

## 2022-2023 Residential Life & Services Student Handbook

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### **Mission Statement**

*“Residential Life & Services — A Safe, Convenient, Community...”*

*The mission is simple: To provide a safe & secure living environment that supports our student's academic and personal success. We accomplish this mission by providing well-maintained facilities and excellent customer service.*

### **General Information**

The State University of New York, Downstate Health Sciences University (SUNY Downstate) believes that the residence hall environment has a significant impact on a student's personal development.

Residence Halls foster students' development into well-rounded individuals through their dynamic environments allowing students to explore the varied relationships and life cycles that are crucial to their growth. Residence Halls provide a space for students to live, learn, and relax within an environment that promotes both individual freedom and community responsibility. Downstate's residential life program is designed to enhance these experiences.

The Office of Residential Life and Services (ORLS), working with Facilities Management and Development (FM&D) and University Police, is responsible for providing safe, secure, and well-maintained facilities for our students.

**Eligibility:** Space in the residence hall is reserved for full-time students of SUNY Downstate Married students and those with domestic partners can apply for housing with the proper documentation (i.e. marriage certificate, domestic partnership certificate, etc.). If rooms are available, space will be made for faculty, staff and visiting students. The residence halls are not available to individuals not associated with SUNY Downstate.

**Hours:** The Residential Life and Services staff manages the residence halls at SUNY Downstate. Our main office is located on the first floor of 811 New York Avenue and staffed with full time professionals from 8:00 a.m. - 5:00 p.m., Monday – Friday. The front desk is open 365 days a year from 8:00 a.m.-10:00 p.m. Appointments with professional staff can be made with the Staff Assistant in the main office. During non-business hours, please visit the security guard outside the main office for assistance.

**Employees:** The Department of Residential Life and Services falls under the supervision of the Senior Associate Vice President, Finance. The professional staff consists of the Director of Residential Life and Services, and an Assistant Director of Residential Life and Services. One full-time Staff Assistant and a six-person housekeeping staff support them.

### Residential Life & Services

#### **Dr. Justin Alger**

*Director of Residential Life & Services*

Phone: 718-270-2798

#### **Sherice Fields**

*Assistant Director of Residential Life & Services*

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#### **Vacant**

*Staff Assistant for Residential Life & Services*

Phone: 718-270-1466

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### Administrative Housing Policies

#### **Contractual Obligation**

Your University Housing License is binding for the FULL academic year. That means, once you receive your room key, you are bound to the Academic Year 2022-23 University Housing License (herein after, the “License”). However, students in extraordinary circumstances — such as withdrawal/Leave of Absence (LOA) from Downstate, financial, or medical need - can apply to be released from their license. Students approved for a housing release must vacate their assigned room or apartment within 24 hours of such decision. Students will be refunded a daily rate from the date they vacate their apartment to the end of the academic term.

A request for early release from your License will be considered only if serious circumstances beyond your control have developed since your original commitment. A major change in health, well-being, or financial circumstances must be documented and confirmed by our Student Health Center, Student Counseling Center, Disabled Student Services, or a Financial Aid official, as deemed necessary.

1. Note that our first obligation is to assist you in resolving your problem *within* the residence hall system.
2. Students who wish to request for early release from your license should complete the 2022-2023 Department of Residential Life & Services Housing Release Application located in the ‘Forms & Applications’ page on the Residential Life & Services website.
3. Completed applications should be returned to the Director of Residential Life & Services
4. Your application will be processed after FULL documentation of the situation and efforts made to resolve the problem are presented. Please attach a copy of all necessary and appropriate documentation to your application.
5. Your application will be evaluated by the appropriate and respective office, and then forwarded to the Director of Residential Life & Services for review. You should receive notification from the Director of Residential Life & Services regarding a decision via email, in approximately 3 - 4 weeks.
6. Students approved for a housing release must vacate their assigned room or apartment within 24 hours of such decision. Students will be refunded a daily rate from the date they vacate their apartment to the end of the academic term.
7. Please **DO NOT** sign a lease for any other housing accommodation before receiving approval on your application for early release. Your contractual agreement with the University for housing remains in effect until you are officially notified of having been granted a release.

#### **Housing Options**

Two-Bedroom Apartment: Double or single occupancy. Occupants have their own bedroom. The apartment contains a bathroom and a kitchenette unit.

