time.

Those who wish to arrive later than their assigned move-in day/time may email housing@brocku.ca to request a new arrival time.

No early arrivals are permitted.



For more information on Move-In Day, please visit: brocku.ca/housing/move-in-day

Where Do I Go on Move-In Day?

1. When you arrive on campus, look for a colour coded sign with your residence name on it at one of the two entrances to campus.
2. Follow signs through the internal Brock roads to the unloading zone closest to your residence.
3. While unloading, have your printed dash pass visible on the dash of your car. **The driver must remain with the vehicle at all times.**
4. While the driver remains with the vehicle, take your ID to the designated registration table to get your keys for the year! You will sign that you have received the correct keys for your room, and you will also sign the Residence Agreement. If you were under 18 when you applied to residence, you will need a guardian's signature so bring them to the table with you.
5. Take your keys and head on over to your room/unit.

After the car is fully unloaded, the driver must move the vehicle to the Long Term Parking Lot. There will be several signs around campus.

TIP: As long as your room is attended, you may want to leave your door open so that you can meet your floor or housemates! Make sure you do not leave your door propped open unless you are present in your room, as this is a safety and fire hazard!

South Side (Lowenberger & Village)

Enter campus through the Sir Isaac Brock Way entrance. Vehicles will be directed toward residence & unloading zones based on room assignments. After unloading, you must immediately move your vehicle to Long Term Parking (Lots 2 & 3).

North Side (DeCew, Vallee, Earp, Res 8)

Enter campus through the Glenridge entrance. Vehicles will be directed off the first roundabout exit for DeCew, Vallee, Res 8 and Earp. You will be directed to the appropriate unloading zones based on room assignments. After unloading, you must immediately move your vehicle to Long Term Parking (Lot 1).

Quarry View

Turn onto John Macdonell Street from either Glenridge Avenue or Sir Isaac Brock Way. Unloading zones will be available surrounding the building. After unloading, you must immediately move your vehicle to Long Term Parking across the street (Lot EA).

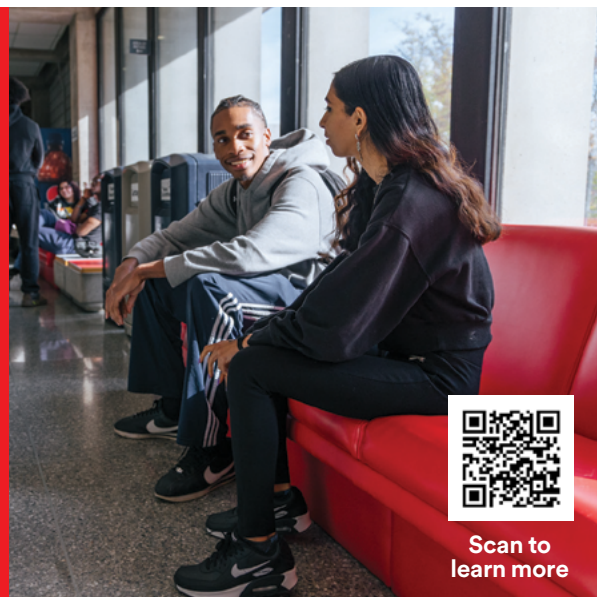
Get involved

Join the Residence Action Council (RAC)

