This publication is prepared to acquaint you with the general information, community standards, and services available to you as a resident. If after reading this, you have questions please contact your Resident Advisor or a professional staff member.

**EQUAL OPPORTUNITY POLICY**

The University of New Mexico is an Affirmative Action/Equal Opportunity Institution. To comply with the Americans with Disabilities Act (ADA) and the Rehabilitation Act of 1973, UNM provides this publication in alternative formats. If you have special needs and require an auxiliary aid or service, please contact the Accessibility Resource Center (ARC). If you believe you have been discriminated against on the basis of your race, religion, color, national origin, physical or mental disability, age, sex, sexual preference, ancestry, or medical condition, please contact the Office of Equal Opportunity (OEO). Contact information for ARC and OEO is at the end of this document.

**CHANGES TO RLSH POLICIES AND PROCEDURES**

Changes or additions to the Residence Hall Handbook, Room Condition Reports, Community Standards, and Housing Contract may be made as deemed necessary by Residence Life and Student Housing. Any such changes will be publicized prior to implementation and will be posted on residence hall bulletin boards. For the most current iteration of the Community Standards, review the Residence Hall Handbook online at housing.unm.edu.
MESSAGE FROM THE DIRECTOR

Dear Resident Lobos:

On behalf of The University of New Mexico and Residence Life and Student Housing, I want to welcome you to the UNM Residence Halls. We truly believe that living with us can be a great experience that not only supports our resident’s academic pursuits but is an extension of the University’s academic mission.

This academic year comes under challenging circumstances. We have adapted many of our normal procedures and requirements to make the environment safer for our residents and staff. We will be developing communities and delivering an experience that is designed to be an extension of the academic process but will deliver it in alternative formats. Our Mission and Values have not changed but the way we approach delivering the campus living experience is being adapted.

By choosing to live in the residence halls, you will be residing in a community with many others. While we value having a positive sense of community, I must emphasize that living in this community comes with responsibilities that allow everybody in the community to be safer. Please consider this responsibility carefully and let it guide your daily behavior.

We have a dedicated staff of student and full-time employees to help the University deliver this experience through our mission statement and values listed in this handbook. On behalf of the staff, I do wish all our residents all the best in their academic and personal development.

Wayne Sullivan, Director

MISSION & VALUES

OUR MISSION

To foster inclusive, community-based living environments consciously designed for our residents’ personal growth and academic success in well-maintained facilities.

OUR VALUES

Quality

Through continuous evaluation and student feedback, UNM Residence Life and Student Housing seeks to meet a high standard of excellence within our facilities, services and processes.

Caring

UNM Residence Life and Student Housing strives to create an environment of success for every individual resident. All of our student and full-time staff are highly trained and compassionate individuals who help residents connect to campus resources, personalize their housing experience, and achieve personal and academic goals.

Learning

The UNM residence halls are an extension of the collegiate academic environment. We believe that by living on campus, residents have the opportunity to learn and grow beyond the classroom. The programs, activities, and initiatives within our residence halls aim to develop residents into well-rounded individuals.

Community

UNM Residence Life and Student Housing embraces the idea that communities are comprised of diverse individuals from all walks of life. We nurture healthy, thriving communities that help residents feel connected to each other, as well as the institution. Residents are encouraged to participate as active and engaged citizens within their living areas.

RESIDENCE LIFE & STUDENT HOUSING STAFF

RESIDENT ADVISOR (RA)

Your RA will help you have a great experience living on campus. Carefully selected and well trained, RAs are student staff that are assigned to every living area and will develop a positive community, plan events and activities, and be available as a resource. In addition, they help with residence hall administrative work, follow up on community standards and policies, and help with residence hall emergencies.

Get to know your RA and be sure to ask any questions you have about living on campus! There is also an RA On-Call for each community from 7PM to 7AM on weekdays and 24 hours on the weekend. The phone number for the RA On-Call will be posted in your community and can be found at the end of this handbook.

The RA staff is the first point of contact for residents for any part of living on-campus. Our RAs receive extensive training and if they don’t have the answer to your question, they will be able to connect you with someone who does.
COMMUNITY DEVELOPMENT ASSISTANT (CDA)
Community Development Assistants are student staff members that work with the Community Associations and RAs to provide community building opportunities at the building level of each community. CDAs are a great resource for residents looking to get more involved and hall-wide events, so if you have an idea you’d like to see put into play, seek them out!

STUDENT HALL COORDINATOR
Student Hall Coordinators are upper level students who work closely with the Area Coordinators and Resident Education Professional Staff to assist with managing the residential communities.

STUDENT SAFETY AND SECURITY STAFF
These student staff members patrol residence hall facilities and adjacent areas. They ensure that entrance doors are locked, report suspicious non-resident behavior to Campus Police, check residence hall parking lots, etc. These staff members will always wear blue polo uniforms and an official Safety Staff photo ID badge.

HOURLY STUDENT STAFF
The hourly student staff is comprised of the Desk Staff, Cellar Attendants, and Mail Room Attendants. Desk Staff are student staff members who operate the front desks of the SRC, LoboRainforest, and Student Family Housing. They are responsible for customer service, including checking out building equipment (e.g. vacuum cleaners). Cellar Attendants operate and maintain the Cellar game room during open hours. Mail Room Attendants work in the central mail room and assist students by assigning mailboxes and distributing packages. At LoboRainforest, the Desk Attendants also provide mailroom functions.

RLSH has openings throughout the year for our many hourly positions; check for postings by searching student positions at UNMjobs.unm.edu.

RESIDENT EDUCATION PROFESSIONAL STAFF
The Resident Education Professional Staff team is comprised of Hall and Area Coordinators, and works with the Assistant Director for Residence Life. The Resident Education Professional Staff are full-time live-in professionals who are dedicated to creating welcoming and inclusive communities within the residence halls. Collectively the Hall and Area Coordinators are referred to as Building Coordinators. When you see or hear that reference, please note you should find the Hall or Area Coordinator for your specific community.

Hall Coordinator (HC)
Hall Coordinators are professional staff members who have completed at least a Bachelor’s degree. HCs are the second point of contact for residents, after the RA staff. Hall Coordinators are responsible for developing an educational environment within their building, working with residents on issues and concerns, serving as conduct hearing officers for residence hall students, and promoting the ongoing academic success of residents.

Area Coordinator (AC)
Area Coordinators are professional staff members who have at least two years of full-time experience working in residence halls. Our Area Coordinators are responsible for a larger community and supervise the professional and student Hall Coordinators in their area of assignment. Should you need anything and your Hall Coordinator is not available, reaching out to the Area Coordinator for your community is the next best step.

FACILITIES STAFF
Comprised of custodial and maintenance staff members, our facilities department works to support to overall well-being and maintenance of our residence halls.

Custodial Staff
Custodians are assigned to each building and are responsible for cleaning common areas including laundry rooms, lounges, hallways, bathrooms, and study rooms. They are not responsible for cleaning your room. Each custodian wears a uniform that identifies them as an employee.

Maintenance Staff
Our maintenance staff is comprised of painters, carpenters, and electricians who work in all buildings as required. Staff members wear uniforms with the UNM logo and their name that identifies them as an employee.

RESIDENCE LIFE & STUDENT HOUSING ADMINISTRATION
Led by the Director of Residence Life and Student Housing, the administrative team is responsible for the overall operation and implementation of the mission and values to ensure that the residential experience is the best possible. RLSH’s administrative team is made up of the Director, Assistant Director of Residence Life, Assistant Director for Housing Business Operations, and the Assistant Director of Facilities Operations.
COMMUNITY ORGANIZATIONS

For the 2020-2021 academic year, all student organizations will be evaluated and, where possible, offered in ways which support and promote COVID Safe Practices.

COMMUNITY ASSOCIATION (CA)

The Community Association is a representational board of residents within each of our residence hall communities. As a resident, you are automatically considered a member of the CA for your hall. Residents are encouraged to be engaged in their CAs to assure that the board is truly representative of all members of the community.

RESIDENCE HALL ASSOCIATION (RHA)

RHA is the student-led governing association for students living on campus at UNM. All residents who live on campus are members of the RHA and are encouraged to be actively involved in the RHA. This association serves as a voice for residents to communicate with the administration and provides a forum for feedback. It offers an opportunity to develop leadership skills and experience. RHA also hosts a variety of activities to participate in throughout the year.

For 2020-2021 RHA will also serve as the host for the Eco-Reps and the Advocate groups. For those interested in learning more, we encourage you to reach out to RHA via email at rha@unm.edu.

NATIONAL RESIDENCE HALL HONORARY (NRHH)

The NRHH is a national student leadership organization. UNM’s chapter is the Cherry & Silver Chapter which is comprised of the top 1% of students living on campus who exemplify excellence in academics, leadership, service, and recognition.

SERVICES AND AMENITIES

STREAMING SERVICE

XFINITY On Campus™ is an IPTV streaming service offered by Comcast for UNM residents as their on-campus TV service solution. Residents can stream live TV and thousands of XFINITY On Demand™ shows and movies directly to their laptops, desktops, and mobile devices, including Apple, Android, and Kindle, all while connected to their campus network. XFINITY On Campus™ is designed exclusively for residents and is included as part of the resident’s housing fees. Residents may add on additional premium channels or sports packages using a month-to-month, no-contract based subscription. For more information, go to https://xfinityoncampus.com

COMPUTER ACCESS

Main campus & LoboRainforest

All residence hall rooms have high-speed direct connection to the Internet via the university network. In addition, residence hall and public areas, such as La Posada, have limited wireless connectivity. There are possible financial and disciplinary consequences for residents violating copyright laws, including illegally downloading music and movies using the university network.

Student Family Housing

High speed internet is provided to the admin building with computers and WIFI available for resident use. SFH residents may procure their own internet provider for individual apartments however if apartment wiring connections become inoperable, they will not be addressed.

KITCHEN FACILITIES

SRC Apartments, Redondo Village Apartments, Student Family Housing, and LoboRainforest have full kitchens in each apartment. Residents are expected to keep the community kitchen clean and in proper working order. All other halls with shared kitchen facilities will have no or highly restricted occupancy for this 2020-2021 academic year. Please follow all posted signage regarding occupancy limits on shared kitchens.

LAUNDRY

Washers and dryers are available within each residential building and/or complex and are free for the residents of that community. The washer and dryer expense is included in your semester housing charges; however, you must provide your own high efficiency detergent. Since the costs are included in your room rate, please do not allow people from outside the community to use the laundry facilities. Please report any issues with washers and dryers via the RLSH work order system or by contacting your area desk.

