Welcome to residence!

We are so excited to get to know you over the coming year. Living in residence is a great way to connect with everything uOttawa has to offer, both academically and socially!

Moving into residence can be a big transition, especially this year as the world adapts to COVID-19. Our staff team has spent the summer creatively planning and adapting to make sure we can support you with the same quality of opportunities and resources as always. This quick guide will cover all the bases of what you need to know to be ready for life on campus. If there’s anything we missed, don’t hesitate to get in touch; we are happy to help!

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1) Setting the Scene: Why Policies Are So Important in Residence

Residence is a lively, community-oriented place to live, and it is wonderfully convenient for getting around campus and meeting new people. With those benefits come some important things to consider, including how to live in close community with others in a way that’s fun and safe for everyone. Our core policies were developed with your health and safety in mind; you can find them in our Residence Agreement and Code of Conduct and all the appendices that apply for 2020-2021.

With COVID-19 introducing new risks, it has never been more important to recognize the potential impact that our actions may have on others, and for us all to work together out of consideration for everyone’s wellbeing. We have worked closely with our local public health officials (Ottawa Public Health) to adapt our policies to fit their recommendations for congregating living areas.

For this reason, some University policies differ from those issued to the general public; standards that make sense elsewhere may pose higher risks when applied in residence. In order for us to continue to effectively manage risks to the safety of our students and staff, we have treated the recommendations very seriously, and we ask that you do so too.

We’ll continue to adapt our policies to match those issued by public health authorities as the situation evolves. The information contained in this document was accurate as of its writing on August 18, 2020, and we encourage you to stay informed of updates to all policies and recommendations, whether public or residence-specific. The Ottawa Public Health website is a great place to start since their information is current, trustworthy, and useful: check it out when you get the chance.

However, keep in mind the Residence Agreement and COVID-19 Addendum take precedence over OPH guidelines.
2) Quarantine: Arriving or Returning to Campus from International Locations

Whether you are arriving on campus from an international location or considering taking a trip during your time in residence, an important consideration is the requirement to quarantine for 14 days upon your return to Canada.

You will not be allowed to quarantine in your residence room. If you need to quarantine before your move-in, we have partnered with Les Suites Hotel Ottawa, a nearby hotel, to offer you quarantine package that includes accommodation for 14 nights and 3 meals per day delivered directly to your room daily. The nightly rate is $86.87 + tax, and is conveniently charged directly to your student account.

If you have questions or concerns about the quarantine package, please contact us at residence@uOttawa.ca or call 613-562-5885 or 1-888-564-4545.

Full details about arriving from abroad and quarantine can be found on the International Office website.

Be sure to notify us of your arrival and quarantine details ahead of time so that we can check in with you during the 14 days. Regardless of whether you are staying on- or off-campus, you are more than welcome to jump right in and participate in our virtual events and programs.
3) Self-Isolation: Preventing the Spread

Similar yet distinct from quarantining, self-isolation is for anyone experiencing symptoms of COVID-19, anyone who has been exposed to someone who has tested positive for COVID-19, or anyone who has been instructed by a public health official or medical professional to self-isolate.

At any time during your stay on campus, be sure to let us know that you are self-isolating by sending an email to residence@uOttawa.ca. If you live in a unit with anyone else, we’ll assist your move to our specially designated self-isolation accommodations, check in with you regularly during your self-isolation, and arrange additional support for you, including meal delivery and supplies, such as extra gloves and masks. Self-isolation must be conducted for either 14 days or until 24 hours after the complete disappearance of symptoms, whichever is longer. If you aren’t sure whether you ought to self-isolate, take the COVID-19 self-assessment and follow the instructions. If you still aren’t sure, give us a call, and we’ll figure it out together.

