



Welcome to Conferences Services at UNCG!

Hello and Welcome to UNCG's campus! To ensure the safety of all UNCG visitors we would like to inform you of our residence hall's standard protocols and procedures as well as provide you a list of contact information in case you have any concerns or questions during your stay.

Weather Emergencies

If you are unable to leave a building due to a weather emergency (e.g., tornado, thunderstorms, hurricane, etc.), please take shelter in an area away from windows – such as interior stairwell and/or the laundry rooms. Listen for updated weather information from the National Weather Service, UNCG Information Radio Station AM 1640 or from the television.

Each residence hall also has a designated severe weather shelter location. Most residence halls have a green sign that indicates this location. You should locate these areas in your building now, before severe weather occurs.

Alarms /Evacuation Procedures

Any time an alarm sounds – assume it is due to an emergency. You are to exit the building using the stairwells on either the ends of the hall or the center stairwell. PLEASE DO NOT USE ELEVATORS. Once you leave the building, please exit out the FRONT of building and move across the street as not to obstruct any emergency vehicles. It is important that everyone assembles in front of building. Evacuation routes are also posted throughout the building in clear plastic placards. Please stay at this location until the police or University official provides an all-clear signal.

Duty System

During the hours of 7p.m. to 10p.m. we will have a Summer Conference Assistant (SCA) available within the building's public area to assist with any concerns. The SCA on duty will also spend the night in the building from 7 p.m. to 7a.m. to maintain the security of the building. If you need to contact the summer conference assistant you can call the duty phone number, (336) 458-8500.

Maintenance of the Building

If during your stay something is broken or does not work (for example a toilet is clogged, a light will not turn on etc.), we have a group of maintenance workers available to assist you. Please call the conferences number, 336-458-8500, to report the problem.

Safety and Security

The outside doors of UNCG's residential buildings are locked 24 hours a day and can only be accessed using an access card distributed by UNCG Housing. We recommend that all visitors keep their access card and key with them when entering and existing the building as there is a usually a five minute response time for an SCA to assist with a lock out. For any lost key or access card UNCG Housing is required to issue a charge: \$35 for keys for traditional rooms; \$75 for keys to suites/ apartments/community rooms, and \$10 for missing access cards.

If you wish to have a visitor during your stay, we ask that all guests be escorted throughout the building. Our Summer Conference Assistants are trained to ask all unregistered people to exit the building to ensure the safety of guests. Our staff has also been instructed not to let unescorted campers in and out of the building. Campers without access cards should be escorted by a coach/counselor if they wish to get in and out of the buildings.

In general, please be mindful of where you are walking and remember to stay with your group. When you come into the residence hall, make sure you are not letting strangers into the building or propping doors open.

Quiet Hours

Guests should refrain from horse play within the buildings and refrain from excessively loud or noisy activity. Conference Services staff may ask guests to discontinue such behavior if it interferes with the well-being of other guests or staff residing within the building.

Professional Staff Presence

Housing and Residence Life employs several full-time staff members, including live-in residence life professionals, maintenance staff, and housekeeping staff who may be seen in the building in or outside of business hours. Conference Services staff will identify these persons to guests as best as possible during check-in, but guests are encouraged to contact the Conference Services duty number if they witness suspicious individuals in or around the facility.

Mail

If a guest needs to get mail while staying on campus, they must talk to their host department or the mail center. HRL does not receive mail on behalf of camp/conference guests.

Pets/Animals

Pets and animals are strictly prohibited in our residence halls. Special accommodations for service animals should be discussed with HRL's Conference Coordinator in advance.

Contact Information

If we can assist you in having a better experience within our halls, please let us know. There is a Summer Conference Assistant (SCA), who is a representative from Housing and Residence Life, here to help you with most problems and/or concerns.

We also encourage visitors to be familiar with our Campus Police response number, and, if your emergency is not dire, we also recommend calling the Non-Emergency Campus Police number.

Your Primary Contact, 24 hours a day	
Summer Conference Duty Cell	336-458-8500
Emergency Contact Information	
Non-emergency police	336-334-5963
Emergency police	336-334-4444

Residence Hall Policies

- Participants are expected to dispose of all trash in an appropriate manner. Please do not dispose of personal trash or food in bathroom trash cans. Excessive trash left in bathrooms, rooms, or hallways will not be tolerated.
- Though housekeeping will be available to maintain the public trash cans of the building, we ask that you please use the dumpsters in back of (or beside) the building for personal trash. If needed one of our SCAs can direct you to the nearest dumpster.
- Furniture is not to be removed from rooms or lobbies.
- No running, sports, or horseplay in the hallways, stairwells, lobbies, or elevators.
- Do not remove any university signs, placards, or other signage. (ex.: A room number sign costs about \$80 to replace.)
- Do not remove, tamper with, or alter any fire safety equipment, sprinklers, fire alarms, or smoke detectors.
- Do not prop doors or elevators.
- Do not overload the elevators. (Maximum capacity for elevators is 3500 lbs) No more than 6-8 people in the elevator at one time.
- Do not deface rooms, hallways, elevators, bathrooms, or university property.
- Weapons of any kind (even fake weapons) are prohibited.
- Smoking is prohibited in the residence halls. Please use designated outside smoking areas 25 ft. away from the building.
- The possession and consumption of illegal drugs and alcohol is prohibited on university property – including the residence halls.
- In the event of a fire alarm, you MUST evacuate the building.
- Failure to comply with this information could result in dismissal from university property and/or monetary fines.
- The minimum fee for any emergency FIXT, Locksmiths, or OTIS Elevator Services is \$150.

Other services:

Laundry

Laundry machines are available free of charge in each of our residence halls. Please consult one of our SCAs at check-in to identify the location should you require this service. Guests are responsible for providing their own laundry detergent and for the prompt removal of the clothes ones they are clean and dry.

Linens

The following information is provided for those camps or conferences who requested linens.

- A linen packet consists of two sheets, a pillow, a pillow case and a blanket. Also provided are one large towel and one washcloth.
- Blankets must NOT be washed in the laundry rooms available on campus.
- Guests should take all linens and towels and put them inside the pillowcase, then place the pillowcase and pillow at the foot of the bed. This ensures housekeepers are able to keep an accurate inventory of our linens and expedites the cleaning process.
- Failure to return linens will result in the following charges: **\$20 per blanket; \$25 for entire package; \$10 for missing sheets; \$5 for towels.**

Guest Wireless

Directions for connecting to the wireless network as a guest can be found at this website: https://its.uncg.edu/Network_Services/Wireless/Connect/Guest/

Common Area Televisions

UNCG uses IPTV (Internet Protocol Television), which means our entire television network is web-based. To utilize one of the common area televisions, guests can check out a Roku remote or device from the SCA on Duty. Please note that the cable boxes in individual guest rooms are not active, so personal televisions cannot be used.

Thank you so much for choosing UNCG as your summer camp or conference location.