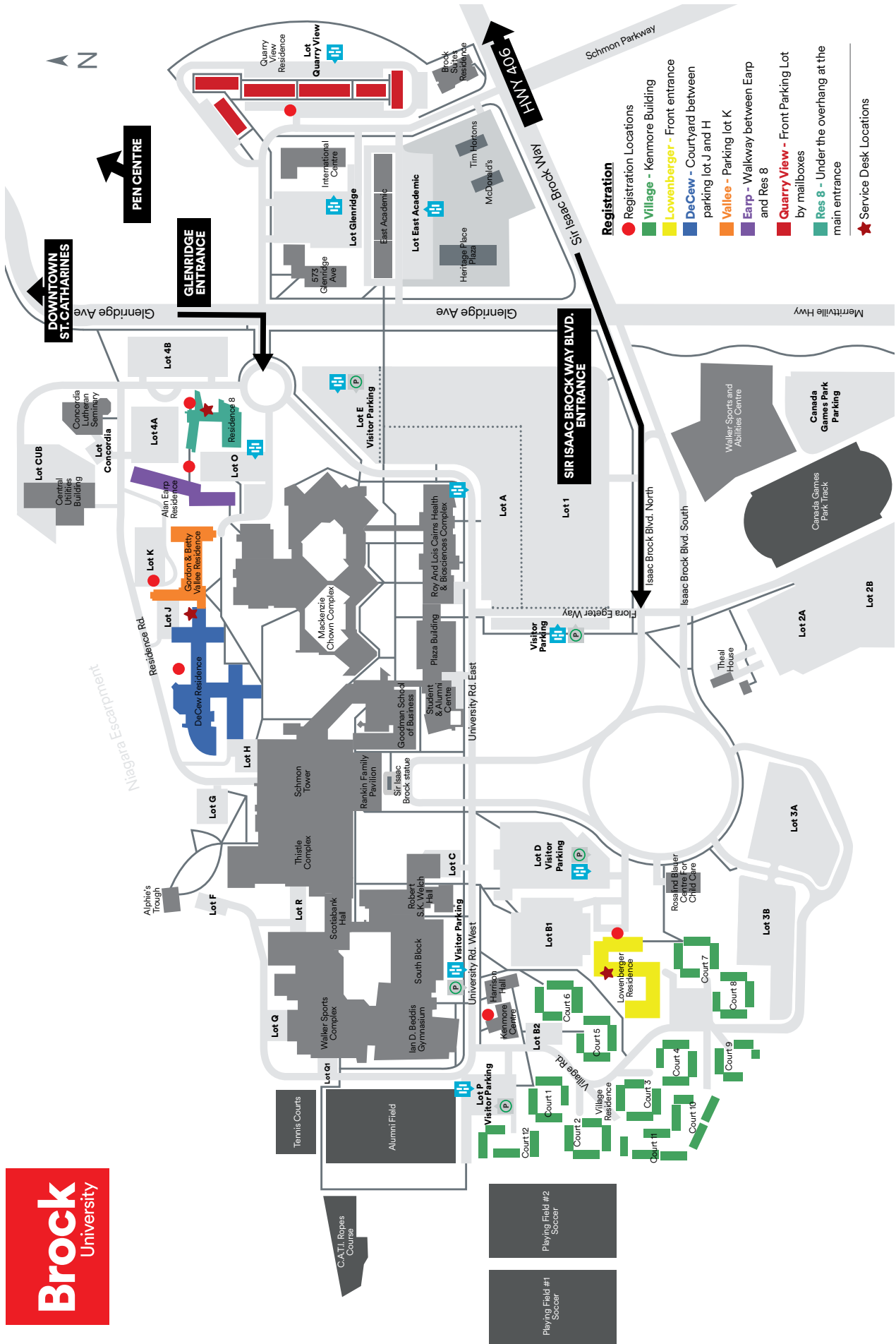
Provide feedback and positively impact the residence experience.

Gain valuable student leadership experience and receive an honorarium.

brocku.ca/housing/residence-life/rac



Scan to
learn more



What to Pack

What should I bring?

- Personal documents (health card, vaccination records, photo ID, etc.)
- Desk lamp and school supplies
- Laptop/computer and accessories (printers must connect via cable or Bluetooth)
- CSA-approved surge protected power bar
- Bed linens, pillows, and comforter (you can order online at **residencelinens.com**)
- Clothes hangers
- Laundry bag/bin, detergent, and dryer sheets
- Towels and facecloths
- Personal toiletries (soap, toothpaste, shampoo, hand sanitizer, etc.)
- Health and first aid items (bandages, gloves, thermometer, etc.)
- Reusable mugs/cups, plates, bowls, and utensils
- Cleaning supplies/garbage bags for your bedroom, bathroom, and kitchen (as required by your residence style e.g. broom/mop)
- Small fan (without a heater function)
- Small fridge (maximum 5 cu. ft. with NO separate exterior freezer compartment). Bring your own or rent one through **coldexrents.com**

For a complete list of approved/accepted items, please visit: **brocku.ca/housing/preparing-to-live-in-residence**



Rent your residence fridge from **Coldex** and let them do the heavy lifting.