MAIL

Main Campus

Mail is distributed through the central mail room facility located behind the 24-Hour Help Desk in the Student Residence Center (SRC) Commons. Mail is generally posted by 2PM. Specific mail room operating hours are posted in the SRC Commons. Parcel Post, UPS, insured mail, etc. must be signed for by the student when their items are picked up at the mail room. For security reasons, do not use the mailbox as a temporary storage space for valuables or room keys. SRC mailboxes are an important mode of resident-bound
communications for Residence Life and Student Housing and other university departments. Accordingly, it is an expectation that residents will pick up their mailbox key and check their boxes for communications regularly.

**LoboRAINForest**

Mail is distributed through mailboxes located behind the Lobo Rainforest Desk in the lobby. Mail is generally posted by 4 pm. Parcel Post, UPS, insured mail, etc. must be signed for by the student at the Lobo Rainforest Desk. Residents will receive an email to their UNM email address when they have a package ready for pick up. For security reasons, do not use the mailbox as a temporary storage space for valuables or room keys. Residents will be issued a key for their mailbox upon check-in.

**Student Family Housing**

Mail will be delivered to the residents’ mailboxes located in the breezeway of J- building. Special delivery mail and packages will be placed in the parcel boxes or held at the United States Postal Office located at 2100 George Rd. SE (505-346-0923). Residents will be notified by a slip or key left in the mailbox.

To aid in the delivery of the mail, the Post Office insists that boxes be labeled with the residents’ name in the appropriate slot. Residents may obtain mailbox instructions from the SFH Office.

**MAINTENANCE AND HOUSEKEEPING WORK ORDERS**

As a resident, you can place a work order to address facility issues that arise throughout the year. You can place a work order by calling 505-27QUICK (277-8425) during normal business hours, or by placing the work order on-line at housing.unm.edu 24 hours a day.

All students placing work order should expect that staff will only enter your room to do work if they can do so while maintaining appropriate social distancing and face coverings. It may be asked that residents leave their space while work orders are addressed if it is not possible to maintain 6ft of distance between the resident and the RLSH fulfilling the work order request.

For any emergencies outside of regular business hours, you should contact an RA or the SRC 24-Hour Service Desk at 505.277.2606.

**PARKING**

**Main Campus & LoboRainforest**

Residence Life and Student Housing and UNM Parking and Transportation Services (PATs) work together to manage residence hall parking. All students wishing to park in the lots near the residence halls on main campus or at LoboRainforest must purchase a parking permit through PATs. Students who vacate the residence halls before the conclusion of the academic session are required to turn in their parking permits. Submitting fraudulent information or failing to turn in parking permits may result in a $100 fine.

**Student Family Housing**

Every vehicle and motorcycle/moped parked at SFH must be registered with the SFH Office and a parking permit issued. The vehicle parking permit should be displayed at all times.

Parking is provided for up to two vehicles per apartment, and must be parked in designated parking spaces and lots. Please make sure that handicapped parking spots are only used if you have a handicapped permit. Residents can be ticketed for up to $250 for illegally parking in these spots.

Additional parking spaces, located in the south-central parking lot are available for a limited number of temporary guests. If you have a guest who will be parking their car in the area for a period longer than 24 hours, the SFH Office should be informed. Residents can obtain visitor parking permits for their guests in these cases.

Vehicles with temporary license plates need to be registered with the SFH office prior to being parked in any lot other than the SFH Visitors lot.

**PERSONAL PROPERTY INSURANCE**

You are highly encouraged to carry personal property insurance to protect yourself in the case of theft, fire, flooding, etc. The University is not responsible for loss of or damage to, the personal property of the student from any cause, nor will the University assume responsibility while the student is a resident.

**RECYCLING**

UNM is dedicated to providing recycling throughout all of the residence halls. On Main Campus, recycling bins are provided in each room/apartment, made available through a grant from our Eco Reps!

For all our campuses, there are recycling locations within the buildings and around the exteriors of buildings for small items like single soda bottles, as well as large containers near the building trash bins for larger quantities of recycling.

**TELEPHONE SERVICE**

Main campus
An active local telephone line is not provided in your room. If you would like to have a phone line activated, please submit a work order. You will be responsible for the charges associated with a phone line in your room.

**Student Family Housing**

Telephone outlets are provided in each apartment. For service, residents must make application directly with an outside vendor. The costs of the installation deposit, service, and the monthly charges are the resident’s responsibility. SFH maintenance does not install or repair any telephone problems.

**USE OF FACILITIES BY OUTSIDE GROUPS**

Use of residence hall facilities by outside groups (non-RLSH groups) must be authorized by the Residence Life and Student Housing office. Facilities may not be used by outside groups or individuals without this authorization. Persons violating this policy will be asked to leave and will forfeit reservation privileges.

**VENDING**

Throughout the residence halls there are a variety of vending machines with a wide assortment of products. Refund information is listed on each machine. Misuse or vandalism of the machines can result in a hall-wide damage charge.

**COMMUNITY AREAS**

**The Cellar @ Hokona**  
Main Campus

The Cellar will be closed until further notice for the 2020-2021 academic year; information will be sent to residents in the instance the Cellar is able to open.

**SRC Commons**  
Main Campus

The SRC Commons is a multi-purpose gathering space that all residents can utilize. Located within the commons are resident mailboxes, the 24-Hour Help Desk, a small convenience store, study areas, and the administrative offices of RLSH.

**Lower Johnson**  
Main Campus

Lower Johnson is an outdoor recreation area located across from Coronado Hall. Lower Johnson has volleyball and basketball courts that can be reserved by Community Associations and Resident Advisors for large programs or simply enjoyed by residents on a daily basis.

**Workout Room**  
LoboRainforest

The workout room at LoboRainforest is following relevant state and local restrictions on gyms. Please refer to posted information for hours, occupancy limits, and cleaning expectations for users.

**Patio & Courtyard**  
LoboRainforest

The patio and courtyard are two areas where residents can get some fresh air. These areas have bike racks and a deck with tables and chairs. These areas also feature access-controlled gates.

**Community Center & Patio**  
Student Family Housing

There are two areas that residents may reserve for events. Residents need to contact the SFH Office at least 14 days in advance of the desired event date to fill out the reservation form. It will be approved within 5 days by the Area Coordinator. Residents agree to follow rules and procedures for using these areas and understand that failure to comply with the rules outline in forms there may result in being denied future use of the area and/or charges being accessed.

**Playground & Sandbox**  
Student Family Housing

Student Family Housing has playground areas available for age-appropriate children living at SFH. Animals are not permitted to be on or in the playground areas. Residents agree to follow rules and procedures for using these areas and understand that failure to comply with the rules outline in forms there may result in being denied future use of the area and/or charges being accessed.

**Garden Plots**  
Student Family Housing

Residents are permitted to plant flowers in the small patio planter areas of their unit. There are central garden areas located within the fenced areas. They are located behind buildings “E” and “M” between “F” and “L.” These garden areas are for the residents’ use and garden plots will be allotted in March. Residents assigned a garden plot are asked to plant only in the plot that they were assigned. Walkways are not to be planted in. Please make sure that you are respectful of your neighbors’ garden areas and parents are responsible for their children in the garden.
HOUSING CONTRACT ITEMS

There are many important provisions of the UNM Housing Contract & License Agreement you signed to live in Residence Life. You, as a resident, agree to abide by certain conditions concerning policies, procedures, payment dates, refunds, and contract terminations. In the same way, the RLSH office agrees to provide you with shelter and an environment that will be conducive to your academic and personal development.

STUDENT HOUSING DASHBOARD

RLSH uses Residence by Symplicity to manage many components of your residential data. All residents have access to their housing dashboard at https://unm-residence.symplicity.com by logging in with your UNM NetID and password. All references to your Housing Dashboard are referring to this website.

The License Agreement signed at the time of your registration for campus housing is available for download on your dashboard. We highly recommend downloading a copy of that contract for your records.

ELIGIBILITY

Residents must maintain certain standards to remain eligible for campus housing:

Course Load

All residents, regardless of housing area, must be registered for a minimum of six credit hours in a degree granting program. The course load requirement may be waived in certain circumstances, for example, for a student in their last semester that needs fewer than six (6) hours to complete their studies, or graduate students working on their thesis/dissertation. Residents seeking a waiver should contact their building coordinator.

Student Family Housing: Household Members

The purpose of Student Family Housing is to support students who have dependent household members in their pursuit of a degree. Students who meet the following conditions are eligible to live at SFH:

• Married couple with/without children
• Single parents with children
• Domestic partners with/without children
• Dependent family members
• Approved exceptions by the Director of Residence Life and Student Housing or designee

Family status changes may change your eligibility for Student Family Housing. Based on space availability, single graduate or single non-traditional undergraduate students may be granted housing at SFH. These requests will be granted after all families have been placed.

Student Family Housing: Occupancy Limits

Duration Of Stay

No student may live in Student Family Housing for more than six years, except in case of extraordinary circumstances and upon prior written approval of Director of Residence Life and Student Housing or designee.

Household Size

Limits of persons living in apartment units must be observed for safety reasons. A one bedroom apartment may not have more than 3 occupants; two bedroom may not have more than 5 occupants; three bedroom may not have more than 7 occupants.

ROOM/APARTMENT CONDITION REPORT

A Room/Apartment Condition Report records any damage, markings, or missing items within a room or apartment and is kept on file electronically for each resident. You are responsible for verifying the condition of each item recorded and listing any disagreements or discrepancies within 48 hours of checking in. You are responsible for maintaining your room in the same condition. Your room will be rechecked for damage, markings, or missing items at the time of check-out. Any discrepancies may result in charges.

As soon as you check in to your assignment, you will get an email with instructions on how to complete your Room Condition Report within your housing dashboard. All room/apartment condition reports are completed electronically, in the interest of sustainability.

RESIDENCE HALL/APARTMENT CHECK-OUT

At the end of the contract term for your living area, you must vacate your room/apartment. All check-outs will be done via Express Check-Out, unless you request an in person check-out with a member of our staff. Regardless of the check-out process you opt into, you are expected to vacate your room/apartment within 24 hours after your last exam and/or from the time you formally withdraw from UNM.

To fully complete a check out, you will:

• Collect an Express Check Out packet from your RA or Hall Coordinator or set up a check-out time with your RA at least 24 hours in advance if choosing an in-person check out
• Remove all your belongings from your room.
• Clean your room, bathroom, and kitchen, including cabinets and refrigerator (if applicable).
• Return all keys
• Return mailbox keys to the SRC Mailroom (Main Campus), LoboRainforest Desk (Rainforest), or US Postal Service (SFH) during regular business hours.
• Express Check Out Only: return the completed envelope to your area desk.