Studio Apartment: Double or single occupancy. Each apartment contains a bathroom and a kitchenette unit.

#### **Keys**

Residence hall room and mailbox keys are issued from the Office of Residential Life & Services (ORLS) desk. If a resident loses their keys, they should go to the Bursar's Office and pay a **\$20.00 replacement fee**. The resident then brings the receipt to the ORLS and a replacement key will be issued. Replacement keys are issued only between 9:30 a.m. - 4:30 p.m., Monday through Friday. **RESIDENTS ARE NOT PERMITTED TO TRANSFER THEIR KEYS TO ANY OTHER PERSONS.**

#### **Lockout Policy**

Resident students may obtain a passkey for their room in the event that they are locked out, between 8:30 a.m. and 10pm seven days a week, from the 811 Main Desk. They must leave a current and valid SUNY Downstate

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ID card as collateral for the passkey. No key will be issued without a SUNY Downstate ID. For lockouts after 10 p.m. the security staff personnel, located by the 811 Main Desk, can issue a passkey as outlined above.

### **Smoking Policy**

The Residence Halls are smoke-free along with the rest of the SUNY Downstate Campus. Smoking is not permitted within 25 feet of any entrance of the campus. This includes the front gate to the Student Center and residence halls. There is a zero-tolerance policy for the residence halls in regards to smoking. If a resident is found smoking in their room, they will be evicted and held liable for the remaining charges of their contractual obligation.

### **Room Assignment/Upgrade Policy**

Rooms are assigned on a first come, first served basis. Once rooms are filled all other room requests are placed on a waitlist. Room changes are at the discretion of the Director of Residential Life and Services and based on the availability of rooms. Students wishing to upgrade or change rooms should give a written request to the Director of Residential Life and Services. Residents will be notified in writing of the room change and will have 48 hours to complete the move.

### **Roommate Notification Policy**

The ORLS is not required to notify residents in advance of new roommate assignments. However, when possible, ORLS will attempt to give residents 24-hour notice of a new roommate. Residents living in a double occupancy space must maintain a standard of cleanliness that is appropriate for the arrival of a new roommate. This includes making sure that common areas are clean and that the roommate has adequate bed, closet, desk, and dresser space and room for belongings when they arrive. Students residing in double occupancy space may not remove unused room furniture.

### **Roommate Problems**

Residents experiencing roommate conflicts should attempt to compromise and achieve a resolution on their own. In the event the problems cannot be resolved, and there are vacancies available, they may apply for a room change with the ORLS. All room changes are made at the discretion of the Director of Residential Life and Services. Downstate reserves the right to change the room assignment, with 24-hour notice, any time during the semester.

## **Safety, Security and Emergency Systems and Procedures**

### **Access to Residence Halls**

- I. Resident Access: A. Residents are required to have their valid Downstate ID-Card visible at all times in order to enter the residence halls. The Downstate ID Card will provide access to the residence halls on a 24-hour a day basis. Residents are prohibited from transferring possession of their Downstate ID Card or their keys to any other individual.
- II. Non-Resident Access: Resident students must sign visitors in at the security desk in 811 before going upstairs.
  - a. Signing in a Visitor:
    - i. Guest must present appropriate photo ID. Appropriate ID includes a driver's license, passport, SUNY Downstate ID, Military ID, or other state or federal picture identification.
    - ii. Guest must sign/complete the Visitors Log. All required information must be provided. An example of all required information appears on the top of each page in the visitor's log.

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- iii. Guests must cover their noses and mouths with a mask or cloth face covering when in public spaces in the residence halls including but not limited to hallways, kitchens, lounges, laundry rooms, and elevators.
- iv. Guests must cover their noses and mouths with a mask or cloth face covering when in apartments and/or common areas occupied by a roommate (Two-Bedroom apartments and Studio Double apartments)
- v. Once signed in, guests must be accompanied by their host at all times. Guests are the responsibility of the host, and residents will be held responsible for their guest's conduct.
- vi. The maximum length of a guest's stay is four days and three nights in a two-week period.
- vii. If the resident is not home a visitor may wait in the 811 lobby, or come back later. **No guest will be allowed to enter the residence halls if the resident is not at home to authorize their entry.**

- A. Delivery Persons: Delivery persons are not permitted past the lobby of the residence halls. The resident must wait for the delivery person in the 811 New York Avenue lobby.
- B. Minor Sign-in Policy: Children of resident students living in the residence halls must be at least 18 years of age in order to sign-in a visitor.
- C. Computer Lab: SUNY Downstate students, who are not residents, are NOT allowed to use the study room located on the first floor of 811 New York Avenue.
- D. Non-Resident Access after 10 PM: If a resident will be expecting a visitor after 10 PM, when the desk is closed, they must meet them in the lobby of 811 New York Avenue and sign them in with the Security Officer. Visitors who arrive unannounced or for whom no resident is waiting will not be admitted.

