

RESIDENCE HALL REFERENCE GUIDE

2023-24

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WELCOME TO CALVIN UNIVERSITY AND OUR RESIDENCE HALLS!

The experience of living at Calvin will be rewarding, challenging, and even life-changing.

Your residence hall is more than a place to lay your head at night; it is a place to meet, study, discuss, pray, listen, laugh, and grow. At Calvin, we're always learning, from classroom to athletic field to residence hall.

To have a successful and satisfying experience while you're here, be prepared to learn a lot about *community*. Living with others can be enriching, but it can also be a challenge. It takes consideration of others, respect for the rules which guide our lives together, and a desire to deepen your faith and knowledge of Jesus Christ.

As with most things in life, the more you put into your academic and residence hall experience, the more you'll get out of it. We hope you make the most of your time here. **Welcome home!**

All policies and procedures outlined in this reference guide may be impacted by the COVID-19 pandemic; therefore, this information may be subjected to change in an effort to continue to keep our campus community safe.

Residence Life Mission Statement

Residence Life fosters on-campus living experiences that:

- Create vibrant communities of learning and belonging for all
- Challenge students to act justly and develop holistically
- Support students in their growth towards becoming Christ's agents of renewal in the world

Residence Life Learning Outcomes

By the end of your time living in the residence halls, you will have had the opportunity to grow in personal responsibility, compassion, discipline, just relationships, purpose, and congruence—all within the context of a Christian community. The following five themes provide the foundation for all residence life programming and initiatives:

HEALTHY RELATIONSHIPS Through fun times and conflicts, with people similar and different from you, expect to grow in your understanding of healthy relationships as you learn from one another in community.

FAITH DEVELOPMENT Through group and individual opportunities such as Bible studies, times of prayer, worship, or late-night conversations, you'll develop a more personal Christian faith and kingdom vision.

SOCIAL RESPONSIBILITY You'll be challenged to see how your decisions and behaviors, and those of others, impact people in the community for better or worse so that we all share responsibility for our neighbor.

SELF-Management Whether it's time management, personal hygiene, wellness, or self-control, you'll learn about motivation and management of your life as you grow in independence.

CONGRUENT DECISION-MAKING You'll begin to connect beliefs and actions, learning and living—recognizing how your knowledge and faith should impact your decisions and choices as people living in God's world.

Your Christian Community

The big picture

Christian community depends on you. Our community is not a set of rules, though rules are needed at times for the orderly operation of any community. Nor is it the presence of Bible studies, prayer groups, or opportunities for worship, though you'll find those here. Rather, it's the character of the people who live in the community and their desire to actively live as Christians. All of us become leaders in this, as we all have a role in the community. What's your role going to be?

To prepare for living with one another, please consider the following biblical exhortations that serve as our guiding principles for Christian community.

1. Remember, it's not only about you.

"Do nothing out of selfish ambition or vain conceit, but in humility consider others better than yourselves. Each of you should look not only to your own interests but also to the interests of others."

-Philippians 2:3-4 NIV

This passage is our guiding principle for how we treat one another—from roommates to suitemates to people on our floors or in our buildings. As Christians, our lives are not our own. We live for others just as Jesus did. Our actions and decisions affect others, and this influence calls us toward care, sensitivity, and responsibility for the way we live in community.

2. Give grace—we are all growing in God.

"Grow in the grace and knowledge of our Lord and Savior Jesus Christ."
—2 Peter 3:18 NIV

The overall goal of residence life is learning—intellectually, socially, and spiritually—through the varied experiences of life on campus. All of this learning is done in the context of faith so that we understand more fully how we relate to each other and to our God. What is the implication for our life together? We will strive to learn and grow personally, actively encourage this growth in others, and avoid becoming stumbling blocks to those around us.

3. You are called to be a problem-resolver.

"If a fellow believer hurts you, go and tell him—work it out between the two of you. If he listens, you've made a friend. If he won't listen, take one or two others along so that the presence of witnesses will keep things honest, and try again. If he still won't listen, tell the church."

-Matthew 18:15-17 MSG

We are bound to hurt, anger, or frustrate each other at times, often without knowing it. We avoid gossip and resentment by talking with the person who hurts us directly and honestly. If someone confronts us, we are gracious in listening, honest in taking responsibility, and eager to make things right. When we are able to speak, listen, confront, and forgive, we grow as a community. The residence life staff is equipped to assist in navigating conflict if individual conversations do not resolve an issue.