Importantly, the precautionary standard is that all people within the same household self-isolate once one household member is required to do so. In residence, this means you and your roommates must all isolate. If you or your roommate(s), or floor-mate(s) in traditional-style residences, fit the recommended criteria for self-isolation, the recommendation extends to all of you. However, you will self-isolate separately so that each student can return to their regular unit when their own required self-isolation period is complete.
4) **Navigating Residence: Sharing Public Spaces Courteously**

By now, you'll likely have noticed many places adopting additional instructions for foot traffic; residence is no different. It is important that you follow the signs as posted. Some common adaptations include:

**Unidirectional hallways, staircases, and doorways**
Except in cases of emergency, be sure to follow the direction of the arrows.

**Physical distancing floor markers**
To help people keep proper distance, some high traffic waiting areas have been set up with dots on the floor to help keep lines orderly.

**Elevator capacity**
Due to the small size of elevators, their capacities have been reduced to manage risk. No more than two people may share an elevator unless they are in the same **social circle**. Please be considerate of others and give priority to people with mobility issues or those who are moving heavy objects. We encourage you to take the stairs whenever possible to help keep elevators available for those who need them most (plus, you'll get some exercise!)

**Common areas (including laundry rooms and shared kitchens)**
Wherever possible, we are working to keep common spaces open for use, in particular shared kitchens and laundry rooms. Revised room capacities will be clearly marked, and we ask everyone to be diligent in respecting these limits.
Getting into good habits early with your floor and building mates will help keep things flowing smoothly for everyone; try to be efficient with the time you spend in these spaces, especially during peak hours. If it’s convenient, consider stepping out briefly to give access to others who just need to pop in for a moment. For instance, if you’re waiting for your laundry to finish, step out of the laundry room for a minute so that someone else can start their load, or briefly switch places with someone who just needs to grab their snack as you wait for your food to finish heating. In the shared kitchens, remember to give priority to people who need access to the space for cooking, rather than for other purposes, such as socializing. Unfortunately, neighbourly offers to share food or cooking equipment may not be as safe as normal.

The common and public areas of our residence buildings are cleaned regularly by our cleaning team, but if you notice something that needs extra attention, do let us know at (613) 562-5885. Do what your part by cleaning up after yourself, clean your hands and not to touch your face before and after touching shared surfaces.

Coming and going
Just as it’s smart to keep your health card with you when you’re out and about, bringing your keys and student card along when you leave your unit/apartment is a good habit to get into. Having your keys will save you the inconvenience of getting accidentally locked out, and both will help identify you as a resident of the building to the guards and University staff in charge of monitoring the residences.

Emergency building evacuations
Surprise evacuations are rarely convenient, but you should always evacuate, no matter how much you secretly suspect it’s just your neighbour practicing their special talent for burning toast. If you hear or see the fire alarm go off, quickly grab weather-appropriate shoes and outerwear, your keys, and a mask if possible. If you have documents that are particularly hard to replace, or medications that you have to take regularly, consider keeping them in a secure place that’s quickly accessible so you can easily grab them on your way out.

Move swiftly yet safely as you evacuate the building, using the most direct route regardless of unidirectional signage and making sure to avoid elevators. Once you’re outside, keep moving until you’re far enough away from the building to be safe; this means out of the way of emergency responders, traffic, other people who are still trying to exit the building, as well as out of range of any windows that may smash if exposed to heat from a fire. Residence-specific instructions about the location of your building’s marshalling point will be discussed when you arrive on campus. Once marshalled a safe distance from the building, practice good physical distancing. Always follow the instructions of emergency responders and University staff (identifiable by their uniform and possibly a yellow or white hard-hard). Wait for them to clear the building before re-entering.

If you cannot safely evacuate the building due to your physical condition, call Protection Services at (613) 562-5411 to alert them. While we’re at it, why not just save that number on your phone right now? Better to have it and not need it, than to need it and not have it. All set? Great!
5) The Care and Keeping of You! Steps For Protecting Yourself and Others During COVID-19

The tips in this section range from the now-familiar to some that are a little more residence-specific.