### III. COVID-19 Update: Effective August 1, 2021 until further notice.

To reduce the spread of COVID-19 and to protect the health and safety of the entire community the following will apply:

- A. At any time, the University may request or require a resident to leave housing when that resident's continued presence in campus housing poses a health or safety risk related to COVID-19. Residential students are required to comply with requests from the University to move from their assigned space due to COVID-19 or other public health emergency.
- B. Residential Life & Services may reassign students to a different room or building on or off campus as necessary to effectuate quarantine or isolation, or to otherwise follow public health guidelines and directives related to COVID-19.
- C. Students who are required by University or public health officials to isolate or self-quarantine must comply with all instructions and protocols related to isolation and quarantine.
  - i. Students who test positive for COVID-19, have been exposed to individuals who tested positive for COVID-19, or are informed by a state or local health department, or medical or campus official that they are "at risk" for having COVID-19 may be required to quarantine or isolate. This may include taking classes remotely, and not participating in on-campus materials or campus facilities.
  - ii. If you have a prolonged and close contact (as defined below) with a positive or suspected positive case, please contact Student & Employee Health immediately by e-mail for instructions ([studenthealth@downstate.edu](mailto:studenthealth@downstate.edu)). You may be required to begin a 7-day quarantine or isolation period before resuming in-person classes or activities. You should not return to in-person activities until authorized to do so by Student Health or the SUNY Downstate Contact Tracing Corps.

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- iii. “Close contact” is defined by the Center for Disease Control and Prevention (“CDC”) as coming within six (6) feet of an individual for at least fifteen (15) minutes (prolonged exposure) starting from two (2) days before symptom onset (or for asymptomatic clients, two (2) days before positive specimen collection) until the time the individual is isolated. In healthcare settings, prolonged exposure to patients with COVID-19 is considered as a higher risk if the healthcare worker’s eyes, nose, or mouth are not covered, or if the patient is actively having specific symptoms such as cough during the clinical encounter. Any duration of exposure during the performance of an aerosol-generating procedure is considered prolonged.
  - iv. Please note that only Student & Employee Health Services or the SUNY Downstate Contact Tracing Corps, not your program faculty or administration, can clear you to return to coursework. Just receiving a negative test or recommendation from another health care provider is not sufficient.
- D. Residents agree to comply with current and future federal, state and local government executive orders and directives as well as SUNY and University requirements, as pertain to COVID-19.
- E. In keeping with New York State and SUNY System requirements related to COVID-19, the following physical distancing expectations will be in place. These expectations are subject to change as guidance and requirements from the State of New York, Kings County and SUNY system are modified.
- i. Interactions with others MUST be limited and physical distancing requirements to remain at least 6 feet from others when outside of the student’s room must ALWAYS be followed, except as specifically permitted otherwise by the University.
  - ii. Gatherings are prohibited.
  - iii. Students who enter a common space where others are present must maintain physical distancing requirements or leave the space.
  - iv. Residents must cover their noses and mouths with a mask or cloth face covering when in public spaces in the residence halls including but not limited to hallways, kitchens, lounges, laundry rooms and elevators.

### Asbestos Containing Materials

The residence halls contain cementation asbestos in the ceiling and floors. The cement-asbestos is hard, painted over, non-friable and, if left undamaged, perfectly safe with virtually no possibility of fiber release into the ambient air. However, damage due to unauthorized renovation or aesthetic embellishments done by residents may cause disruption of asbestos-containing material. Residents are to take the following precautions:

- A. Do not drill holes into the ceiling.
- B. Do not hang plants or anything else from ceilings.
- C. Do not damage ceilings while moving furniture, etc.
- D. Do not disturb asbestos containing ceiling material when replacing light bulbs.
- E. Do not allow curtains, drapes, or dividers to damage ceilings.