Your floor

Our community works together for a common goal: learning within a Christian context. To this end, we commit to encourage one another to think deeply, recognizing we are all on this journey together.

As scholars, our learning extends to all areas of life—including where we live. In residence life, we use the phrase "ta panta," meaning "all things." God touches all areas of our life; all things are important, meaningful, and sources of learning. When we share life together, we'll learn how to verbalize our needs, respectfully engage one another when we disagree, and compromise when differences emerge.

To aid in this process, each floor will create a floor vision that outlines expectations for one another and pathways for addressing breaches in expectations. Residence life staff will facilitate community conversations, but as a group, floors will create their own unique community identities and be responsible for living up to their mutually agreed upon expectations. Part of this responsibility will be to hold one another accountable. Resident assistants (RAs) are present to assist, but residents bear a shared responsibility to maintain community expectations.

Floor visions are introduced the first week of classes, and all floors will operate the first few weeks under a campus-wide set of agreements. After a few weeks, floors will meet to create their unique version of the vision. Before that meeting, take some time to think about what you want and need in a community. Floors will need to figure out how to handle noise, cleanliness, and sharing a kitchen space. Pay attention to how life unfolds the first few weeks so you know what you want included in your floor vision. When the RA schedules your floor's vision meeting, come ready to share your ideas, negotiate differences of opinion, and commit to upholding the agreements made by your floor.

Here are some additional tips to help you get along on your floor:

- **Speak up**. Voicing your opinion can be challenging in a new community, but this is your home—make sure you advocate for what you need.
- Treat others with respect.
- Follow the rules. Some expectations have been established by Calvin University to maintain safety and health for everyone.
- Respond to reasonable requests reasonably.
- **Be inclusive** of every member of the community. Actions (direct or indirect) that discriminate based on race, gender, religion, disability, national origin, age, or sexual orientation aren't tolerated in a community based on Christian values.

Your roommate

Your relationships with your roommate and suitemates can be some of the most important in your Calvin experience. It's important to start those relationships with open, honest communication and clear expectations. Even if you are friends from home, being university students will be new to all of you. If you explore your expectations, talk together, establish your agreements, and keep talking, you'll start things off on the right foot and keep your relationships on track. Open communication, clear boundaries, realistic expectations, and mutual respect and tolerance are key ingredients to any healthy relationship.

Similar to your floor vision, you and your roommate and suitemates will establish some mutual expectations for life together using a roommate agreement. To get you started, think about the questions below in preparation for sharing a few weeks into school. You, your roommate, and your suitemates will attend a roommate workshop to formalize your roommate agreement. You will ask yourselves some questions like:

- Why am I attending Calvin University?
- What are my goals for this year?
- What are my goals for university? after graduation?
- · What are my likes and dislikes?
- What do I need from my roommate? suitemates?

Do you like your room to be tidy all the time?

Before your roommate workshop, think about some hypothetical situations you might face with your roommate. Here are some questions to help you reflect upon what is important to you in your living environment. Check off the questions you have the strongest feelings on:

_	Do you like your room to be tlay all the time:
	Do you like to sleep with the window open?
	Do you plan to join a local church while at Calvin?
	Do you prefer not to talk in the morning?
	Are you a night person?
	Is it easy for you to wake up in the morning?
	Does light disturb you when you sleep?
	Does profanity bother you?
	Does it bother you if your roommate doesn't clean up their side of the room?
	Do you like to study with music on?
	Does it bother you if your roommate always has friends over?
	Is it important to you to be in a small group or Bible study with your roommate?
	Would you be willing to leave your room if your roommate wanted to sleep or study?
	Do you mind if your roommate uses your?
	Do you care if your roommate borrows your clothes?
	Do you plan to study in your room?
	Is it hard for you to tell someone that what they are doing bothers you?
	Do you need absolute quiet to sleep?

Now think about what you would like most in your roommate relationship. Look over the following items and rank them 1 to 11, with 1 being the most important and 11 being the least important to you.

It's important to have a roommate who:

Is serious about studying and will make studying a priority in our room.
Takes responsibility for keeping our room neat.
Commits to praying for me and our floor regularly.
Prioritizes growing in Christian faith.
Is clean, conscientious, and tidy.
Respects my need for privacy and will allow me some time to myself.
Allows me to have my friends and/or significant other over as much as I like.
Doesn't use drugs, alcohol, or other illegal substances.
Will be my friend who confides in me and likes to do a lot of things together.
Doesn't keep things bottled up but rather lets me know how they are feeling.
Doesn't let school take over our entire lives and knows how to have fun.
Respects my property and doesn't borrow my things without asking.