For reliable and up-to-date information about COVID-19, including things you probably didn’t realize that you didn’t know, visit the Ottawa Public Health webpage. One resource in particular that you should get to know is the Ontario COVID-19 self-assessment website. While the thought of doing the self-assessment every day probably seems over-zealous, you should get into the habit of at least running through a mental checklist of how you’re feeling at least once a day, and especially before going out anywhere. If you feel a hint of any symptoms that could be consistent with COVID-19, take a moment to complete the self-assessment officially. If the assessment instructs you to self-isolate, or if you still aren’t sure, give us a call immediately at (613) 562-5885.

Alright, let’s cover some basic germ-busting strategies!

**Wear a mask or face covering**
Wearing a mask helps prevent the spread of COVID-19 and helps protect people who are around you. As masks are mandatory in all indoor public spaces in Ontario, the University has followed with a similar policy for University buildings. This includes residences, so be sure to wear a mask when leaving your room/unit/apartment. If you’re in a situation that meets Ottawa Public Health criteria for mask exemption, please notify us at residence@uOttawa.ca.

How should your mask fit? How should you maintain your mask? What is the safest way to remove and clean, or dispose of, your mask? Check out the Ottawa Public Health COVID-19 website for answers to these and many more questions that you might not have thought of asking.

To help you stay both fashionable and safe (as well as to welcome you to the Gee-Gees family, 2020-style!) we will be presenting you with a gift of two Gee-Gees-themed masks when you move in. 😊

**Respect physical distancing**
Keep 2 metres (6 feet) away from people who aren’t in your social circle, even when wearing a mask. Never heard of social circles? Learn all about them on the Government of Ontario website.
Clean your hands frequently
Make a habit of sanitizing your hands whenever possible, as you enter or exit buildings, or while passing through high-touch areas. Wash your hands thoroughly with warm water and soap as soon as you come home. Washing your hands before preparing food, and then again before eating, are also great preventative measures. High-touch personal items, such as bank cards, keys, lip balms, phones, glasses, etc., should also be sanitized to reduce the spread of germs.

Cough and sneeze into your elbow
Face away and downwind from people. (Hopefully, this isn’t a new skill for anyone.) If you use a tissue, dispose of it directly and wash or sanitize your hands before touching shared surfaces.

Don’t touch your face
As soon as you read that, you felt an itch, didn’t you? Resist! Keep your hands away from your eyes, nose, and mouth. Why? Touching the mucous membranes on your face with dirty hands allows germs that cause respiratory infections to enter your body.
6) Your Living Area: Keeping it Tidy to Reduce Risk

Whether you live alone or with roommates, COVID-19 is a great reason to introduce a cleaning routine into your life if you don’t already have one. “Fantastic, exactly the thrilling lifestyle change I was hoping for when I applied for a spot in residence” you think to yourself. In all seriousness, though, not only is it a good idea from a health standpoint, it also goes a long way towards keeping your relationship with your roommate(s) going well, not to mention how satisfying it is for you to have a nice, clean place to spend your time in and come home to. If this all sounds totally new to you, don’t worry; we’re here to help. 😊

Starter cleaning kit
Every unit/apartment will receive a starter cleaning kit to help you kick off the year on the right foot. The kit includes some basic cleaning supplies and written recommendations for how to use them. If you’re still not sure, don’t be shy to ask! As the supplies run out, you and your roommate(s) are responsible for keeping yourselves stocked with what you need.

Enhanced cleaning procedure
High-touch surfaces should be cleaned more frequently: doorknobs, light switches, faucets, tabletops, chair backs and arms, fridge/oven/cabinet/drawer handles, shared video-gaming equipment, etc.

Inspections
As part of building maintenance, we conduct routine inspections three times over the course of the academic year (usually in October, January, and March). Generally, this is a preventative measure to find anything that needs to be repaired before it becomes a more serious problem. You can help by using a Maximo service request to report any problems you notice. If we have concerns the cleanliness of your unit/apartment during the inspections, you and your roommate(s) will be informed and given a chance to clean up. If cleanliness issues persist, a cleaning team may be sent into your unit/apartment and if so, a fee for this cleaning will be added to your student account.
7) Social Life, Social Circles: Working Together to Socialize Safely

This section is specific to overnight trips and hosting guests. For information about arriving or returning to campus from international locations, refer to Section 2.