Although the potential for a health hazard is minimal, residents are to refrain from affixing decorations on ceilings and they should promptly report any evidence of damage due to unforeseen conditions (i.e., water pipe rupture) to the ORLS. Damages, which may cause the need of abatement or encapsulation, will be charged back to the student.

### Carbon Monoxide Detectors

Each room/common area with a kitchen has a carbon monoxide (CO) detector. These detectors are battery operated and placed on the wall outside of the kitchen area. An instructional sheet is posted on the room door explaining what to do if your detector goes off.

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Activation of your CO alarm indicates the presence of CO, a hazardous, colorless and odorless gas. If this occurs, follow the steps below:

1. Operate test/reset button
2. Call emergency services at 718-270-2626
3. Immediately move to fresh air-outdoors. Do not re-enter the premises until emergency services have arrived, the premises have been aired out, and your alarm remains in normal condition.
4. After following steps 1-3, if your alarm re-activates within a 24-hour period, repeat steps 1-3 and a technician will be called to investigate sources of CO from fuel burning equipment and appliances and inspect for proper operation of this equipment. If problems are identified during this inspection, the housing office will have the equipment serviced immediately.

### Damage Claims/Personal Property Insurance

Although incidents which damage personal property are rare in the residence halls, residents are strongly advised to have all their personal property protected against theft, damage and other loss by appropriate individual or family insurance coverage. SUNY Downstate does not provide insurance coverage against personal property, theft, damage or loss.

We recommend the following to prevent damage from an accidental flood:

- Protect personal property such as textbooks and clothing by keeping them in closets, dressers and desks
- Avoid leaving books and important papers on the floor where they may be damaged by water
- Keep all electronics and computers off of the floor
- Invest in renter's insurance. For more information, please feel free to pick up a brochure at the front desk in 811 in regards to obtaining insurance. You may also choose to add a rider to a current homeowner's or renter's policy

### Fire Safety Procedures

SUNY Downstate campus includes two residence halls located at 811 and 825 New York Avenue. The two halls are bridged on the ground floor. The halls are partially equipped with sprinklers and are equipped with a fully integrated, voice-articulated fire alarm system. The fire alarm panels are monitored 24 hours, 7 days per week.

The fire protection system comprises:

- Resident rooms are equipped with carbon monoxide detection integrated with smoke and head detectors.
- Corridor smoke detection and manual alarm pull stations.
- The buildings have sprinklers in the utility rooms ("trash rooms") and basement level.
- ABC dry chemical fire extinguishers are conspicuously installed in all corridors.

If the smoke detector in your room sounds, call the 811 front desk immediately at 718-270-1466 or University Police at 718-270-2626 if the desk is closed.

All residents are required to evacuate the building whenever the building wide fire alarm system is activated. If a resident sees a fire or smells smoke, they should immediately report the situation to the University Police officer in the lobby of the building. Residents are not to use elevators during a fire alarm situation. Failure to evacuate may be punishable as a criminal offense. Residents tampering with fire safety devices will be subject to disciplinary action and will be charged any restitution for correcting damage that may have been caused by tampering. The Residential Life staff will conduct two fire drills during both the spring and fall terms.

Annual campus security and fire safety report can be found at [www.downstate.edu/police](http://www.downstate.edu/police)

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Living in a New York City high-rise, it is imperative that we work together to reduce the threat of fire by strictly observing the following fire safety regulations in the residence halls.

- Always evacuate the building when a fire alarm is activated. It is important to exit the residence hall when you hear the fire alarm. Several persons in the fire at Seton Hall in January of 2000 were injured and treated for burns and smoke inhalation because they did not evacuate the building when the alarm sounded.
- The use of appliances with open coils is prohibited in all residence hall rooms, studios, and two-bedroom apartments.
- The use of candles, space heaters, and halogen lamps are prohibited in the residence halls.

**Curtains, draperies, fabric hangings and other similar combustible decorative materials suspended from walls, ceilings, or windows shall be tested by an approved agency and meet the flame propagation performance criteria (must display a NFPA 701 tag). See below for the cited requirements per the Fire Code of New York State.**

“Chapter 8 interior finish, decorative materials and furnishings Section 807 decorative materials other than decorative vegetation in new and existing buildings. 807.4 Acceptance criteria and reports. Where required to exhibit improved fire performance, curtains, draperies, fabric hangings and other similar combustible decorative materials suspended from walls, ceilings, and/or windows shall be tested by an approved agency and meet the flame propagation performance criteria of Test Method 1 or Test Method 2, as appropriate, of NFPA 701 or exhibit a maximum rate of heat release of 100 kW when tested in accordance with NFPA 289, using the 20-kW ignition source. Reports of test results shall be prepared in accordance with the test method used and furnished to the fire code official upon request.”