Visit **coldexrents.com** and have a fridge delivered right to your room.



What's in my room?

- ✓ Room Inventory and Condition Report**
- ✓ Bed, mattress & zippered mattress protector (twin size)
- ✓ Dresser & closet space or wardrobe
- ✓ Desk & chair
- ✓ Small garbage can & recycling bin
- ✓ Bookshelf
- ✓ Window coverings/blinds
- ✓ Wi-Fi

What's in my bathroom?

- ✓ Room Inventory and Condition Report**
- ✓ Small garbage can
- ✓ Shower curtain
- ✓ Plunger
- ✓ Cabinet/storage
- ✓ DeCew is the ONLY residence that is provided with toilet paper

****Upon checking in, you will find yellow carbon copies of your unit, room, and washroom inventory and condition reports. You should review these carefully, as the information will be used to assess damage and missing items upon your move-out, for which you could be financially responsible. Any discrepancies must**

be reported to your Service Desk (preferably by email) before 4:30 p.m. on Sept. 11th. **Once you've reviewed the report, hand in the bottom portion for a chance to win \$50 in Flex Dollars. Be sure to hand it in even if you don't have any changes to report!**

What NOT to Pack

For your safety and comfort, please do not bring the following to residence:

- Mattresses
- Candles, incense, or wax/oil lamps (including plug-ins)
- Pets (not even as visitors!)
- Certain appliances. See brocku.ca/housing/important-information/allowable-appliances
- Space heaters (including fans that have a heating function)
- Beverages in glass bottles (cans only)
- Large volume alcohol containers (kegs, "bubbas", 60 oz. Texas mickeys, etc - see the RCS for details), or alcohol-related paraphernalia (i.e. funnels, beer pong tables).
- Cannabis
- Ashtrays or drug paraphernalia (all residences are non-smoking)

- Room alteration or repair materials (paint, nails, window treatments, wallpaper, putty, showerheads, etc.)
- Light fixtures, ceiling fans, air conditioners, shower heads, bidets, satellite dishes, or antennas. (Student may not install fixtures within their residence or substitute Brock University's fixtures with their own.)
- Wall hanging strips, Scotch tape, sticky tack, duct tape, etc. to hang posters and décor. The university will provide double-sided sticky tabs to all residence students at no cost.
- Firearms, knives, ammunition, toys intended to resemble firearms, simulated weapons, fireworks, or other explosive/ flammable devices and any other item that is created/intended/used to cause harm or could be seen as intimidating.
- Anything of an illegal nature (illegal prescription and/or non-prescription drugs for recreational purposes, cannabis if underage, etc.)
- Subwoofers and amps
- Items/furniture not listed on the "Allowable Furnishings" page. See brocku.ca/housing/important-information/allowable-furnishing



Note: Prohibited items will be confiscated and/or you will be asked to have them returned home.

Resident Property Protection

Brock University is NOT responsible or liable (directly or indirectly) should your belongings become damaged, lost or stolen as per the Residence Agreement.

As part of your residence fees, you will be enrolled in a property protection program facilitated by Brock University's risk management office.

Decorating Your Room

Students are permitted to decorate within their bedroom only. Decorating the lounge/common spaces, exterior of the residence buildings, and the surrounding shrubs and/or trees is not permitted unless approved through Housing Services ahead of time.

Housing Services reserves the right to remove objectionable or inappropriate materials or writing even if in an approved area. Below are a few guidelines of what is and is not allowed in residence. For the complete list, please review the Residence Community Standards.