A resident’s area must be clean before the checkout process begins. **Failure to go through the official checkout process will result in a $100 improper check-out fee.** You are also responsible to pay for any damages to your room, including furniture, windows, doors, and/or lost or damaged keys. A comprehensive list of damage charges will be available on the housing website.

After checking out of your room a member of the RLSH Resident Education and/or Facilities staff will do an additional walk-through of the buildings. At that time, additional damage charges may be assessed if they were not charged at the time of your check-out.

For any student who abandons or leaves items within their room, RLSH will box and store the items for 30 days. There will be a fee assessed for the time needed to box the items. After 30 days, any unclaimed items will be donated or discarded depending on the condition of the items.

**AREA MEETINGS**
RA’s conduct community meetings to help communicate important events or issues. These meetings are very important for all residents of the floor or hall. Attendance at the floor meetings is mandatory; if you can’t attend, you must talk to your RA about the information you missed.

**ASSIGNMENT CHANGES**
You may not change rooms without proper authorization Residence Life & Student Housing.

Generally, assignment changes are only granted during a designated window of time during the beginning of the semester. Residents desiring an assignment change must submit a Room Change Request application on-line from your Housing Dashboard. Approval for room changes is based on space availability and are prioritized based on application submission date.

Any assignment change requests which occur outside the designated window at the beginning of the semester will be evaluated on a case by case basis. Requests resulting from roommate conflicts will likely not be considered until a roommate mediation has been completed and a genuine attempt has been made toward resolution.

Residence Life and Student Housing reserves the right to reassign residents whenever such action benefits the community or is necessary for any facility or maintenance related needs.

**ROOM PREPARATION FOR A ROOMMATE**
If you do not have an assigned roommate and are in a designated double, the unoccupied space must be move-in ready at all times. Failure to maintain the room in a roommate ready status will result in an immediate transition in room type and an increased charge for the room which will be charged via the Bursar’s account.

**SPACE MANAGEMENT**
UNM Residence Life and Student Housing manages double room occupancy from a philosophy that residents that have been assigned to a double room without a roommate or have lost a roommate during the semester should be provided choices regarding their occupancy. Double room occupants who find themselves without a roommate may be offered following options:

1. Secure another roommate and move in with that person or have that person move in with you within 15 days of the conclusion of the general room change period or within 15 days of the date your roommate moves out, whichever situation is applicable.
2. Select the double as a single option. This option, contingent on available space, permits you to retain your double room on a single basis. Charges for doubles as singles will be outlined if this option is available.
3. Accept assignment by the Residence Life and Student Housing Office to another room/hall.

Students who are permitted to stay in their room at the double occupancy price without a roommate must keep their room ready for a roommate at all times, as previously described.

**WINTER INTERSESSION HOUSING MAIN CAMPUS**
Housing accommodations are available to current University of New Mexico residents over the winter break. Students will be required to move in and out of the intersession housing on specific dates, and exceptions cannot be made to move at different times. Winter intersession housing information and housing applications are available on the Residence Life and Student Housing website and within your Housing Dashboard beginning in October of each year.

**SUMMER SCHOOL HOUSING**
Housing accommodations are available to University of New Mexico students enrolled in classes during the summer months or for those who are enrolled in fall semester courses and have renewed their housing contract.

Summer school housing information and housing applications are available on the Residence Life and Student Housing website and within your Housing Dashboard beginning in March of each year.

**CONTRACT RELEASE & DAMAGE APPEALS**

Contract releases (termination of the contract after the start date) must be completed with a Hall Coordinator. Please refer to the License Agreement for information on charges related to Contract Releases.

Students may have the right to appeal certain charges that occur as a result of canceling a housing contract or damage charges assessed upon check-out. To learn more about filing an appeal, please contact the RLSH Manager’s suite at rlshmgt@unm.edu, 505.277.2383 or visit the office in the SRC Commons, Suite 212.

**ADA ACCOMMODATIONS**

If you need an accommodation on a permanent or temporary basis, please visit the Accessibility Resource Center (ARC) located in Mesa Vista Hall. We will work with ARC to provide reasonable accommodation to any student who needs it. ARC can be contacted via phone at 505.277.3506 or online at http://arc.unm.edu
COMMUNITY STANDARDS

By choosing to live on campus, you are electing to reside in an academic community. As a member of this community, you have rights as a resident and as a student. Please also recognize that other members of the community have the same rights, and your rights should not infringe upon those of another. You are responsible and accountable for your behavior and for the choices you make as a member of the residence hall community. You may not engage in behaviors that are illegal or could endanger yourself or others in the community. For residents at SFH, household members are held to the same standards as the resident of record.

Community Standards are established to assist in shaping this environment, to protect your rights, and to define your responsibilities to others. In addition to these Standards, as a resident you are expected to abide by all local, state, and federal laws, as well as the UNM Student Code of Conduct. The UNM Student Code of Conduct applies within all residential areas and should there be any discrepancy between the Student Code of Conduct and this Handbook, the Student Code of Conduct takes precedent. You can access the Student Code of Conduct as well as other campus policies at pathfinder.unm.edu.

Responsibility for a violation of a Community Standard is determined on a standard of “preponderance of evidence.” Preponderance of evidence can be explained as whether it is more probable than not that the violation occurred, as concluded by a reasonable interpretation of available facts and relevant information. You may be referred to the Dean of Students Office for alleged violations of the Student Code of Conduct, repeated violations of the Community Standards, or for not completing sanctions resulting from a finding of responsibility.

The Community Standards are developed from four overarching elements we believe are necessary for successful community living. Those are:

- Clery Act Violations
- Respect and Value of Others
- Safety and Facility Upkeep
- For 2020-2021: Public and Campus Health Expectations

As a resident, if you are involved in the violation of any of the Community Standards, you will need to participate in the Residence Hall Conduct Process. This process is educational in nature, and is outlined in further detail later on.

It is important to note that violation of any of the Community Standards is grounds for the imposition of sanctions, which may include the termination of your housing contract and/or referral to the Dean of Students Office for action under the UNM Student Code of Conduct.

1. CLERY ACT VIOLATIONS

The federal Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (Clery Act) requires colleges and universities to disclose campus safety information, and imposes certain basic requirements for handling incidents of sexual violence and emergency situations. Disclosures about crime statistics and summaries of security policies are made once a year in an Annual Security Report (ASR), and information about specific crimes and emergencies is made publicly available on an ongoing basis throughout the year. To find more about UNM’s disclosures, visit police.unm.edu or campussafty.unm.edu.

Most members of the Resident Education professional and student staff are considered Campus Security Authorities (CSAs). CSAs are required to complete an annual training and report any violations of policies which are included within the Clery Act. For more information about the responsibility of a CSA, please speak with a member of the Resident Education professional staff.

Alcohol

In accordance with UNM Administrative Policy 2140, the use and possession of alcohol is prohibited on University property, including the residence halls on Main Campus.

For students who are 21+ and residing at Lobo Rainforest or Student Family Housing, you may possess and consume alcohol in your assigned living space, provided that all persons present are 21+. Alcohol may only be consumed in the presence of persons who are under 21 if that person is your roommate (RF) or registered household member (SFH). Alcohol may not be consumed in any common or public areas of the building/complex. Large volume containers and devices used for the rapid consumption of alcohol are prohibited. No person 21+ may provide alcohol for or contribute to the consumption of alcohol for persons under 21.

Alcohol Possession and Distribution

- The following constitute possession of alcohol:
  - The physical presence of alcoholic beverages in your assigned residence hall room/apartment.
  - Holding or transporting an alcoholic beverage on University premises.
  - The presence of any student in any room, building, or facility on University premises where alcoholic beverage(s) are available.
  - Selling, producing, or providing alcoholic beverages to another student on University or University related premises.
  - The consumption of any amount of alcohol within the residence hall area.
Alcoholic Beverage Containers

You may not possess or use alcoholic beverage containers (cans, bottles, boxes, kegs, etc.) for any purpose in your room, regardless of your age. This includes beer bongs, shot glasses, or other devices used to consume alcohol, regardless of whether they currently contain alcohol.

Alcohol & Other Drug Misconduct

Disruptive or disorderly conduct caused by the influence of alcohol and/or other drugs is prohibited within the residence halls. Students who cause disruption within the residence halls due to the consumption of alcohol and/or other drugs may be charged with violating the alcohol and/or drug policies.

Bias-Related Incidents and Hate Crimes

Bias-Related Incidents

Bias is a preformed negative opinion or attitude toward a group or persons based on their race, gender, gender identity, religion, disability, sexual orientation, ethnicity, or national origin. Bias-related incidents include, but are not limited to, non-threatening name calling and using degrading language or slurs directed toward a person because of actual or perceived membership in a particular group.

Hate Crimes

A hate crime is a criminal offense committed against a person or property which is motivated, in whole or in part, by the offender’s bias regarding a person’s race, gender, gender identity, religion, sexual orientation, ethnicity, national origin, or disability.

Drugs and Paraphernalia

You may not possess, use, sell, or otherwise distribute any illegal drug or controlled substance in or around the residence halls/apartments. You may not use any prescribed drug in a manner that is inconsistent with the prescription, nor may you distribute your prescribed drug to others.

Drug possession may include:

- The physical presence of drugs in your assigned residence hall room
- Holding or transporting drugs on university premises
- Your presence in any room or area on university premises where drugs are available
- Purchasing or procuring drugs and subsequently selling, giving, or furnishing drugs to another person in or/and around your residence hall
- Physical presence of drug paraphernalia with or without drug residue on you, your guest, your belongings, or in your assigned room
- Growing or making drugs
- Seeds
- Odor or scent of marijuana
- Being under the influence of drugs

Larceny/Theft

Larceny/Theft is the unlawful taking, carrying, leading, or riding away of property from the possession or constructive possession of another. Constructive possession is the condition in which a person does not have physical custody or possession, but is in a position to exercise dominion or control over a thing.

Intimidation

Intimidation is to unlawfully place another person in reasonable fear of bodily harm through the use of threatening words and/or other conduct, but without displaying a weapon or subjecting the victim to actual physical attack.

To be the victim of intimidation, you don’t have to be the intended target of the offender. For example, a person who reports seeing anti-gay threats on a bathroom wall is considered a victim. Intimidation also includes cyber intimidation if the victim is threatened via computer.

Weapons

The University of New Mexico is a weapon-free campus. Use, possession or storage of any weapon on University premises or at University-sponsored activities, unless expressly authorized in writing by the President. Weapon includes, but is not limited to, firearms, ammunition, bombs, explosives, incendiary devices, or other dangerous weapons, substances or materials. For a full understanding of UNM’s weapons policy, please visit policy.unm.edu.