### Other Important Tips

- Do not cook with oversized pots or pans on your stove. If these items are too close or are touching the walls or countertops, they are too large. **DO NOT USE THEM.**
- Avoid cooking foods with oil at high temperatures.
- Avoid an unsafe condition by keeping your stovetop clean and free from grease or other build-up. When cooking food in your oven, use the broiler tray that came with your stove so grease or fat does not drain directly into the burner below. In addition, keep the areas surrounding your stovetop free from papers, plastics, or other flammable materials.
- Never leave the stove unattended while in use.
- Familiarize yourself with entrances and exits and do your best to know where items are in your room in case you need them quickly. Avoid blocking entrances and exits with furniture, clothing, or other personal belongings.

If you notice a condition you believe to be unsafe, please report it to the ORLS immediately. Call 718-270-1466 or call University Police at 718-270-2626.

### **Security Systems**

Closed Circuit TV: Closed circuit cameras are positioned to watch common areas in both buildings, including all entrances and exits. These cameras are monitored and recorded 24 hours a day by security personnel at the 811 security desk.

Fire Safety System: Each residence hall is equipped with a life safety system, which consists of room and common area smoke and heat detectors, strobes and warning horn and emergency lighting. If your room/apartment fire alarm is activated, you must report it in person to 811 security desk to have it reset. DO NOT LEAVE YOUR ENTRY DOOR OPEN TO CLEAR ANY SMOKE; THIS WILL SET-OFF THE BUILDING-WIDE ALARMS IN THE HALLWAY. You cannot reset the smoke detector yourself from your room. It must be reset from a central panel. As required by both SUNY policy and New York State law, all

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residents must evacuate the building whenever a building-wide alarm sounds. Residents tampering with fire safety devices will be subject to disciplinary action and will be charged any restitution for correcting damage that may have been caused by tampering.

Panic Alarm System: Panic alarm buttons are located on each floor, in the stairwells, connecting link and in the basement area of each building. Should you need to activate the system in case of an emergency, press upward on the underside of the unit. This will alert the University Police Officer in the main lobby who will investigate.

Safe Banks: Every room is furnished with an electronic safe bank. Provided free of charge, the safe is fire-proof, electronically coded, and securely installed to prevent theft. The safes are individually programmable and provide a cubic foot of secure storage for documents, electronics, and other valuable items.

### **Air Conditioners**

1. Air conditioners are prohibited in the residence halls. Students may not install their own units. Limitations of the electrical service in the buildings preclude the installation of air conditioners. Students who violate this policy may be subject to disciplinary procedures and/or financially responsible for the removal costs.
2. Students who need air conditioning for medical reasons may request one by doing the following:
  - a. Send a request in writing to the Director of Residential Life and Services to have an air conditioner installed, including a note from a physician stating that it is “medically necessary” for the student to have an air conditioner.
  - b. The Director of Student Health Services will review all requests.
  - c. The Director of Student Health Services will make a recommendation to the Director of Residential Life and Services. Based on this recommendation, the Director of Residential Life and Services will either grant or deny the request.
3. If the request is granted the student will be responsible for the following:
  - a. Purchase an approved air conditioning unit. The unit should be no more than 6,000 BTU and 115 volts.
  - b. Delivery of the unit to the ORLS for installation.
  - c. Installation will be scheduled by the ORLS.
4. The following is important information:
  - a. The air conditioner must be removed when student vacates the room.
  - b. Air conditioning units will be installed and removed only once per academic year.
  - c. The student understands that once the air conditioning unit is installed the window to the room/apartment is sealed and cannot be opened or closed.

### **Alcohol Policy**

The possession and use of alcoholic beverages in the residence halls are governed by both the State of New York Law and the Residence Hall Alcohol Policy. Any student or organization wishing to utilize any public residence hall space or lounge area for an event at which alcoholic beverages will be dispensed must complete a “Terms and Conditions for Serving Alcoholic Beverages Form.” This form is available in the ORLS in 811 New York Avenue. It must be turned in at least one week in advance of the event. The registration of events in private rooms, at which alcoholic beverages will be consumed, is not required, although all such events must conform to all applicable state and campus regulations. A copy of the complete Residence Hall and Student Center Alcohol Policy can be obtained from the ORLS. Consistent with the above regulations, no open containers are permitted in the public areas of the residence hall without written permission from the ORLS.