- Posters, photos and décor items must be hung with the sticky pads provided in your move-in envelope. If you run out, stop by the Service Desk to pick up more. Please do not alter any part of your residence by drilling holes, nailing or thumb tacking items to your walls or furniture.
- You may choose to use peel n' stick wall décor and stickers but in some cases they have caused damage to walls. Students are not permitted to paint or wallpaper anywhere within residence.
- Please be mindful of the placement of your decorations. Decorations must not be placed over or hanging from light fixtures or lamps, on or over fire safety equipment (such as detectors, alarms, and piping/conduits running on the wall and ceiling), near stoves, or over heating, ventilation, and air conditioning vents.
- Decorative strings of lights and LED light strips may be used in bedrooms and townhouse living and kitchen areas provided they are being used only when the student is present in the room. Please hang them with Brock provided adhesive pads.
- Two house plants are permitted per resident. Plants must not exceed 18" (45 cm) in height and must be well maintained. Dried leaves, branches, straw, corn husks, etc. are not permitted.
- Students are only permitted to have a 'door name tag' (usually provided by the Residence Life Staff) and an erasable memo board on their bedroom doors. No other door decoration is permitted.



Brock Dining Services

All students living in residence are required to have an All-Access meal plan. The 7-day plan is the required meal plan for both Traditional and Semi-Suite residence students. Townhouse residence students default option will be the 7-day plan however, townhouse students wishing to downgrade to the 5-day plan may do so before Sept 15th by emailing the Brock Card office at brockcard@brocku.ca.

Email subject line:

Meal Plan Upgrade/Downgrade

Email body:

Your Student ID number

Full and correct spelling of your first and last name

"Please downgrade my meal plan to the [new meal plan option]"

All-Access Portion of the Meal Plan

The All-Access portion of a 7 Day All-Access meal plan provides unlimited daily access to the Fresh Food Company DeCew and Lowenberger dining halls, with no restrictions from Move-In day to Move-Out day. The 5 Day All-Access plan is only valid Monday to Friday. Each plan also includes guest passes.

Dining Dollars

Your dining dollars are an extension of your All-Access meal plan, and can be used at all Brock Dining Services locations (see top of page for full list of locations). Unable to use all your money by the end of the academic term? You will be able to carry over any unused dining dollars to the next academic year!

Capital Improvement (CI) Fund

The CI Fund is a fixed cost based on All-Access meal plan size, which is allocated to a capital improvement fund to help maintain and renovate residence infrastructure and to help with operating costs in the dining halls across campus. This is a non-refundable cost and is automatically deducted at the beginning of the academic year.

Flex Dollars

Flex dollars work through a declining balance system and can be used for a variety of services



Dining Service Locations:

- Fresh Food Company DeCew and Lowenberger Dining Halls
- Market Eatery
- Starbucks (Market location)
- Hungry Badger (Pita Pit, Pizza Pizza and Tim Hortons)
- Tim Hortons Schmon Tower

on-campus, including most on-campus eateries, laundry facilities, beverage and snack machines, the Campus Store and more. Flex dollars are not tax exempt. Visit brocku.ca/dining-services/flex-dollars to learn more.

Please note: Your All-Access dining dollars will carry over into a taxable plan that can be used at any Dining Services location on campus. Should you leave Brock, any unused dining dollars are non-refundable and non-transferable.

Dining Services Information (including Hours of Operations & Location Map):
brocku.ca/dining-services

Meal plan Information:
brocku.ca/dining-services/meal-plan-information

Brock Card Information:
brocku.ca/dining-services/about-brock-card

If you have any food allergies or concerns, please contact:
dining@brocku.ca

Your Dining Hall Manager at:
Fresh Food Company DeCew Dining Hall x4532
Fresh Food Company Lowenberger Dining Hall x3348

Res Tech

Information Technology Services (ITS) provides high speed internet across the Brock campus, including residence. To access the Internet, simply connect to Brock Wi-Fi or Eduroam and open up your internet browser. This should automatically redirect you to a page asking for your login and password, which will be the same as your portal login. Any changes to your password will require reconnecting to the wireless network.