Vandalism/Destruction/Damage

Destruction/Damage/Vandalism of Property is to willfully or maliciously destroy, damage, deface, or otherwise injure real or personal property without the consent of the owner or the person having custody or control of it.

Immediate Referrals to the Dean of Student’s Office and/or Office of Equal Opportunity

Due to their severity, and the implications beyond your status as a resident, the following offenses, as outlined by the Clery Act, will result in immediate conduct referral to the Dean of Student’s Office and/or Office of Equal Opportunity for investigation.
• Criminal Homicide (Murder, Non-Negligent Manslaughter, Negligent Manslaughter)
• Instances of Sexual Violence and Sex Offenses (forcible and non-forcible)
• Bias-Related Incidents and Hate Crimes
• Robbery/Burglary
• Assault (simple or aggravated)
• Motor Vehicle Theft
• Arson

2. RESPECT AND VALUE FOR OTHERS

Businesses
Operation of any sort of business, legitimate or otherwise, out of your residence hall/apartment room is prohibited. This includes, but is not limited to, Internet sales and/or the sale of cosmetics, magazines, cookware, etc.

Operation of any sort of online or in-person business, legitimate or otherwise, out of your residence hall/apartment room is prohibited. This includes, but is not limited to, Internet sales and/or the sale of cosmetics, magazines, cookware, etc.

At Student Family Housing the operation of a childcare service from your apartment is strictly prohibited.

Child Supervision & Safety

Child Supervision & Safety

Parents/guardians are the sole person responsible for their children’s safety. The student of record will be held accountable for the actions of other family members, including dependent children.

Parents should not leave their young children at home or outside without adult supervision. City of Albuquerque Ordinance states children ten years or less cannot be left home alone. However, regardless of age, make sure your child is mature enough and can comprehend rules to your satisfaction before leaving them alone.

• Children younger than 6 years of age must be accompanied by an adult at all times in the following places:
  • Grassy areas and playground/basketball court (during open hours)
  • Laundry rooms
  • Community gardens
  • All SFH programs not specifically designed for youth
  • Parking lots
• The curfew for children at Student Family Housing is 9:00 pm. They are expected to be inside their apartments after this hour. Children are permitted to be walking with their parents after the curfew hour.

In consideration of others, we ask parents to discourage swearing, profane language, or threatening actions by their children in public areas (playground, basketball court, Community Center, quad courtyards).

You should not discipline another person’s child(ren). If you notice misbehavior, please call or contact the parent, or an SFH staff member to advise them of the problem. You may take actions necessary for the immediate safety of the child(ren).

If children are found by staff to be unsupervised, every effort will be made to escort the child back to their parents. If parents are not available, staff will try to contact them. If they can’t be reached, UNMPD and CYFD may be contacted. Additionally, under state law, anyone who knows or reasonable suspects that a child is being abused or neglected, must report that immediately to local law enforcement for investigation and follow-up action, including possible removal of the child from the home and further court determinations. A child is neglected if left without proper adult care and supervision necessary for the child’s well-being. A “child” is a person under 18 years of age.

Community Sports and Game

You may not participate in any kind of sport, horseplay, or physically active game inside the residence hall/ apartment, including, but not limited to, bouncing balls, roller-blading, skateboarding/longboarding, riding scooters, bowling, wrestling, playing Frisbee or tag, and using squirt guns or having water fights.

Dining Hall (La Posada)

As La Posada Dining hall is an extension of the residential experience, all Community Standards apply within La Posada Dining Hall. However, any violations of community standards occurring within La Posada will be referred to the Dean of Students Office for adjudication. Resident diners must present a valid LoboCard to the cashier upon entry into the dining hall, misrepresentation or misuse of a LoboCard is grounds for disciplinary action. Dishes may not be removed from the dining hall for any purpose. Health and Safety Standards require that shirts and shoes be worn at all times. For additional information, go to dineoncampus.com/unm/.

Disruptive Behavior

You are expected to act in a manner that will not disturb the academic pursuits, sleep or infringe upon the privacy rights, privileges, security, safety, health, or wellness of other persons. Any activity that has a negative impact on the reasonable use of residence halls/apartments by others is not permitted.
Gambling
Gambling is not permitted on the University of New Mexico campus. Gambling includes, but is not limited to, NCAA College Basketball Tournaments as well as other sporting events, playing cards for money, etc.

Guests
A guest is any person who is not assigned to the respective room and evidences behavior associated with occupancy such as sleeping overnight, storing clothing or personal items in the room, or spending long periods of time in the room which could cause inconvenience to a roommate. Residents who exceed/abuse the guest policy may be charged a per night fee based on the rates for conference housing.

Residents are responsible for the behavior of their guests at all times, and are expected to escort guests at all times. Guests must follow all residence hall policies and expectations.

At Main Campus & LoboRainforest: Guests should use the bathroom which matches their expressed gender identity or guest bathrooms; guests are always welcome to use any bathrooms designated as gender neutral

• Overnight guests are welcome under the following guidelines:
• Roommate(s) agrees to guest staying in the room/apartment
• Limited in number to one person over the occupancy of the room
• Limited to a stay of three days and nights, not to exceed nine nights during a term.
• Guests are not permitted overnight during the first or last two weeks of the semester.

At SFH: Guests are limited to a stay of one week, not to exceed three weeks in a term. Additionally, any guests who will be staying longer than a week must register and pay the appropriate rates as Long Term Guests with the SFH Office. Guests must park in the visitor lot and obtain a permit if staying for more than 24 hours from the SFH Office.

Harassment
Harassment, sexual or otherwise, is prohibited. Harassment is any behavior, physical, verbal, written, or by the use of technology that victimizes an individual with repeated unwanted contact, including, but not limited to, stalking, slander, libel, etc.

Sexual harassment is defined as unwelcome sexual advance, including requests for sexual favors and other verbal or physical conduct of a sexual nature. Please see UNM Administrative Policy 2740 (at policy.unm.edu) for more information. Instances of sexual harassment occurring within the residence halls will be immediately referred to the Office of Equal Opportunity for review and possible investigation.

Hazing
Hazing is an abusive, often humiliating form of initiation into or affiliation with a group, which includes willful action taken or situation created which recklessly or intentionally endangers the mental or physical health of another. See the UNM Pathfinder for the full UNM policy on Hazing. Any instance of hazing will be immediately reported to the UNM Dean of Students Office for review under the Student Code of Conduct.

Pranks
Pranks, which are defined as any activity done in order to make a person/persons look foolish and to amuse others, are not allowed in the residence halls as they may cause physical and/or psychological harm to others or physical space of the community.

Posting Materials/Solicitations

BULLETIN BOARDS: Staff members maintain bulletin boards within each of the living areas, with information about upcoming events, important notices, etc. Organizations may request permission to have information posted by contacting the SRC Customer Service Desk or the SFH Office.

MAILBOXES: Residence Hall student governments may post all appropriate student government announcements, including candidate endorsements for student offices, in residence hall mailboxes. Non-residence hall groups may only access residence hall mailboxes through the Campus Mail System or U.S. Postal Services, and all items must be individually addressed.

LIVING AREAS: Door-to-door solicitation (commercial, political, fundraising, or otherwise) is prohibited in the hall living units. If you encounter anyone doing so, please contact a member of the residence hall staff immediately.

LOBBY AREAS: Commercial solicitation, political campaign activities, etc. is only permitted in the SRC Commons Building with pre-approval and prearrangements. Activities must be scheduled through the SRC front desk and are limited to once a semester. Please report any unauthorized activity to a residence hall/apartment staff member or the SRC Desk.

Quiet Hours/Noise
Noise that is disruptive to others is prohibited both inside and outside of residence halls/apartments, including the courtyard and surrounding areas. Courtesy and consideration for others is expected at all times. As a resident, you are responsible for maintaining good study conditions within your community. You are expected to respectfully approach others with requests for noise reduction and respond positively to requests to reduce noise.
• Quiet Hours (the absence of loud noise or distractions) are in effect Sunday–Thursday, 10 pm-9 am; Friday and Saturday, 12 am-10 am on Main Campus. At LoboRainforest and Student Family Housing quiet hours are 9PM- 8AM everyday.
• Courtesy Hours are in effect 24-hours a day. Any loud noise or distraction that attracts the attention of other students and/or staff members is not compatible with an educational environment.
• Final Exam Quiet Hours are in effect 24-hours a day beginning the Thursday prior to finals week and ending the Saturday after finals have completed.

Contacting a staff member to ask someone to keep the noise level down should occur only after you have asked the person at least two times to decrease the noise level and they have ignored your request. At that time, the staff will contact the person.

Roommate Agreement
RLSH highly recommends that you complete a Roommate Agreement form with everyone who shares your living space. The agreement outlines specific understandings for living together, and identifies issues that often arise among roommates. The agreement can be renegotiated throughout the year, but once completed acts as an additional set of policies for your living space.

Each student possesses the following rights as a roommate, and each individual should work at honoring these rights:

• Read, study, and sleep in the room with as little disturbance as possible.
• Have personal belongings which are used by no one else.
• Live in a clean and orderly room.
• Enter the room whenever one wants unless other provisions are agreed upon by both parties.
• Have guests provided they respect the rights of the roommate and follow the Guest Policy.
• Be free of physical or emotional harassment.
• Speak openly.
• Be treated considerately and thoughtfully.
• Address problems and concerns in a mature manner.

Here are three suggestions to follow to be a considerate roommate:

• When you and your roommate experience problems, talk about the issues instead of letting them frustrate you.
• Consider what types of personal habits you have which may be irritating to others.
• Ask your roommate to tell you when you have said/done something that caused irritation.

3. SAFETY & FACILITY UPKEEP
Damage to your room that occurs as a result of any of the following may subject you to fines/fees.

Air Conditioners/Heating Units
Personal air conditioners are not allowed in student rooms. Heating units with exposed elements are prohibited.

Alterations & Decorations
All alterations to your assigned living space are prohibited. Additional locks, fixtures, electrical wiring, outside antennas for radio or television, or window guards other than those installed by RLSH will not be permitted. Additional shelving or furniture should be freestanding and not attach to the walls or impede egress of the space.

You are not permitted to paint or wallpaper any part of your assigned space.

Items which cause permanent damage or are a safety hazard are prohibited. Some of these items include: nails, thumbtacks, pins, crepe paper, acetate, and adhesives (such as gum labels, contact paper, duct tape, hot glue, or rubber cement). Blue masking tape, or similar non-marking tape, may be used with care. Room decorations are to be in the interior of your room and may not extend into or be visible from public spaces, including the hallway side of your room door and your window(s). Decorations cannot impede entrance/exit into your room and/or interfere with plumbing, electric, or fire safety systems in your room.