Your first obligation to your roommate and suitemates is to be friendly and make an effort to get to know one another. Your room needs to be a positive space for both of you where you can study, relax, and sleep. As you navigate conflict, residence life staff members are available to talk through situations and help you problem-solve.

Remember that you and your roommate do not need to be best friends. You'll probably have different hobbies or musical tastes. You'll find other friends to spend time with. That's okay. Attending university can be a great opportunity to meet lots of different people. Learning to accept and respect the differences in your roommate can be a valuable life lesson.

Common roommate issues and suggested solutions

- You are more social, and your roommate is more reserved. It is important to
 equally share the room for each of your needs. Take turns having friends over and
 having private time in the room. Basement spaces provide a great alternative for
 hanging out with friends or studying.
- Your roommate does not want to be good friends. Roommates do not need to be best friends. However, you need to establish a respectful relationship.
- One of you is a borrower. Make a habit of asking before borrowing, even when your
 roommate is not around. If your roommate is a borrower, be open and tell them how
 you feel about this. Try to come up with a compromise, like splitting the costs of
 items you both use.
- One of you is very clean. The other is messy. Try to compromise, but if there is
 no agreement on "levels of clean," determine a physical space for each of you and
 respect each other's areas.

The most important thing is to keep lines of communication open. Here's an outline you can use to talk through issues in your relationship with your roommate, suitemates, or floormates. Allow each person to express their thoughts and feelings using the discussion outline below.

• What's the problem? State the problem as you see it.

- How do you feel about it? Share your feelings about the issue.
- What do you want or need? Describe how you think the problem could be solved.
- What would you like your roommate/suitemate(s)/floormate(s) to do? What is keeping this from happening?
- How can you help? Offer what you would be willing to do to help the situation.
- What other options are available? Discuss other options and alternatives to ensure you have considered many different ways of resolving the issue.
- What is our final decision? Come to a mutual understanding of how you are each going to improve the situation.

Your suitemates

Most suitemates will be returning students who already know Calvin. They can be helpful in connecting you to campus resources and introducing you to other people. By the second week of class, it will be important to meet with your suitemates to talk about your shared space: the bathroom. Some suitemates have found it helpful to articulate a morning shower schedule to avoid any one person dominating the bathroom before class. The biggest issue that arises with suitemates is agreeing whose turn it is to clean the bathroom. Together you can develop a routine that works for everyone and maintains a healthy living environment.



General Information

Important dates

Date	Time	Description
Thurs., Aug. 24	9:00 a.m.	Opening day for new students (earlier arrivals for some athletic teams and special orientations)
Fri., Aug. 25	9:00 a.m.	Opening day for returning students
Fri., Dec. 15	10:00 a.m.	Residence halls close for Christmas break
Thurs., Jan. 11	9:00 a.m.	Second semester move-in for new students
Sun., Jan. 14	Noon	Residence halls reopen for spring semester
Sat., Mar. 2	10:00 a.m.	Residence halls close for Spring Break
Sun., March 10	Noon	Residence halls reopen
Fri., May 3	10:00 a.m.	Residence halls close for the summer

Opening days

The official opening day for **first-year and transfer students begins Thursday, August 24, 2023, at 9:00 a.m.** (Students who are participating in fall athletics, IMPACT, or International Orientation will receive information regarding earlier move-in times from the orientation staff.)

The official opening day for returning students is Friday, August 25, 2023, beginning at 9:00 a.m.

The meal plan for returning students does not begin until lunch on Friday. You must contact the housing office (616-526-6120 or housing@calvin.edu) for arrival earlier than these dates.

Break periods and end of semester closing days

Please make travel arrangements according to the dates above. Due to staffing constraints, opening and closing times are strictly enforced. For an additional charge, space is available at the Knollcrest East Apartments for students who must remain on campus during Christmas or spring break periods.

Keys and ID cards

All residents are issued one room key. If a student loses a key, a duplicate may be obtained from the reception desk for a charge of \$25. A \$25 charge will be levied if the key is not returned when a student checks out of the hall. If the director of housing and operations determines that for safety or security reasons a room lock needs to be changed, the student may be assessed a \$75 fee to cover the lock replacement and installation charges.