All residences are completely wireless. If you need instructions or assistance connecting your computer to the network, please go to **brocku.ca/wireless**

Students are also able to connect gaming consoles and other peripherals to the wireless network. Visit **brocku.ca/information-technology/service-catalogue/residence-technology/resiot-setup** for step by step instructions on how to connect to the network with your gaming consoles and other devices.

Printers

Only printers that are Bluetooth enabled or have USB cable connections will function in residence.

Email Set Up

Information regarding student email can be found at **brocku.ca/information-technology/info/accounts-and-passwords/email**

Common Area Phones

Telephones are available for student use in traditional and semi-suite residence lounges and townhouse living rooms. The phones can be used for on-campus or local calling. You must dial “9” when making a local call. Long distance calls cannot be made from these telephones. If you dial “0” on the common area phones you will be connected to your Service Desk.

Cable TV in Residence

Cable TV is provided in all traditional and semi-suite residence lounges and townhouse living rooms (Village and Quarry View). There is no cable in residence bedrooms. Flat screen TVs are provided in traditional and semi-suite style residence lounges. For those in Village and Quarry View Residence who would like to bring their own TV, please note that

Brock is supporting standard CATV frequencies. This means that when you are setting up your TV, you will need to set the input to Cable TV.

For more information and a full listing of channels available visit: **brocku.ca/information-technology/service-catalogue/communications-and-collaboration/cable-tv**

Need help with wireless or other IT issues?

Contact the ITS HelpDesk at x4357 OR submit an IT ticket at **brocku.ca/information-technology/helpdesk**

Just a reminder:

Abuse of any of the services provided by ITS will not be tolerated. This includes:

- Harassment and/or sexual harassment via phone or email. Attempting to by-pass long distance restrictions or toll fraud
- Failure to comply will result in services being disconnected. Re-instatement of services will be at the student's expense.



Know your vaccination status

As you prepare for life in Residence, it's important to protect your health and the health of those around you. One way to do that is by knowing your vaccination status and updating immunizations if needed.

Double-check if you have these vaccines already:

- Tetanus-Diphtheria-Pertussis (Tdap)
- Meningitis ACWY
- Measles, Mumps, Rubella (MMR)
- Polio
- Varicella (Chicken Pox)
- Hepatitis B

Vaccines you should consider if you haven't received them:

- Meningitis B (MenB)
- Hepatitis A
- HPV

- Pneumococcal
- Seasonal vaccines like Flu and COVID-19

To review your immunization history and vaccination status, contact your family doctor or connect with a Brock Student Health Services provider. They'll help identify any vaccines you may need and walk you through the process for getting them.

Other ways to protect your health:

- Wash your hands with soap and water for at least 20 seconds
- Cough or sneeze into a tissue or the bend of your arm
- Clean high-touch surfaces frequently (i.e. doorknobs, toilets, TV remotes, phones and electronics)
- If you are feeling unwell, contact the Service Desk and/or Student Health Services

Residence Welcome Week

Check out ExperienceBU for a list of events and activities exclusively for Residence students



Packages and Mail

When ordering from online retailers, or if friends or family want to send you mail/packages, **it is vital that your shipping/mailling address is input correctly using the format and examples below:**

Semi-Suite/Traditional Residences

Alex Morgan
DeCew Room 232-C
1812 Sir Isaac Brock Way
St. Catharines, ON
L2S 3A1

Quarry View Residence

Jordan Reed
Quarry View Unit 91B
51 John Macdonell
Street
St. Catharines, ON
L2T 4E4

Village Residence

Taylor Kim
Village Unit 214, Room D
1812 Sir Isaac Brock Way
St. Catharines, ON
L2S 3A1

Ordering something Online?

Please ADD your cell phone # into the delivery address – it MUST be added to line 2 of the address line. Alternatively, you can put it in the delivery instruction box on your order.

This will allow the couriers to put the package directly into the package locker – meaning you will get the package sooner!

How do I know my package has arrived?

If your package is delivered to the Amazon locker, you will receive a delivery notification and instructions from Amazon. You will need the 6-digit pickup code or barcode provided by Amazon in order to open the locker.