Holiday lights may be used for decorative purposes only in your room. Lights are limited to the indoor style and a maximum two strands of lights in any one room. Use surge protectors (do not use extension cords), and turn lights off when you leave.

Animals/Pets
No animals are permitted within RLSH space, except fish, in a single 10 gallon or smaller tank. Residents who bring unapproved pets into the residence halls may be subject to a $200 cleaning fee. In addition to the fee, any resident with an unapproved animal will be required to remove it within 24 hours.

In the event that a service or emotional support animal is applicable, appropriate documentation must be submitted to the Accessibility Resource Center (ARC) and Residence Life and Student Housing approved prior to room occupancy. Failure to have the documentation finalized with ARC and RLSH prior to the animals’ presence in your living space will result in the animal being viewed and treated as a violation of policy.
Students with service or approved emotional support animals are expected to treat the animal with respect and reports by roommates or others of animal neglect or abuse may be grounds for a removal of permission for the animal’s presence.

Residents residing in the Pet Permitted Housing areas are allowed to have pets, but must abide by all additional policies outlined for those living areas in the supplemental pet agreement.

**Balconies**

Use of balconies in every hall except SRC and SFH is strictly prohibited. Balconies are considered an extension of your living space, so you are responsible for the activity on your balcony. You may not hang/display any banners from your balcony.

**Bicycles**

Bicycles should be parked/stored outside the residence hall/apartment at all times. You are permitted to store a bicycle in your room only if your bike does not interfere with entering/exitng your room. Use the bike racks provided for securing your bike; bikes attached to any ramps/handrails will be cut off and removed.

At Student Family Housing, bicycle parking can be found at various points in each courtyard area, but residents are encouraged to utilize the bicycle corrals located adjacent to each cluster of apartments. Keys can be checked out from the SFH Office.

**Cleanliness**

Your assigned space is to be kept clean and orderly. You are responsible for cleaning your assigned room/apartment and appropriately disposing of trash. Clean is defined as free from dirt, stains, odors, contaminants, impurities, blood borne pathogens, food waste, and anything else which may present a safety hazard. Cleanliness will be assessed during the Safety & Maintenance Checks conducted by the Resident Advisors in the fall and spring semesters. Spaces which are not at an acceptable level of cleanliness may be required to clean them to a standard accepted by RLSH. If a living space is deemed to have repetitive issues in regards to cleanliness, charges may be assessed through the semester and increase with each additional issue.

Additionally, residents must fully comply with any cleaning requests coming from RLSH staff needed to complete any routine or emergency maintenance or resident initiated work requests.

**Computing**

You are expected to comply with all University and RLSH standards and guidelines governing the use of computers and networks at the University of New Mexico, including, but not limited to, Network Acceptable Use Policies. You are not to operate personal wireless routers on the University Network and tamper or interfere with the functioning of with university wireless access points.

Crypto-currency mining is not permitted within the residence halls as they cause a considerable drain on network resources and use excessive amounts of electricity.

**Cooking & Appliances**

**IN NON-APARTMENT HALLS:** You may bring and use a microwave (800 watts or less), hot pot, coffee maker, rice cooker, and hot air popcorn popper. Appliances that have a visible heating element or use hot oil (e.g. toasters, toaster ovens, George Foreman grills) are not allowed. Possession of unauthorized cooking or heating appliances may result in the assessment of a $50 fine for each occasion.

**IN APARTMENT HALLS:** Small kitchen appliances are approved for use in the apartment style residence halls, within the designated kitchen area of the apartment. Large appliances are not permitted. Residents are not to operate washing machines, dishwashers, dryers, freezers, electric heaters, electric air-conditioners, and other heavy duty appliances. No electrical circuits, gas outlets, or facet adapters may be added or installed.

**Damages**

Residents are financially responsible for any University property missing from their room, or damaged beyond normal wear and use. All residents may also collectively share financial responsibility for damage that occurs in the common areas or the dining hall. RLSH has a strong preference to hold individuals responsible for the damages they cause (intentionally or by accident), but when this is not possible, all residents of the hall/apartment or a part of the hall/apartment may be billed.

RLSH will charge for damages based on the following:

- Damages discovered at/during/immediately following check-out will be charged according to the corresponding Damage Charge Schedule, which can be found on-line at housing.unm.edu.
- First time accidental damages occurring during the contract year as a result of resident action (cooking fire, flushing items, etc.) will be charged to the student at the time of the damage at a rate of 15% of the total cost of the repair with a minimum charge of $300 and a maximum charge of $750.
- Multiple accidental or intentional damages occurring during the contract year may will be charged to the resident at the full cost of the repair.

**Elevators**
Use elevators only for the intended purpose of traveling from one floor to another. Residents are not allowed outside (above or below) the elevator cab under any circumstances.

**Fire Safety**

We expect you to practice effective fire safety at all times by exercising prudent judgment and following fire safety guidelines established or revised for residence halls/apartments. We expect you to not perform or condone anything that damages, misuses, or interferes with the ready and proper operation of any fire safety equipment or signs. This includes, but is not limited to, sprinklers, detectors, extinguishers, horns, pull stations, and exit signs. Do not prop open or otherwise interfere with the proper operation of intended smoke and heat barrier purposes of fire doors (typically corridor and stairwell doors), and do not block or otherwise obstruct hallways or building exits. Do not activate a false fire alarm or make any false report that may cause building evacuation (e.g., bomb threat).

Understand that if you do, or in any way participate in such an action, you may be subject to a monetary fine (up to $500) and the cancellation of your housing contract, as well as possible suspension or expulsion from the University and criminal prosecution.

Residents should also follow all of the following fire safety regulations:

- In the case of alarm, evacuate any/all buildings according to established procedures.
- Do not remove or alter electrical fixtures or hardware.
- Use UL approved electric cords and products and follow manufacturer directions.
- Ensure that equipment or electrical appliances used in the building are in excellent working condition at all times.
- Do not overload any electrical outlets. Only power strips with surge protective/circuit breakers are permitted.
- Do not decorate ceilings with hangings or other flammable items (including holiday decorations). Do not affix anything to or on any lamp or light fixture.
- Do not hang any objects in front of your closet.
- Do not burn or possess candles, incense, kerosene lamps, lighter fluid, propane, or charcoal.
- Do not store or possess materials hazardous to the health and safety of residents in residence halls including, but not limited to: chemicals, gasoline, kerosene, charcoal, lighter fluid, and containers which have been used for storing gasoline.
- Halogen lamps are strictly prohibited in the residence halls and apartments as they are a fire hazard.

**Furniture**

Residence hall/apartment furniture should only be used for its intended purpose. Room furnishings shall not be removed or stored. Water beds, extra beds, free standing elevated beds, or lofting beds and other construction, including attaching shelves to walls, are not permitted in your room.

Public area or lounge furnishings shall not be moved from their original locations, and should not be found in resident rooms.

**Keys & Perimeter Access**

Keys and perimeter access via your LoboCard are your responsibility and should not be given to others to use. You will be issued a key to your assigned room and will use your UNM LoboCard to access the perimeter door of your building. Residents may not duplicate University keys. You are required to return all keys issued when you check-out.

**Broken Keys:** If you have a broken key, notify your area desk immediately. You will be issued a replacement at no charge unless it is determined that you intentionally mishandled your key.

**Locked out of your room/hall:** If you are locked out of your hall or room, contact your area desk or the RA on Duty. The area desk will allow you to check out a spare key for your room. After your second lockout, you will be charged a $10 fee per occurrence. You may only use the lockout keys for ten minutes. You must provide picture identification confirming your identity so staff members may verify that you are a resident of the building. If the area desk is closed, contact the RA on Duty for the building you live in.

**Lost keys:** When a room key is lost or stolen, the lock(s) will be changed and the student that is responsible for the loss will be charged for the lock change and the new keys. The student is given 72 hours to recover the key (except at the end of a term) prior to the initiation of the lock change. If the keys cannot be recovered within 72 hours, a lock change will be processed immediately.

**Lost ID:** If you lose your LoboCard, you will lose perimeter access. You will need to contact your area desk or the RA on-duty to get a temporary fob and go to the LoboCard office for a permanent replacement of your LoboCard. There will be a charge for permanent replacements.

**Lobbies and Recreation Areas**

Your residence hall has common areas that you and your guests may use. Appropriate conduct is expected of you and your guests. Please pick up any trash and return any furniture to its proper location. Sleeping is prohibited in lobby and recreation areas.

**Mopeds/Motorized Scooters/Motorcycles**

You may not operate, park, or store a moped, scooter, motorized bicycle, or motorcycle in your room or within your hall/apartment. Any motorized machine 50cc or above must have a UNM Parking permit and be parked in motorcycle parking spaces. Mopeds, scooters, and motorized bicycles may only be parked in designated bicycle rack areas.
Non-Motorized and Small Motorized Vehicles

You may not operate, park, or store small motorized vehicles in your room or within your hall/apartment. Any motorized machine 50cc or above must have a UNM Parking permit and be parked in motorcycle parking spaces. Small motorized vehicles may only be parked as designated by UNM Parking and Transportation Services.

Roller skating, roller blading, skateboarding, or riding a scooter is prohibited inside any University building. You must be in control at all times of your bicycles, skates, skateboards, and scooters. You must not endanger the safety of yourself or others. You may not disrupt business, interfere with pedestrian traffic, or damage physical structures when involved in these activities. All wheels should remain on the ground surface at all times when used for transportation.


Motorized Vehicles At SFH:

Auto repair in parking lots is not permitted except for emergency situations. Abandoned vehicles and vehicles that are not in working order are not allowed.

Vehicles that are improperly parked, parked without proper identification in lots other that the visitor parking area, or inoperable for longer than 25 days may be towed from Student Family Housing. The vehicle owner will be charged for the towing and storage costs.

Ten (10) mph speed limits are in effect in the parking areas and streets of SFH. Because of the number of small children in the community, drivers should always drive with utmost caution in the area. All traffic regulations and signs, including one-way, stop signs, red curbs, and handicap spaces must be observed. Residents and visitors are prohibited from exiting the complex through the entrance gate and from entering the complex through the exit gate.

Plants/Greenery

Within each hall there may be plants or greenery provided as interior decorations in public areas. Do not remove them from their assigned location. Live trees are not permitted in your room and should not be placed on RLSH premises by residents.