In-person socializing has been significantly affected by the potential COVID-19 risks it may entail, and that’s particularly relevant in high-density buildings such as residence, in spite of our reduced population. We have to be especially conscious of the risks that come with increasing access to the residence buildings, and managing that risk is a responsibility shared by everyone.

Out of consideration for these factors, strict temporary guest policies are currently in effect in residence (as of the writing of this document, August 18, 2020). Everyone living in residence should be able to list the people in their social circle (current limit of ten), and it’s important to note that members of a shared household unit (your roommates) automatically share the same social circle. No one can be in more than one social circle. Although Thanksgiving and other holidays and events may seem far away in September, it’s a good idea to consider anyone you plan to stay with during overnight trips away from residence. The Ottawa Public Health website has some useful information for helping people establish their social circles, and you can refer to Section 8 below for tips on working with your roommate(s) to discuss who to include.

If members of your social circle live in your residence building, you are welcome to visit with one another in close proximity in residence. However, keep in mind that you cannot gather in public spaces within the residence until it is permitted to do so. Unfortunately, for now, members of your social circle who do not live in your building are still restricted from visiting you in residence (even if they just live in a different residence building). However, you are welcome to visit with them in close proximity outside of residence. You’re also more than welcome to continue socializing with people outside of your social circle by simply arranging your visit to be outside of residence and by practicing good physical distancing while you are with them.

Admittedly, these precautions can feel limiting, and they were not decided upon lightly.

The good news is that they won’t last forever; the more united we are in following these precautionary measures, the sooner we might be able to loosen policies back up, so keep that end goal in mind! If you find yourself feeling isolated, get in touch, we are eager to find ways to help.
8) Roommates: Playing on the Same Team

Although many topics in this section have already been touched upon, adapting to life with roommates can be both one of the best, and one of the most challenging, aspects of living in residence!

With COVID-19 in the background, it’s a good time to address any shyness you might usually have about direct and honest communication, and treat your roommate(s) as teammates you’re going to work with to sort out these kinds of things together.

Respect and communication are key, but are sometimes easier said than done, and occasionally open to interpretation. Don’t be shy or discouraged if you feel that things aren’t going as well as you had hoped; we can help, so get in touch!

Here again are some key aspects to consider and approach with your roommate(s) as a team:

Social circle
Sometimes referred to as a bubble, you automatically share a safe social circle with each other by living together, so make time early on to determine who else is going to be on the list. You should each be able to list who’s in the circle if asked.

Cleaning
Some people like it, some people hate it, and we don’t always agree on what an ideal level of “clean” is, but when it comes to shared spaces, everyone has to pitch in. Again, make time early on to sit down and discuss this openly. Remember, if you feel a bit shy about being honest, that’s perfectly understandable, and you are not alone! Reach out if you want some help. Overcoming your shyness to have a productive discussion early on will save you any long-term discomfort that may come if you end up having to address a longstanding issue later.
COVID-19 symptoms or exposure
Perhaps most importantly, you owe it to your roommate(s) to be upfront with them if you are experiencing symptoms consistent with COVID-19, if you’ve been exposed to someone who has tested positive for COVID-19, or if a public health official or medical professional has advised you to self-isolate. They deserve to know, and practically speaking at that point, they should be self-isolating too! Yes, having to self-isolate isn’t super fun, and you might feel as though you inadvertently dragged them into it with you, but if you aren’t upfront, it only increases the risk of passing that responsibility (or illness!) on to them or their loved ones, and that’s worse.