If your package is delivered to a Service Desk, you will receive an email from the Service Desk letting you know that you have a parcel to pick up. Even if you receive a notification from the online retailer that the order was delivered, wait until you hear from the Service Desk before arriving to collect your item.

If your package is delivered to a SNAILE locker, you will receive a notification from SNAILE with instructions. You will need the compartment number and 8-digit code OR the QR code provided by SNAILE to open the locker.



Where do I collect my packages and/or mail?

Building	Packages (larger boxed or wrapped items delivered by courier)	Mail (Letters and documents delivered by Canada Post)
Lowenberger and Village	Amazon orders: Use “Find a pick-up location near you” and select Amazon Locker – Cusco. Collect from the lockers inside Lowenberger lobby using instructions sent from Amazon. Non-Amazon orders: Packages will be delivered to the South Service Desk in Lowenberger. Wait for an email from the Service Desk before coming to collect.	Collect mail from the mailboxes inside Lowenberger lobby using the mail key you receive during move-in.
DeCew and Vallee	Collect packages from the SNAILE lockers in DeCew Stairwell 14 .	Collect mail from the SNAILE mailboxes in DeCew Stairwell 14 .
Earp and Residence 8	Collect packages from the SNAILE lockers in the lobby of Residence 8 .	Collect mail from the SNAILE mailboxes in the lobby of Residence 8 .
Quarry View	Packages will be left on the porch of your unit . If you are concerned about porch deliveries, you can address your packages to the East Service Desk – Residence 8.	Mail is delivered to the Canada Post superboxes directly in front of Quarry View . You can collect from your designated mailbox using the key you receive during move-in.

Note: Oversized packages that do not fit in Amazon or SNAILE lockers will be delivered to your nearest service desk.

Prepare to Share!

Residence is one big community made up of many smaller communities. Everyone living on campus is going to need to share something with their fellow Badgers. Whether it be a room, bathroom, kitchen or lounge, it's important that you are prepared to make compromises and work through conflicts with the students you are sharing with throughout the year.

We have created some resources which you can find here: Residence Publications

These guides and agreements will help you have conversations about how you will divide chores and responsibilities, address conflicts (please don't just @ someone in the group chat) and share your space.



Your First Week in Residence

We know some of you might be wondering what your first week might look like. Here is a sample schedule of what you might be up to throughout the week!

Sample Schedule

Day	Events
Sunday	• Move In (Day 2) • Already moved in? Help your fellow badgers move into their rooms! • Live Burn • BUSU Big Ticket Concert
Monday	• Consent Training • Residence Summer Games • Invite your roommates to dinner
Tuesday	• New Student Welcome and Academic Orientation • Residence Picnic • Stop by the Community Fair in Weather Station Field
Wednesday	• Classes Begin! • Paint a Tote Bag • Visit the other dining hall
Thursday	• Pick up your books at the Campus Store • BIPOC Cafe
Friday	• Grab a coffee at Tim Hortons or Starbucks on the way to class • Residence Zone Takeover • Childhood Nostalgia Night
Saturday	• Walk in the Quarry • Call home/check in with friends • Brockstar Talent Show

Need help?

Are you having an issue with noisy neighbours? Is your tap dripping? Your first line of defence in these situations is your Service Desk! Give them a call.

Not sure how to talk to your roommate about their clothes on the floor? Feeling homesick or stressed? Trying to figure out how to get help on your assignment? Start with your Residence Don. Send them an email or pop by their room.

Didn't get the help you needed? Send us an email at housing@brocku.ca or give us a call at (905) 688-5550 x3370.

Safety First

Download the Brock Safety app to stay up to date on emergency information.



Need assistance?