Restroom Facilities

Each facility with common restrooms will be closed for a small portion of the day for cleaning. When designated for a specific gender, restroom facilities should only be used by persons who identify with that gender. Wherever possible, restrooms have been designated as gender neutral and are available for use by all members/guests of the residential community. RLSH supports all students’ individual gender identity and believes students should use the restroom which most accurately represents their expressed gender identity.

Smoking

UNM residence halls and campus are smoke-free environments. Smoking is permitted ONLY in University designated smoking areas. The use of electronic or simulated smoking materials (cigarettes, pipes, cigars, and hookahs) is also prohibited. Smoking areas are located between Coronado and RVA, on the west side of DeVargas Hall, and one location each at Student Family Housing and LoboRainforest.

Trash Disposal

You are responsible for the proper disposal of your trash in the designated trash area for your living area. Trash must not be placed in the hallway or common areas. Residents may be fined $25 per item as well as any associated labor costs for cleanup of any accumulation of trash in individual or common areas., including trash cans in exterior commons spaces.

Unauthorized Access

You are prohibited from entering restricted access areas that include, but are not limited to, front desks, roofs of residence halls/apartments, balconies, elevator shafts, tunnels, and mechanical and custodial rooms. Barring an emergency, you may only use designated entrances and exits for access to your building. Additionally, you are only considered a resident of the building/community you live in, so you should not enter other residence halls, unless you are a guest a resident in that building/community.

Windows/Screens

You should not remove/damage any part of your window(s) or screen(s), nor should you hang or attach any items to the interior or exterior of your window(s). Additionally, nothing may be displayed between the blinds/curtains and window; all personal affects should remain on the interior portion of the blinds/curtains. For your own safety, and the safety of others, you cannot lean out of windows and/or balconies and/or overhead walkways or drop, suspend, throw, or shoot anything from or through windows or screens. There is a fee associated with re-hanging any windows damaged by residents.

4. CAMPUS AND COMMUNITY HEALTH EXPECTATIONS

RLSH will be implementing policies and practices with the goal of the safety of our residents and the greater community. These policies may evolve over the course of the semester, and the most updated version of expectations can always be found online at http://housing.unm.edu/coronavirus.html. RLSH will also include information in the Residence Hall Handbook, which will be electronically provided to you at move-in and will be available online at http://housing.unm.edu/current-students/expectations--conduct.html.
Guests & Gathering Limits

Until further notice, absolutely no guests, except for personal care attendants for students with accommodations, will be permitted in the residence halls at any time. Guests are any person who is not assigned to live in the specific residence hall. Residents may only congregate or socialize, while maintaining social distancing and face coverings, in the residence halls with students who live in their specific assigned residence hall. Students are only permitted to be present in the residence hall to which they are assigned.

Additionally, students are only permitted to have one other person in their room at any time throughout the semester. Apartment style halls may only have 2 additional persons present in the apartment at any time. All persons present in any given room must all live in the residence hall. Any resident groups outside the residence halls but within the outdoor areas monitored by RLSH must abide by current group-size limits set at the department, university, city, state, or federal level.

RLSH has eliminated double rooms until further notice due to the danger posed by students sleeping in close proximity to each other. Due to this restriction, RLSH will also be prohibiting overnight guests in student rooms.

Students found responsible for violating the guest policy should expect, at minimum, they will lose all visitor (limited to persons who live in the same hall) privileges and will be prohibited from having any other persons in their assigned space for the remainder of the semester. Additionally, if it is found that the guest policy is being violated at the same time other RLSH policies are being violated, it is exceedingly likely that the housing contract for the involved residents will be cancelled and they will be expected to vacate university housing.

The only guest exception is during housing move-in and the planned end of semester closure when students will be permitted to have one guest assist them with the moving process during their move-in timeframe. Additional details related to guest presence at the planned end of semester closure will be released during the fall semester and will be dependent on the current status of the health situation.

Any student requesting an individual exception to this policy should reach out to us at housing@unm.edu to be directed to the best individual to evaluate your request.

Housing, other university staff, or emergency personnel with a legitimate business, health, or safety need for their presence in a residence hall may enter any of the residence halls, provided they are wearing appropriate face coverings.

Face Coverings

Per the public health order requiring all those in New Mexico to wear a face covering anytime they are not eating or drinking, and the University directive from the Provost requiring that “all students are required to wear face masks, except when in their own dorm room,” all residents are required to wear face coverings anytime they are outside of their assigned bed-space. In traditional and suite style halls, bed-spaces are considered the room a resident occupies. In apartments, bed-spaces are the individual rooms within the apartment, therefore the requirement for wearing face coverings includes the kitchen and living rooms.

For students who believe wearing a face covering will pose an undue burden based on a documented disability, we encourage you to work with the Accessibility Resource Center to request a reasonable accommodation.

In the instance that any RLSH staff must enter the individual student apartments or rooms, students will be required to wear a face covering while the RLSH staff is present.

Students who do not wear a face covering in the residence halls will be addressed through the residential conduct process; but may also be subject to additional disciplinary proceedings under the Student Code of Conduct, through the Dean of Students office.

Roommate Agreements

Historically, RLSH has strongly encouraged students to complete a roommate agreement. This year, roommate agreements will be required for those living in the apartment and suite style residence halls. These agreements will set the foundation for how each apartment will assure accountability within the apartment for the part we all play to keep each other safe.

Required Quarantines for Travel During Semester

UNM is still finalizing requirements for what would be required of students who choose to travel out of the state of New Mexico during the semester. Therefore, students are strongly encouraged to NOT travel out of the state for the duration of the semester.

Facility Limitations & Shared Space Restrictions

For those returning to the residence halls, you will notice some instructions for how you navigate the halls that haven’t previously been there. You may see stairwells and hallways limited to single direction of traffic, limits on the number of people in an elevator, signs reminding you of the need for masks, reminders on physical distancing, demarcation on the floor to maintain physical distancing, and clear plexiglass barriers in service areas. As recommendations and best practices emerge, RLSH will work to incorporate those into the residence hall space.

RLSH plans to heavily restrict the usage of common area space and kitchens throughout the fall; the ability to use these spaces will be in accordance with local, state, federal, and University thresholds for in-person interactions. To begin the semester, students should plan that common spaces within the residence halls will either be closed entirely or will have very limited use requirements that must be followed.
As New Mexico and our campus prove our ability to limit the spread of coronavirus, RLSH will reopen shared spaces to the safest extent possible.

**RIGHT TO PRIVACY**

The residence hall staff respects students’ rights to privacy in the residence halls, but authorized University and Residence Life & Student Housing personnel reserves the right to enter and inspect resident rooms at any time to verify inventory records or occupancy; to perform maintenance; to enforce safety, health, and University Student Code of Conduct or Community Standards; or during an emergency without any prior notification.

**Inspection and Entry**

During the year, periodic inspections will be made for health and safety, semester closing preparation, and maintenance. It is expected that you will comply with residence hall staff and other University officials when an inspection is requested. Whenever possible, room inspections will be conducted in the presence of you and/or your roommate and with prior notice. Staff will enter your room if your alarm clock or other electronics are continuously making noise and if there is no answer at the door. Staff will leave a note when exiting the room.

For continually occupied spaces there is an annual inspection performed by Residence Life and Student Housing employees in June or July. The resident may be liable for damages depending on the inspection.

**Searches**

The University reserves the right to enter and/or search rooms for the purposes of fire protection, sanitation, safety, and enforcement of policy. To preserve the student’s privacy, searches are only conducted on reasonable grounds. Spaces are only searched by a member of the professional staff, except when there is imminent danger to human safety. Spaces which are searched without the presence of the occupant will have at least two staff persons present. All residents will be notified the purpose of a search. Depending on the cause for the search, officers with UNM Police Department may be present.

**Maintenance Room Entry**

Residence Life and Student Housing maintenance personnel may enter your assigned space while you are gone to complete requested repairs or conduct routine maintenance of the building.

**Surveys, Studies, and Questionnaires**

In order to protect students’ right to privacy, only surveys, studies, or questionnaires associated with residence hall government or those approved by the Director of Residence Life and Student Housing or designee will be allowed.

**WELFARE CHECKS**

A wellness/welfare check means that a request has been made to inquire about your wellbeing and a member of the Residence Life staff will come to your room and try to contact you regarding the request. This can include keying into your room to determine if you are present or not. A member of the Residence Life staff may also attempt to contact you via phone/email. We will encourage you to contact the person who placed the wellness/welfare check request, because due to federal regulations (FERPA), unless you have a Student Information Proxy Release Form, which indicates the release of both housing and disciplinary information, on file with the Office of the Registrar, we are not able to share the results of the wellness/welfare check with the person who made the request.

**MISSING RESIDENTS**

A resident may be considered a “missing person” if the absence is suspiciously different to their usual pattern of behavior and/or unusual circumstances may have caused the absence.

Each student living in University owned and operated housing has the option to register a confidential contact person when they apply for or renew their housing to be notified in the event that the student is determined to be missing. Any missing person under the age of 18 that are not emancipated will have their parent or guardian notified as well. Only authorized campus officials and law enforcement persons in furtherance of a missing person investigation may have access to this information.

In the event of a missing student, Residence Life and Student Housing will (1) conduct a wellness check of the resident’s room, (2) attempt to contact the student via cell phone, email or other means, and (3) identify other students who may be aware of the missing person’s whereabouts (i.e. roommate, friends, classmates, other residents, etc). If Residence Life and Student Housing is unable to make contact with the potential missing student they will contact University of New Mexico Police Department, the Dean of Students, and the AVP for Student Life within a reasonable time frame not to exceed 12 hours from notification. Residence Life and Student Housing officials will assist UNMPD and the University in the investigation of any missing student.

After investigating the missing person report, should UNMPD determine that the student is missing and has been missing for more than 24 hours, UNMPD will enter the missing student into NCIC. Officers will also notify any other law enforcement agencies, as appropriate, for purposes of coordinating the investigation and continuing efforts to locate the student. Additionally, UNMPD will fill out a Missing Person’s Clearing House form and fax it to DPS/Missing Person’s Information Clearing house.
UNMPD will also notify UNM Residence Life and Student Housing and the Dean of Students Office of their finding. The student’s confidential contact will be notified no later than 24 hours after the student is determined to be missing by the Dean of Students, Director of Residence Life and Student Housing, or AVP of Student Life.

RESIDENCE HALL CONDUCT PROCESS

CONDUCT PROCESS PHILOSOPHY

The Residence Life and Student Housing conduct system is educational in nature. Its primary purpose is to help residents learn from choices they make and be positive contributors to the residence hall/apartment community.