Roommate Agreement
Some things are boring but useful, and the Roommate Agreement is one of those things. Roommate agreements are forms designed to guide you and your roommate(s) through a bunch of topics that will probably come up as you live together, and which might cause problems or tension if you aren’t on the same page. Your Community Advisor or Peer Support will make sure each unit/apartment gets one at the start of term, but they can also always be found on the Housing Service. Trust us: taking the time to sit down and discuss things together early on will not only prevent future problems before they start, but also help break the ice and set the tone for easier and more productive communication and problem-solving going forward. Roommates are people we share close quarters with; they don’t always see us at our best, and vice versa. It’s worth putting some effort in where it will have the most impact, and the Roommate Agreement is a solid place to start. Future-you will be happy that you invested in the effort.

Conflict resolution
If despite your best efforts at doing all of the above, you are still having trouble resolving conflicts with your roommate, we can help. Reach out to your CA or Peer Support for help. Or connect with a Peer Wellness Leader in the Virtual Wellness Lounge. You can also reach out to a Residence Life Coordinator.
9) **Move-In: Are You Ready?**

More detailed instructions are available on the [move-in](#) website and in the [Housing Portal](#), but we know everyone is eager to know more about *The Big Day*, so here are a few tips to get you started!

Move-in is a big operation, and every year we have some fantastic people with plans in place to keep things rolling as smoothly as possible for everyone. Each student moving into residence needs to reserve their specific move-in time slot in the [Housing Portal](#). You will be given all the information about where to park, what to bring, where to go, and what to expect.

Unexpected surprises happen, and we are eager to help you if they do, but here are some important things to aim for that can help keep everything on track:

**Follow instructions**
Read and re-read your instructions ahead of time; it helps us help you! Additionally, before coming to campus, be sure to complete the required [online training](#). What's the training about, you ask? Take one guess! We know, we know: if you aren’t sick of hearing about COVID-19 by now (or by the end of this document), you will be by the time your classes start in September. On the flip side, at least you’ll be (very) well informed, and isn’t it reassuring to know that all the other people you’re about to start living with have completed the training too? 😊

**Respect your time slot**
Arrange to arrive punctually at your assigned move-in time; it’s reserved for you, and you are our priority during that time!

**Pack well**
Take a good look at your stuff, and ask yourself hard-hitting questions, such as “can I actually lift that?” and “if my cart (provided!) hits a bump and this falls off, will my stuff fly everywhere?” Labelled, stackable, liftable boxes and extra tape are your friends on this mission. Be prepared for last-minute and awkwardly shaped add-ons – they happen to all of us. 😊 Check the page on [what you should bring](#) (and what you shouldn’t).

**Determine who will accompany you inside**
Due to additional precautions in place for COVID-19, only one person is allowed to accompany you into the building. Additional family and friends are welcome on campus, but they will have to remain in the parking lot while you move your belongings into the building. Elevator capacity will be limited, and elevator use will be monitored and enforced.
10) But What If? Exceptional Situations

There are always a few situations that need additional consideration; here are tips on some of the situations we encounter more often:

**Service/support animals**

If you have a support animal registered with us, be sure to have their alternative care plan on standby in case you unexpectedly need to self-isolate. Although some animals seem like they would be easy to continue caring for under self-isolation or quarantine conditions, such a situation requires us to be prepared if your symptoms suddenly worsen and you cannot adequately care for your animal. Additionally, there is a risk that your animal could become a carrier of the illness, and for these combined reasons, it was determined in consultation with public health officials that the safest plan for all involved is for the alternative care plan to be activated at the start of self-isolation or quarantine. Please get in touch with us for more information.