### Cleaning/Cleanliness Standards

Students are responsible for cleaning their own rooms. Students must maintain standards of cleanliness that meet health and safety guidelines. Students not maintaining these standards will have 24 hours to correct the situation. Standards of cleanliness will be set and monitored by the Residential Life & Services staff.

### Construction - Student Rooms

Residents are not permitted to construct walls, lofts, or any other structures that violate state and city building and fire codes. This includes the construction of partition walls in two-bedroom apts. **In addition, residents are not permitted to bunk beds.** Residents are not permitted to drill into the walls, ceilings, or floors. Electrical or plumbing modifications are also prohibited. Nails, screws, etc. may not be used to fasten objects to the walls or closets in the residence hall rooms. Painting, the use of decals or stickers on furniture, doors, mirrors, sinks or windows is also prohibited. Residents may not use adhesives such as contact paper for kitchen cabinets, closets, lining drawers or covering furniture.

### Cooking in Apartments

Students are advised to take precautions when cooking to insure damage is not done to the countertop, side splash, stove, or cabinets. **Oversized pots and pans touching these surfaces while cooking will result in damage.** Students should remove the range countertop piece while the oven is in use. Students will be charged for any damages caused by careless cooking.

### Cooperation

Students are expected to cooperate with University officials when those officials have identified themselves and are acting within their authority to enforce University policy. University officials include faculty and staff of the University. Also included are student employees who are carrying out assigned work responsibilities. Failure to do so may lead to University discipline. Cooperation includes, but is not limited to, appearing at offices when requested to do so, showing IDs when asked, completing or adhering to the terms of a judicial sanction, etc.

COVID-19 Update: Effective July 27, 2020 until further notice

- Students who fail to comply with the terms of the '2022-22 *University Housing License Addendum*' including violation of social distancing standards and quarantine/isolation requirements will result in a referral to the student conduct process through the Office of Student Affairs. Sanctions for violating these requirements may include removal from housing and/suspension from the University. Such action will ordinarily be taken only after prior warning and repeated non-compliant behavior; however, the University reserves the right to remove a student on the basis of a single substantial and intentional violation of the COVID-19-related safety measures noted here and in other University official communications. Students administratively removed from housing will not be considered in good standing as pertains to eligibility for credits or refunds and will be financially liable for their housing, for the entire academic year.

### Fireworks/Firearms

Fireworks or firearms of any nature are prohibited in the residence halls. The possession, storage, or use of fireworks, firearms, ammunition, explosives, or other weapons, including any dangerous article or substance with the potential to injure or discomfort a person is prohibited at any time for any purpose at any place on the campus or other property.

### Furniture Additions/Removals

Residents are not permitted to remove or add any state-owned furniture without approval by the ORLS.

**University owned furniture may not be transferred from room to room, removed from the building, or**

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**taken from a lounge area.** Residents will be held responsible for any changes to the “Room Inventory Form” that have not been approved by the ORLS. Residents wishing to have furniture added or removed from their room should complete an online maintenance request. If approved, this request will be scheduled and completed within seven business days. If for any reason a requested item is not currently in stock, the resident will be notified. Room furniture may not be placed in hallways, corridors, or lounges as this is a potential safety hazard.

### **Halogen Lamps**

Halogen lighting cannot be used in the residence halls. Current studies have shown these items to be unsafe and a potential hazard to an individual’s health and safety.

### **Household Appliances**

The use of appliances with open coils is strictly prohibited in rooms and apartments (Examples: toasters, hot plates, electric skillets, etc.). Any items of this nature will be confiscated by the ORLS and returned to the resident at checkout. Electrical appliances with high amp usage are prohibited. Non-UL certified appliances are also prohibited.

### **Maintenance Services**

#### **Housekeeping Service Requests**

ORLS Housekeeping Staff is responsible for maintaining all housekeeping services in the residence halls. This includes general cleaning of common areas, light bulb replacement in common areas, refuse removal, and furniture moving. Requests for any of these services should be made by submitting a request through the online maintenance request system.