Consequences, or sanctions, assigned when a student is found responsible for violating a Community Standard, contractual obligation, policy, or law are intended to help a resident learn from the experience and make better choices as a member of the community. Our conduct system is progressive in nature and each subsequent violation/sanction builds upon the last.

Residence hall policies are reasonable and predicated on the principle that residence hall students are mature individuals balanced with the desire to protect the well-being of all residents. Residents are expected to maintain standards of personal conduct that are consonant with the educational and personal rights, privileges, and property of other persons. Additionally, residents must observe University regulations governing student conduct as well as national, state, and local laws.

CONDUCT ACTION PROCEDURES

Residents are documented for violating the Community Standards via an Incident Report. Official Incident Reports are filled out by student staff members, but any student may report issues within their community to a member of the Residence Life staff. These reports are submitted to the Coordinator of the building where the violation occurred. Students who are documented will be contacted via UNM e-mail by their Coordinator to schedule a conduct hearing regarding their involvement in the violation. These hearings will review the documented violation and expectations regarding future behavior. Residents will be given the chance to share their interpretation of the events which led to the violation, and provide any evidence or testimony to support their viewpoint.

Based on the preponderance of evidence principle outlined earlier, the Coordinator will determine the level of involvement and responsibility of the resident. Residents involved in violations of Community Standards may receive any or multiple of the following sanctions:

1. Referred to the Dean of Students Office.
2. Placed on a level of residence hall probation with additional stipulations, including but not limited to:
   a. Required to attend behavioral modification programs or workshops.
   b. Required to complete community service.
   c. Required to complete an educational sanction appropriate to the violation.
   d. Required to make monetary restitution for damages or expenses incurred.
   e. Subjected to pay fines.
3. In accordance with the University Student Records Policy, parents or guardians may, when deemed appropriate, be contacted concerning student violations of campus alcohol or drug policies.
4. Restricted from entry into specific residence halls, dining hall, commons building, etc.
5. Reassigned to another residence room/hall.
6. Suspended from living in the housing system.
7. Inability to renew a housing contract for future terms.
8. Cancellation of the residence hall contract; Students may be charged up to the full cost of their residence hall space when the contract is canceled for disciplinary reasons.

Emergency Interim Suspension from Residence Life & Student Housing

Emergency Interim Suspension from a residence hall/apartment may be imposed by the Director of Residence Life and Student Housing or designee if there is reasonable cause to believe that your continued presence may be an immediate threat to the educational environment, as well as to the physical or emotional health, safety, or well-being to yourself, other residents, staff, and/or University property.

Should you be placed on a status of Emergency Interim Suspension, you have the right to have a meeting held with the Director, or designee, within 72 hours of the notice of interim suspension. This meeting will only be in regards to the continuation of the interim suspension, and you will still be required to go through the Residence Hall Conduct Process to address the Community Standards violation.

Compliance

You are expected to comply with the policies outlined in this document as well as the Student Code of Conduct, additionally you should respond to reasonable requests of any Residence Life and Student Housing staff member performing job duties, including presenting proper identification such as a LoboCard or student ID number upon request. You are expected to comply with conduct process sanctions mandated to you or you may be referred to the Dean of Students Office or receive further sanctioning.
Appeal Process

The decision of the Coordinator can be appealed in cases only where sanctions which include relocation or contract termination are assigned. Residents must submit their appeal request in writing no later than three business days after the decision has been rendered. To submit an appeal, contact the RLSH Manager’s suite, at 505.277.2383, SRC Commons, Suite 212.

Appeals are available if there is new information regarding the situation, if the sanctions are perceived as grossly disproportionate for the incident, if the decision was not in accordance with the evidence presented, or if there was a significant procedural error which impacted the outcome.

The Director, or designee, may schedule a meeting with the appeal resident to discuss the reason, but appealing parties are encouraged to provide sufficient detail in their appeal request, because meetings are not guaranteed for an appeal. Appeal decisions regarding sanctions for Residence Hall Community Standards by the Director, or designee, are final.

COVID Related Modifications

Students who are found responsible for violating any of the health protocols outlined above or those communicated with residents throughout the semester will be held accountable for their choices. RLSH will continue to follow the published Housing Conduct Procedures (available within the Residence Hall Handbook), with appropriate and necessary considerations for physical distancing and alternate mediums for meetings between staff and students to address alleged violations of policy. Due to the risk posed to the greater community by health protocol violations, students found responsible could very likely face removal from campus housing, even on the first offense.

The appeals process for students who are removed from campus housing will remain intact, but appeals must be filed on the grounds for appeal outlined in the Residence Hall Handbook. Please be aware, the appeal process does not guarantee residency for any reason. We are imploring residents to avoid making decisions which put the health of themselves and the community at risk; doing so puts your continued residency with RLSH at risk.

Students found violating housing policies may also be subject to the disciplinary proceedings under the Student Code of Conduct through the Dean of Students Office.

STUDENT RIGHTS AND RESPONSIBILITIES

In addition to the student rights outlined in the UNM Student Grievance Procedure, residents have the following rights and responsibilities within the Residence Hall Conduct Process:

Notification and explanation of decisions and sanctions as well as consequences for not completing sanctions as directed.

The option of appealing a conduct decision, as outlined in the Appeal Process.

Ignorance of Community Standards, Housing License Agreement obligations, policies, procedures, Wing/Community Rules, and/or the law is not a valid defense in conduct proceedings.

Dishonesty during conduct proceedings violates Community Standards. Violators are subject to further action, which may include, but not be limited to, modifying the charge against the accused during the proceedings and considering this dishonesty when making decisions and issuing sanctions.

Participants with disabilities are accorded reasonable accommodation in order that they may participate fully in the conduct process. It is important to note, however, that a disability in itself is not a valid defense in conduct proceedings. Residents are held accountable for their actions regardless of their abilities.

Results of Residence Life and Student Housing conduct proceedings are considered confidential and are only shared with University officials and others on a legitimate need to know basis. Conduct issues are reviewed with parents and/or others only when the resident gives written permission to do so with the exception of residents found responsible for violating alcohol or drugs as permitted by federal law.

Results of Residence Life and Student Housing proceedings will be provided in response to a properly executed subpoena.

Presence During a Violation

If you are present in a room, hall, or at a RLSH function and realize a violation of Community Standards or University policy is occurring, you have the responsibility to: 1) Leave the room and/or area immediately; and 2) Report such violation(s) to hall staff immediately. Not following the above action(s) will find you responsible for violating the policies you are witnessing.
SAFETY TIPS

The Student Residence Center (SRC) Help Desk is open 24 hours a day to help residents with urgent and emergency situations. The SRC Desk has access to residence hall emergency systems and can contact Resident Advisor Staff, Residence Hall Student Safety and Security Staff and University Police as needed. Actively promoting safety and security within this community at all times is everyone’s responsibility. We encourage you to adhere to the following:

• Do not prop open or otherwise disable the latching/locking mechanism of any exterior, corridor, stairwell, or interior door (excluding room doors) in your building.
• Un-prop and close any door that you find propped open or otherwise unsecured and inform a staff member.
• Do not permit access to the residence hall/apartment by non-residents who are not your personal guests, and do not condone others doing so.
• Do not enter or exit the residence halls through designated exit doors or fire doors unless there is an emergency.
• When leaving the hall at night, tell your roommate(s) when you plan to return.
• After dark, students should not walk alone. If possible, walk with a friend or roommate. Residents can also contact UNMPD for an escort by calling 505.277.2241; this phone number can also be found on the back of your student ID.
• Never leave goods or belongings unattended.
• Solicitors or suspicious persons are to be reported to UNMPD and a staff member immediately.
• Always carry your keys and LoboCard.
• Keep your room/apartment door closed and locked when not in the room and understand that you can enhance your personal safety and that of your roommate(s) by keeping the door closed and locked at all times.
• Immediately inform a staff member about any unsafe condition or behavior that threatens the safety or security of your community.

LOBOGUARDIAN APP

Recognizing the safety needs of its campus community, the University of New Mexico has taken another step in its goal of enhancing safety for all its faculty, staff and students. UNM has added LoboGuardian, the latest technology-driven app designed to increase user safety through real-time interactive features that create a virtual safety network of friends and family.

Available for iOS and Android devices and provided as a free download, LoboGuardian allows users to designate “Guardians” to act as a virtual safety escorts in timed Safety Sessions. With LoboGuardian, users are also able to anonymously report a tip to the UNM Police Department, call the UNM Police Department, or call 911.

LoboGuardian is a joint effort between the Dean of Students, Campus Safety, the UNM Police Department and Information Technologies. The LoboGuardian mobile phone safety app is first-generation technology and your feedback is valuable as UNM works to improve these and other campus safety services. To provide feedback, send comments and suggestions about LoboGuardian to the Dean of Students at doso@unm.edu.

For more information, visit loboguardian.unm.edu

AVOIDING THEFT

To guard against theft of your property, the University recommends that the following safeguards be observed:

• Record all serial numbers and makes of electronic items such as laptops, iPods, MP3 players, etc.
• Consider leaving family heirlooms or other valuable items at home.
• Keep money and valuables in a secure place. Do not keep excessive amounts of cash in your room.
• Record the numbers of all credit cards and checking accounts. Record the addresses of these companies and banks so that they can be notified if cards are lost or stolen. Keep this information in a secure place.
• Report the presence of any strangers in nonpublic areas of the halls to the UNMPD and a staff member.
• Keep your room locked at all times, especially at night when you are sleeping.
• In the event you are a victim of a theft, call UNMPD immediately and notify a staff member.
• Register your bike with UNMPD at the beginning of the year or as soon as possible after bringing it to campus.

FIRE SAFETY

We expect you to practice effective fire safety at all times by exercising prudent judgment and following fire safety guidelines established or revised for the residence halls. You must evacuate the residence hall/apartment immediately when a building alarm sounds and must follow established evacuation procedures.

• Established evacuation procedures indicate that all residents and guests are required to:
• Follow all instructions given by residence life staff, University Police, or emergency personnel.
• Close all room windows and open draperies.
• Grab a blanket or towel to prevent smoke inhalation.
• Leave ceiling lights in room on.
• Leave as quickly as possible and proceed to nearest designated exit.
• Lock room door and take room key with you.
• Use emergency exits only if it is truly an emergency or fire.
• Exit the building.
• Once outside of the building, move to a designated evacuation point and stay there until given authorization by a residence hall staff member.
• Stay clear of fire lanes and hydrants.

Residence Life and Student Housing conducts approximately four fire drills throughout the year, but it is imperative for your safety that you evacuate the building any time an alarm sounds.