**Pre-existing health conditions**

If you have a health condition that may put you at higher risk for COVID-19, it is important to consult your medical professional about whether it is appropriate for you to remain in a higher-density living environment. Please see the Addendum to the Residence Agreement and Code of Conduct and get in touch with us for more information. If you are in a situation that meets Ottawa Public Health criteria for mask exemption, please notify us at residence@uOttawa.ca.
11) Bonjour-Hello! Who to Call, When to Call

Residence is alive 24/7, so we make sure that if you need help, it is available around the clock! Here is a cheat sheet listing some of the common contact points you might want to keep handy:

**Housing Service**
Our main phone line and reception desk (at 90U Residence) are covered 24/7, and we can also be reached at our main email address. Whatever your residence-related question may be, if you get in touch with us by those channels, we will put you through to the best person to help you.
(613) 562-5885
residence@uOttawa.ca

If your question involves a non-urgent, facilities-related issue, the best way to request service is by filling out a Maximo report. For an urgent facilities-related issue, such as a leaking or overflowing sink, shower, or toilet, phone Housing Service at 613-562-5885.

If you are experiencing problems with your internet, follow the instructions listed here for your building.

**Community Advisor (CA) on duty**
Our live-in student staff members are on duty to help you every evening of the week. You’ll see them out and about on their rounds of the building. During their shift from 8 p.m. to 7 a.m., you can reach them at their building-specific phone number, which we will provide at move-in. Remember to save it in your phone, just in case! CAs are trained in conflict resolution, first aid, suicide intervention, and support to survivors of sexual violence, among other things, and as upper-year students, they are a wealth of information about uOttawa.

They are happy to be called upon for anything that comes up: noise, over-intoxication, vandalism, something suspicious, or if you just aren’t feeling great. Whatever it is, don’t hesitate to give them a call.

**Peer Supports**
Although they don’t have a duty phone number to call, like their CA teammates, Peer Supports are experienced, live-in student staff members whose focus is specifically on upper-year students. If that includes you, and you have an issue or just want to chat, they are there for you!

There are Peer Supports living in Hyman Soloway, Annex, and Mann, and they hold office hours in one or more of those buildings (on rotation) every night of the week, from 7 p.m. to 9 p.m. You can reach them through their direct email addresses, by stopping by if you see them in their offices (on the ground floor), and online during office hours by following the link they’ll provide when you move in. If you prefer to check in virtually, reach out to a Peer Wellness Leader in the Virtual Wellness Lounge.
Virtual Wellness Hub
The Virtual Wellness Hub is a one-stop hub for all things wellness related, including resources to support good mental health.

Counselling Services
The Counselling Services at uOttawa can support and empower you so that you can thrive and find your own path to academic success and wellness. The services of our professionally trained and licensed counsellors are available at no additional cost to all uOttawa students; there are even specialized residence counsellors at your service. Make your way over to their website if you’d like to book an appointment!

Protection Services
In case of fire, flood, medical emergency, or suspicious situation, Protection Services are available 24/7 to respond. Whether it’s a people problem or a campus/building problem, if it needs quick attention, give them a call. What if you’re not sure? That’s ok, just call:
(613) 562-5411 (emergency line)
(613) 562-5499 (non-emergency line).

SecurUO, the Protection Services app, provides you with official updates on emergency information fast, among other features. Will you remember to download the app later? Probably not, so might as well do it now: again, better to have it and not need it, than to need it and not have it, right?

Good2Talk
If you find yourself having a mentally or emotionally hard time after hours, we have a variety of options available to provide you with support. As mentioned above, CAs are on duty in each building from 8 p.m. to 7 a.m., and if it’s a more serious situation, Protection Services is just a phone call away. Sometimes, though, you may feel more comfortable talking to someone who isn’t already related to your life in some other way.

Good2Talk is a free, confidential service available 24/7 for post-secondary students needing mental health support, including for things such as depression, anxiety, substance abuse, academic stress, personal or family relationships, loneliness, financial concerns, and other challenges you might be facing as you transition to university. Calling 1-866-925-5454 will put you in touch with a professional counsellor, or you can chat with a trained volunteer crisis responder by texting GOOD2TALKON to 686868.