### **Light Bulbs**

The ORLS is responsible for replacing common area light bulbs and fluorescent bulbs in student rooms. Once a room is occupied, the ORLS neither supplies nor replaces any incandescent bulbs in student rooms.

#### **Maintenance and Repair Service Requests**

The ORLS is responsible for processing and forwarding resident maintenance service requests to the FM&D. The staff of the ORLS is not responsible for insuring or completing any maintenance service requests. Residents are responsible for the timely reporting of all maintenance problems in their apartments. The procedures for submitting a maintenance service request are below:

**Non-Emergency Requests:** Log your request on the Maintenance Direct online system. The request is logged then forwarded to FM&D for completion. If you would like to follow-up on your request, please see Staff Assistant or Assistant Director at the 811 main desks during normal business hours.

*To access **Maintenance Direct**, go to <http://www.myschoolbuilding.com>, and enter Account #119880617 and Password: SUNYDMC1.*

**Emergency Requests:** All emergency requests (i.e., situations in which the safety of the resident or facility is in jeopardy) are to be reported to the 811 security and/or reception desk(s) immediately. The staff will then contact the appropriate Facilities Management Office by phone.

#### **Needle (Sharps) Disposal Procedures**

Residents are prohibited from disposing of needles in any garbage receptacle in the residence halls. Residents must follow OSHA guidelines for the disposal of sharps. Needles should be disposed of using the receptacles provided in the hospital and labs. Building residents, who have medical conditions requiring the use of sharps should dispose of these items into a rigid container, such as a milk jug or detergent jug, etc. When it is full they should bring it to the housekeeping service in the University Hospital of Brooklyn building (UHB). The

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extension for housekeeping in UHB is 2998. They will instruct students where to bring the full container. **Housekeeping staff in the residence halls CANNOT dispose of sharps.**

### Recycling

There are recycling bins located inside each floor trash room. Recycling is a New York City law. Signs are located on the wall inside of the trash room to inform residents of the items that are to be recycled in New York City.

### Other Services and Information

#### Equipment

Equipment, such as vacuums, hand-trucks and moving carts may be obtained from the 811 main desks from 9:00 a.m. – 10 PM, daily. Residents must leave their valid Downstate Card as collateral for any item borrowed.

#### Grocery Delivery (Fresh Direct, Amazon Fresh, PeaPod, etc.)

Ordering fresh groceries can be a convenient way to shop for food. If you choose to have groceries or food delivered, you must receive the delivery in the 811 lobby. The front desk **will not** accept grocery or food delivery.

#### Internet Access and Video Services

SUNY Downstate has partnered with Apogee to provide internet service, cable television, OnStream IPTV, and support to your residence. To make sure you're connected to Wi-Fi, follow the steps below.

**Please read this letter in its entirety before attempting to connect.**

#### Get started with your laptop, phone, or tablet:

1. **For iOS14+ and Android 10+ devices** - turn off your private address or MAC randomization feature on your device BEFORE connecting.
2. From your available networks, connect to the network called “**MyResNet-StartHere**”
3. Next, open a browser to be redirected to the portal
4. Sign up for a new account and follow steps to create your account
5. Reconnect your devices to the preferred “**MyResNet-5G**” or “**MyResNet-2G**” using your created password, be sure to check the remember my password option
6. From your available networks, forget the network called “MyResNet-StartHere” as it is no longer needed and will not allow you to browse

#### Difference between 5G and 2G:

**Always Connect to Student-5G for faster, uninterrupted wireless connectivity** – Only devices that cannot see the Student-5G network should connect to Student-2G. To ensure a constant connection to Student-5G, you need to eliminate the option for your device to connect to the 2G network. Improve your experience now and go to your devices wireless settings and forget Student-2G or disable automatic connect to the 2G network.

#### NEED SOME HELP?

If you need any help registering or connecting your devices, a support representative is available 24 hours a day to assist you.