Contact Campus Safety Services at

Emergency

905-688-5550 x3200

Non-Emergency

905-688-5550 x4300

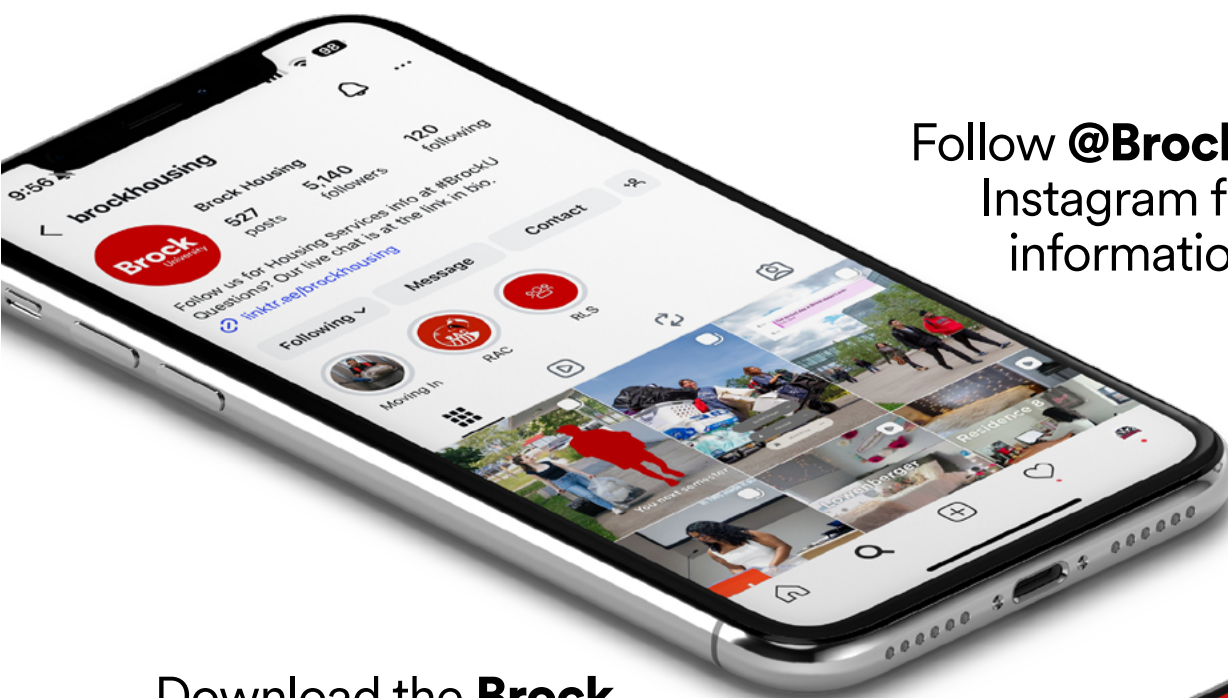
Brock also has over 200 emergency telephones across campus, providing a direct connection to Campus Safety Services. Just look for the poles with the blue light on top!

Consent Training

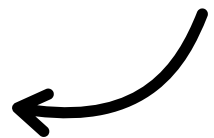
All students are required to complete an online consent training module in advance of moving in. There will also be an in person session during your first week on campus. Check your Brock email to find the link for the online session and register for your in person session here: **Consent on Experience BU**

STAY in the KNOW

See what's happening on campus.



Follow **@BrockHousing** on Instagram for Residence information and events



Download the **Brock Safety app** to stay up to date on safety and emergency information.



Housing Services

DeCew Residence
1812 Sir Isaac Brock Way
St. Catharines, ON, L2S 3A1

Phone | 905 688 5550

Fax | 905 688 0797

Email | housing@brocku.ca

Departmental Contact Information

Housing Services

housing@brocku.ca

Ext. x3370

North Service Desk

Located at Stairwell 14 in DeCew Residence

northdesk@brocku.ca

Ext. x3706

South Service Desk

Located in the lobby of Lowenberger Residence

southdesk@brocku.ca

Ext. x4311

East Service Desk

Located in the lobby of Res 8

eastdesk@brocku.ca

Ext. x3220

Please visit brocku.ca/directory for the most current staff directory.

 **@BrockHousing**

 Reach us through our Live Chat at brocku.ca/housing and click the bubble icon.