**Fire Alarm Systems**

**MAIN CAMPUS & LOBORAINFOREST**

Fire alarms for each residence hall can be activated by using the pull station located in the hallways. You can also report a fire or emergency by contacting the 24-hour SRC Help Desk or UNMPD. Students living in the SRC apartments can also use the call box located by the front door of their apartment to alert staff of a fire.

**STUDENT FAMILY HOUSING**

At Student Family Housing fire alarms for each apartment can be activated by using the pull station located in the breezeways and laundry rooms. You can also report a fire or emergency by contacting the SFH Office during business hours, the CRA on Duty and UNMPD.

**Fire Extinguishers/Hoses**

Fire extinguishers are located at specific locations in each living area. Residents are requested to become familiar with the location of this equipment. Residents are reminded that the best approach to a fire emergency is to report the fire rather than attempting to fight the fire themselves.

Students living in the apartment style residence halls have an extinguisher available within each apartment. In order to maintain the working order of the extinguishers, the University conducts monthly checks. These checks are not optional and will occur regardless of your presence in your apartment.

**ILLNESS AND INJURY**

If you are ill or injured, you should seek assistance from either campus health or a residence hall staff member (RA or Hall Coordinator). Staff members can assist and direct you to medical attention, or you may be directed to stay in your room. Staff members are not permitted to transport students to a medical facility. 911 must be called, or a friend must transport you. If an illness is prolonged, you can contact the Dean of Student’s office regarding class absences.

**NATURAL DISASTERS**

In the unlikely case of a natural disaster, you are advised to stay indoors. While inside, take cover under sturdy furniture or brace yourself in a doorway. Stay near the center of the building, away from glass, windows, and doors. Elevators are not to be used. Please follow staff member instructions.

**POWER OUTAGE**

If a power outage should occur, you are advised to stay calm and in your room. Open flame candles are not allowed. Residence Hall Staff members will make frequent rounds until the power returns. There is emergency lighting in the hallways.

**RESOURCES**

**MENTAL HEALTH**

Residence Life and Student Housing is committed to the mental health and wellness of all students living on campus. There are several services available to you through Student Health and Counseling (SHAC) if you are struggling with any number of mental or emotional issues.

For more information on the services that SHAC provides as well as many other mental health resources, please visit shac.unm.edu. SHAC provides some limited after hours crisis response for mental health, to access these services, call 505.277.3136 and select Option # 3.

In addition to SHAC, there is the Agora Crisis Line, an anonymous service freely available to students. Agora provides both a listening ear as well as referral information for students in crisis. You can call Agora 24-hours a day at 505.277.3013.

As a reminder to all students, anonymous social media outlets do not activate University services for assistance. If you are experiencing difficulty and need to talk to someone, we will not be able to respond to posts made on social media platforms, so please seek out your RA who has received training and referral resources to get connected with University services.

Students living with Residence Life and Student Housing who display behaviors which cause significant concern to members of RLSH staff may be referred to the campus CARE Team. The CARE Team is comprised of a University staff who work together to provide a coordinated response to students who are experiencing distress on campus.
Title IX of the Education Amendments of 1972 (Title IX) is a federal civil rights law that prohibits discrimination on the basis of sex (including gender, sex stereotyping, and gender identity) in federally funded education programs and activities. Sexual harassment, which includes acts of sexual violence and sexual misconduct, is a form of sex discrimination prohibited by Title IX. UNM's policy on Sexual Violence and Sexual Misconduct applies to any allegation of sexual violence or misconduct made by or against a student, or a UNM staff or faculty member, regardless of where the alleged sexual violence or misconduct occurred. If the circumstances giving rise to the complaint are related to UNM’s programs or activities, the policy may apply regardless of the affiliation of the parties.

Sexual violence and misconduct may be committed by anyone, including a stranger, an acquaintance, a friend, or someone with whom the victim is involved in an intimate or sexual relationship. Individuals who have experienced sexual violence or misconduct are encouraged to report what happened to law enforcement and to seek assistance from your Building Coordinator or other campus resources. A report of sexual violence or misconduct will be taken seriously and addressed in accordance with UNM policies and procedures.

Sexual violence refers to physical sexual acts perpetrated with force or coercion against a person’s will; or where a person has not given consent or is unable to consent due to his or her use of alcohol or drugs, or disability, or age. Sexual violence is a crime.

Sexual misconduct incorporates a range of behaviors, including sexual assault, sexual harassment, intimate partner violence, stalking, voyeurism, and any other conduct of a sexual nature that is non-consensual, or has the purpose or effect of threatening, intimidating, or coercing a person.

The University encourages individuals who have experienced sexual violence or misconduct to get the support they need and the University can respond appropriately. UNM recognizes that such individuals may want to speak with someone on campus before deciding whether to report the incident to the police or the Office of Equal Opportunity for investigation. Individuals who experience sexual violence or misconduct are strongly encouraged to understand the various reporting requirements of University entities in order to make the best decision for their circumstance. Whether or not anonymity is requested, information about sexual violence and misconduct will be treated confidentially and only be shared on a need-to-know basis, and as authorized under University policy and applicable federal and state law.

If you are looking for a place where you can share what has happened without any requirement for action, please visit the LoboRespect Advocacy Center, Student Health and Counseling, the Women’s Resource Center, or the LGBTQ Resource Center; all persons of all gender identities are welcome at any of these locations.

You can also report instances of sexual violence through the following mechanisms:

- Call the police at 505.277.2241 or 911 in order to file an official police report for immediate investigation or for possible elective future action.
- Contact your Resident Advisor or Building Coordinator.
- Call the Office of Equal Opportunity at 505.277.5251.
- Contact the Dean of Student's Office at 505.277.3361
- The following locations are not part of campus, and will not make any report to any member of the campus community, but are here to assist you if you are the victim of sexual/gendered violence.
- Go to a hospital emergency room (for instances of violence and assault)
- Call the Albuquerque Rape Crisis Center at (505) 266-7711.
- Contact SANE, Sexual Assault Nurse Examiners, at (505) 883-8720

For complete information about UNM’s policy and response to instances of Sexual Violence, please visit policy.unm.edu/university-policies/2000/2740.html.

For more information about UNM’s actions in effort to prevent sexual misconduct on campus, as well as creating a respectful campus for all students, visit lborespecct.unm.edu.
Phone Numbers and Resources

MAIN Residence Hall Contacts

| Residence Life and Student Housing 24/7 Help Desk | 505.277.2606 |
| SRC 24-Hour Emergency Desk | 505.277.9203 |

RESIDENT EDUCATION PROFESSIONAL STAFF MEMBERS

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Megan Chibanga</td>
<td>Assistant Director of Residence Life</td>
<td><a href="mailto:mjc28@unm.edu">mjc28@unm.edu</a></td>
</tr>
<tr>
<td>DeAnna Padilla</td>
<td>Sr. Area Coordinator</td>
<td><a href="mailto:dpadilla4@unm.edu">dpadilla4@unm.edu</a></td>
</tr>
<tr>
<td>Letha Parrott</td>
<td>Area Coordinator</td>
<td><a href="mailto:lethap@unm.edu">lethap@unm.edu</a></td>
</tr>
<tr>
<td>Teresa Ortiz</td>
<td>Operations Manager</td>
<td><a href="mailto:tortiz@unm.edu">tortiz@unm.edu</a></td>
</tr>
</tbody>
</table>

Alvarado Hall | Joseph Washington | 505.277.4955 | joewash411@unm.edu |
| Coronado Hall | Kye Glover | 505.277.6601 | kyglover@unm.edu |
| Hokona Hall | Drew Della-Ratta | 505.277.8986 | jhodax@unm.edu |
| Laguna DeVargas | Katie Higgins | 505.277.2233 | kahiggins@unm.edu |
| Lobo Rainforest | Marcos Chavez-Martinez | 505.277.1522 | mchavezmartinez1@unm.edu |
| RVA Apts | Courtney Love | 505.277.9227 | clove@unm.edu |
| Santa Clara Hall | Ana Milan-Hinostroza | 505.277.0777 | apaulamilan@unm.edu |
| SRC Apts | Courtney Love | 505.277.6669 | clove@unm.edu |
| Student Family Housing | Becki Tankson | 505.277.5896 | btankson@unm.edu |

RA On-Duty Phone Numbers

<table>
<thead>
<tr>
<th>Hall</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alvarado Hall</td>
<td>505.228.9547</td>
</tr>
<tr>
<td>Coronado Hall</td>
<td>505.269.3129</td>
</tr>
<tr>
<td>Hokona Hall</td>
<td>505.269.8320</td>
</tr>
<tr>
<td>Laguna &amp; DeVargas Halls</td>
<td>505.252.2112</td>
</tr>
<tr>
<td>Lobo Rainforest</td>
<td>505.220.2146</td>
</tr>
<tr>
<td>Redondo Village Apartments</td>
<td>505.269.1884</td>
</tr>
<tr>
<td>Santa Clara Hall</td>
<td>505.379.8587</td>
</tr>
<tr>
<td>Student Residence Center Apts</td>
<td>505.269.7914</td>
</tr>
<tr>
<td>Student Family Housing</td>
<td>505.903.4351</td>
</tr>
</tbody>
</table>

Other Important Offices and Resources

<table>
<thead>
<tr>
<th>Office</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accessibility Resource Center</td>
<td>505.277.3506</td>
</tr>
<tr>
<td>Center for Academic Support Programs (CAPS)</td>
<td>505.277.7205</td>
</tr>
<tr>
<td>Dean of Students Office</td>
<td>505.277.3361</td>
</tr>
<tr>
<td>Johnson Recreation Center</td>
<td>505.277.0178</td>
</tr>
<tr>
<td>LoboCard Office</td>
<td>505.277.9970</td>
</tr>
<tr>
<td>LoboRespect</td>
<td>505.277.2911</td>
</tr>
<tr>
<td>Office of Equal Opportunity</td>
<td>505.277.5251</td>
</tr>
<tr>
<td>Parking and Transportation Services (PATS)</td>
<td>505.277.1938</td>
</tr>
<tr>
<td>Student Activities Center</td>
<td>505.277.4706</td>
</tr>
<tr>
<td>Student Health &amp; Counseling (SHAC)</td>
<td>505.277.3136</td>
</tr>
<tr>
<td>University Advisement Center</td>
<td>505.277.2631</td>
</tr>
<tr>
<td>University Libraries</td>
<td>505.277.9100</td>
</tr>
<tr>
<td>University Operator</td>
<td>505.277.0111</td>
</tr>
<tr>
<td>UNM Police Department</td>
<td>505.277.2241</td>
</tr>
</tbody>
</table>