- Call support at 833-548-7129
- Chat live/Email/Additional Resources at <https://downstate.apogee.us/>

## 2022-2023 Residential Life & Services Student Handbook

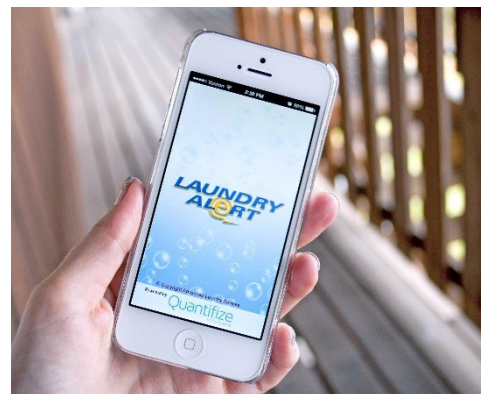
### OnStream IPTV and Cable Television:

OnStream is a live streaming service available to students living on-campus at SUNY Downstate. OnStream is accessible while on MyResNet. Simply go to **watchdishtv.com** and enjoy live streaming! Traditional cable television with HDTV is available in every apartment by securing a coaxial cable to a HDTV.

### Laundry Facilities

Do your laundry at no cost, anytime you want! Laundry facilities are conveniently located in the basement of each residence hall, and are open 24 hours a day, 7 days a week. **Laundry facilities are to be used by residents only. The use of laundry machines to launder items belonging to non-residents is strictly prohibited.**

Our laundry facilities also feature an app-based system that lets you view the status of washers and dryers, reserve a machine and more from your smartphone or computer. The smartphone application is available for both Apple and Android phones and is easily searchable under the name “Laundry@lert”. Once you have downloaded the app, search SUNY Downstate under the location tab. Be sure to set Downstate as one of your location “favorites” on the app, so that it will appear on the homepage when you open the app. When you do laundry, simply take note of which machines you are using, and within the app, select “track” next to the machine your items are in.



### “Laundry 101”: Instructions for Using Laundry Machines

Most of our washing machines are designed for high efficiency (He) liquid detergents. If high efficiency detergents are not available, one-quarter cup of a normal liquid detergent may be used. We also suggest that residents use a mesh bag for delicate items (mesh bags can be purchased at most department stores).

In order to avoid damage to laundry machines, please:

- Do not use washer/dryer combo sheets
- Do not use powdered detergents
- Do not fill the machine more than halfway with clothing

### Mail Services

Each student is assigned a mailbox located in the lobby of 811 New York Avenue. You will receive your mailbox key along with your room key at check-in. Your mailbox number is the number stamped on the key. Mail is delivered directly from the local Rugby Road Post Office to the ORLS. It is placed in the student mailboxes by the clerical staff by 5:00 p.m. each day. If a resident receives a package, a Parcel Post notice is placed in the recipient’s mailbox and an email is sent to the recipient. To claim a package, the resident must present a valid SUNY Downstate with the Parcel Post notice at the 811 front desk between the hours of 8:00am and 10:00 pm.

The correct mailing address is as follows:

**YOUR NAME**

**BUILDING NUMBER New York Avenue, YOUR APARTMENT NUMBER**

**Brooklyn, NY 11203**

**Change of Address:** If you are moving please notify the University (ORLS, University Registrar) as soon as possible. ORLS will only forward first-class mail for one month to previous occupants. Packages will be received after one month will be returned to the sender.

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### **Computer Lab, Study Room, and Recreation Areas**

A 24-hour study room is located on the first floor of 811 New York Avenue. Study room regulations are posted within the room. There is a recreation room located on the first floor of 825 New York Avenue. The recreation room is utilized for Residence Hall events and meetings and when not in use can be used by individuals and groups for studying.

### **Vending Machines**

Vending machines located in the lobby of each residence hall. The service contracts for these machines are maintained by the FSA. Residents should report any problems with these machines either to the 811 main desks, or by calling the service phone number posted on the unit. Refunds may be obtained from the FSA Office located in the Student Center.

### **Student Handbook**

In addition to these policies and guidelines, students and guests living in SUNY Downstate Residence Halls are required to abide by all policies outlined in the Student Handbook which can be found at

<https://www.downstate.edu/education-training/student-affairs/student-handbook.html>.

### **Important Telephone Numbers**

Bookstore	(718) 270-2486
Bursar	(718) 270-1138
Faculty Student Association (FSA)	(718) 270-3187
Financial Aid	(718) 270-2488
Laundry Machine Problems	(718) 270-1466
Library	(718) 270-7400
University Police	(718) 270-2626
Registrar	(718) 270-4551
Residential Life and Services	(718) 270-1466
Student Affairs	(718) 270-2187
Student Center	(718) 270-2487
Student Counseling Service	(718) 270-1408
Student Health Services	(718) 270-1995
Substance Abuse Information	(718) 270-4545
Vending Machine Problems	(718) 270-3187