For security reasons, most outer residence hall doors will be locked 24 hours a day. Students will have access to these doors using their university ID card. Lost or stolen cards should be reported to the Campus Safety office or the student life office. Lost cards can be replaced at the student life office for a fee of \$25.

Parking and safety

Parking is available on campus for registered vehicles. For full information on parking guidelines as well as other services and tips offered by Campus Safety, see the "Safety and Security" section on p. 22 of this booklet.

Mailing address

FORMAT	EXAMPLE
Calvin University	Calvin University
Attn: <student name=""> - <room #=""> <hall name=""></hall></room></student>	Attn: Jane Doe - 123 Rooks Hall
3201 Burton St SE	3201 Burton St SE
Grand Rapids, MI 49546-4388	Grand Rapids, MI 49546-4388

The **zip+four** and the word **"Hall"** are required for proper mail delivery. The street address for mailing is the same for all residence halls.

Student life policies online

Please take time to review the various policies that will apply to your time at Calvin.

Student life policies: calvin.edu/go/sl-policies

Campus Safety policies: calvin.edu/go/cs-policies

For policies related specifically to residence life, please refer to the back (gray) section of this reference guide.

Notes				
"I've learned a lot about dealing with issues before they escalate into				

Notes

"[Living on campus] has helped me become more mature in my interactions with others, helped me become much more patient with other people, and opened me up more to realizing life doesn't revolve around me."

-Calvin student

Throughout the Year

Student activities and programs

Calvin University offers student activities through residence life, the student activities office, academic departments, student government, student clubs and organizations, and more. Financial resources are allocated to each residence hall for hall programs, floor events, and other functions that are approved by the Residence Hall Executive Team and Community Life Council of each community.

Eating on campus

Food has the power to bring out communities together, and many floors will establish a weekly floor dinner plan early in the year.

Calvin Dining Services' staff prepares healthy, tasty meal options for all residents. Dining Services wants to help you become more aware of sustainable dining, the nutritional value of food consumed, and establish good eating habits. Allergen-friendly foods, fresh fruits, and vegetables are regular parts of the daily menus.

Students may use their university ID card at the Commons Dining Hall, Knollcrest Dining Hall, Uppercrust (located above Commons Dining Hall). Meal hours for each venue are posted on the Dining Services webpage.

Use Green2Go Containers:

- · Washable, reusable containers.
- Reduces disposable waste.
- Get a token, pick it, fill it up, return it and do it again.

Use the Eatable app:

- · Track your meal balance.
- · Deduct a meal hands-free upon entry.
- Order and pay for your food in advance.

The room and board rate is based on your meal plan. First-year students have the option of the Calvin Core, or upgrading to the Unlimited plan for the spring semester and beyond. **Meal plan changes may only be made during the first two weeks of the fall or spring semester.**

Every meal has gluten-free, vegetarian/vegan, and allergen-friendly options.

Campus retail locations

- Peet's Coffee
- · Johnny's Café
- Knight Fuel Markets (located in the School of Business, Spoelhof University Center, and Spoelhof Athletic Complex)

Learn more at calvin.edu/dining and follow us on Instagram @calvindiningservices.

Hosting guests

Students are welcome to have guests of the opposite sex visit their rooms but only during designated **open house** hours. See p. 32 for a full explanation of open house at Calvin.

Students are permitted to have overnight guests of the *same gender* stay in their rooms (two-night limit) after completing an Overnight Guest Registration Form, available at the front reception desk. If a guest becomes a regular visitor or if roommates or suitemates are inconvenienced, the university reserves the right to limit visiting. **Each resident is fully responsible for their guests' compliance with residence hall living expectations.**

Parents or adult relatives visiting students during the academic school year should make other lodging arrangements, such as the Prince Conference Center, which is located on campus (calvin.edu/prince), or other local hotels.

Maintenance request forms

Need assistance resolving a maintenance concern? Please request service on any items in your room requiring repair (except phone, computer, or cable TV problems) by filling out an online maintenance request form. The form can be found on the physical plant webpage (www.calvin.edu/go/facilitiesrequest). By submitting a maintenance request, you authorize maintenance personnel to enter the room in order to make necessary repairs whether you are present or not. In case of emergency, call the physical plant office directly. After business hours, you can report emergencies to your live-in staff member (resident director, area coordinator, or graduate assistant) or Campus Safety (616-526-6452).

Problems with computer access or cable television should be reported to the Calvin HelpDesk at (616) 526-8555 or helpdesk@calvin.edu.