If you speak with one of these professional counsellors over the phone, they can also give you information and referrals about on- and off-campus services and supports for mental health, addiction, and wellness. Good2Talk is a wonderful resource to have in your back pocket, so why not save their number on your phone right now in case you or someone you know needs it in the future.
12) Opportunities and Resources: Making the Most of Your Time in Residence

True, campus life has never looked quite like this before, but we are so excited to have you here and can’t wait to help you make the most of your time with us. If this is your first year in residence, it might take some time to explore everything that’s available to you and figure out what you’re interested in. Time has a way of moving both quickly and slowly all at once in residence, and we’d like to offer you some words of wisdom: don’t let yourself get stuck in a habit unless that habit is working for you!

New people, new opportunities, and new services are all around you: explore! Don’t be shy to strike up a conversation or try something new. We are right here if you need us. ☺️

Here are a few opportunities to start you off:

- Check out the upcoming events on campus, including all the virtual wellness events.
- Consider joining uOConnexion to connect with your peers in the uOttawa community:
- The RAUO is the Residents’ Association of the University of Ottawa, and they offer fantastic ways for students in any year of study to get involved and even hold leadership positions. Visit their office on the first floor of 90U Residence.
- Check out the Michaëlle Jean Centre for Global and Community Engagement for volunteer opportunities and information on building your co-curricular record.
- Visit the University of Ottawa Student Union (UOSU); it provides many services to students, including health insurance, and coordinates all kinds of student clubs and associations.
- Campus Recreation has plenty of ways to get physically active!
- The Career Development Centre is good for more than just finding jobs. Get career-focused with their great services!
- One of the best things about uOttawa is the opportunity to learn about different cultures. Get started by checking out the International Office and you’ll discover much more than just how to apply for exchange programs.
- To keep up with the latest news, events, and opportunities around campus (plus the scoop on a bunch of contests and prizes), be sure to follow us on social media @uOCampus:
Here are some resources to keep handy:

- **Ottawa Public Health**: all the reliable, useful, and current information you could need to stay informed about COVID-19 in Ottawa.

  Most importantly, you can (and should!) access the COVID-19 self-assessment tool. As mentioned in Section 5, it’s a good idea to familiarize yourself with this tool and refer to it regularly, especially before leaving your unit/apartment or if you are experiencing any symptoms that may be consistent with COVID-19.

- The uOttawa [main website for providing COVID-19 information](https://www.uottawa.ca/coronavirus) to students:

- The Housing Service’s COVID-19 information page

- The Mental Health and Wellness website, including access to our professional counsellors

- The Financial Aid and Awards Office

- University of Ottawa Health Services, including the on-campus walk-in clinic and specialized medical services

- Health Promotion to learn more and to take a preventative approach to protecting your health

- Academic Accommodations Service

- The Pride Centre

- The Indigenous Students’ Resource Centre

- The Human Rights Office. This very important service provides support and advice on anything to do with harassment, discrimination, assault, etc., within the uOttawa community

- The Career Development Service

- Academic Support and Writing Centre
Once again, because they are so important, here are a few key contacts that you may just want to save to your phone now – you'll thank yourself later! ☺️

**Housing Service:**
Main phone line (24/7): 613-562-5885  
Main reception desk (24/7): at 90U Residence  
Main email address: residence@uOttawa.ca  
The non-urgent facilities service request form Maximo  
For all urgent facilities issues, call 613-562-5885

*Instructions for internet problems*

**Community Advisor (CA) on duty (nightly from 8 p.m. to 7 a.m.):** Phone number provided at move-in. You can also reach them by sending an email to the email address provided at move-in.

**Peer Supports:** nightly office hours in person and virtually from 7 p.m. to 9 p.m. You can also reach them by sending and email to the email address provided at move-in.

**Mental Health and Wellness Services**

**Protection Services (24/7):**
(613) 562-5411 (emergency line)  
(613) 562-5499 (non-emergency line)  
Emergency updates and information app: SecurUO

**Good2Talk (24/7, free, confidential):**
1-866-925-5454 will put you in touch with a professional counsellor  
Text GOOD2TALKON to 686868 to reach a trained volunteer crisis responder