Cleaning and cleaning supplies

Maintaining a healthy environment for living and learning is an important part of residence life at Calvin. A variety of "green" cleaning supplies for personal cleaning are available to residents on their floor and also at the front desk of their hall, where they can also be recycled and refilled. Bathroom checks are conducted in December and April to ensure compliance with health standards. Toilet paper is available free of charge at the front reception desk.

Cleaning tips

- Weekly cleaning with supplies provided at the reception desk will prevent hard to remove build-up, particularly in showers.
- Be sure to throw away your trash in designated receptacles in and outside of your room.
- Do not leave your trash in the hallways. Collected trash should be taken to assigned outdoor dumpsters.
- Do not leave any items in the hallways, as required by fire safety codes.

Waste and recycling

Our community is committed to environmental stewardship, and we ask all residents to cooperate with the trash and recycling options. Specific details will be posted in each residence hall's coffee kitchen.

Commitment to conservation

Calvin University residence life has an ongoing commitment to sustainability issues, and you can help by:

- · Turning water off when not in use.
- Notifying your Area Coordinator or Graduate Assistant, and completing a maintenance request form for leaks in your shower, sink, or toilet.
- Turning off all lights and unnecessary appliances when you leave the room.
- Printing on both sides of computer/copy paper or using it as scratch paper.
- Using recycling receptacles on campus for your paper, plastic, metal and glass containers

Living-learning communities

Living-learning communities are innovative places for going deeper within traditional residential living. Students who apply and choose to live here will be taking a step of engagement in their own learning by focusing more intentionally on an area of interest while enjoying all the benefits of living on campus. Academic credit is available for some of these programs.

Outdoor Recreation/Creation Care community: Located on the first floor of the van Reken residence hall, this floor is a place for students to learn about and promote environmental responsibility and stewardship of God's creation as well as the pursuit of outdoor recreation.

Justice and Equity community: This floor focuses on diversity and inequality in the united states. Students living on the Justice and Equity floor explore issues like racism, ethnic identity, and social justice through regular meetings, courses and shared meals together.

Honors community: Sponsored by the Honors Program, the third floor of van Reken is for motivated students to build friendships with peers while pursuing deeper learning through Honors Program events and classes.

Future housing options

While first- and second-year students live in the residence halls, juniors and seniors have some additional housing options, which you may want to explore in the future:

Knollcrest East (KE) Apartments: Perfect for groups of 4-5 students, these oncampus apartments have two bedrooms and a full kitchen as well as a living room and dining area. The KE apartments provide a vibrant student community, just right for upperclassmen, with the convenience of being on-campus.

Upper-Class Floors: Three floors in Timmer Hall are reserved for upper-class students, with single or double rooms available and visitation (open house) policies that mirror the KE apartments. The room rates are also comparable to the KE apartments, though they are priced to include a meal plan.

Upper-Class Cluster: Some upper-class students may choose to live in an upper-class cluster on a traditional residence hall floor. Residence life will work with your group to secure a suite (or multiple suites adjacent to each other) in a traditional residence hall. Rates are the same as the upper-class floors.

Project Neighborhood: Calvin operates one house in the city of Grand Rapids where students live together in intentional Christian community, learning about and serving their neighbors through church and community partnerships. Project Neighborhood is an option for sophomore through senior students who apply and interview.

For more information on all of these options, visit the residence life website. at *calvin.edu/housing*.

Moving Out

Clean and pack day

In an effort to encourage cleaning your room and organizing your items for moving out of the building, residence life sponsors a cleaning and packing time prior to finals week during spring semester. RAs will be around to help unstack beds and answer any questions students have regarding checkouts. The trunk room will be open during the first 10 minutes of each hour. Packing boxes will be available at the reception desks along with a variety of cleaning supplies.

General checkout procedures

Detailed expectations for checking out of the residence halls will be provided to all residents several weeks before the end of each semester. During the final checkout week, students will have to have their room clean at the time of departure. Additional cleaning responsibilities (community chores) are assigned during checkout week so that all residents participate in the successful closure of each building. Fines for damages, not checking out, or not cleaning will be issued by staff, so please pay close attention to the information provided by the housing office.

Please note: Due to academic pressures and staffing limitations, this time of year often feels rushed. Cleaning, packing, and preparing *before* exams is strongly recommended to ease the stress and complexity of moving out.

Summer storage

You may place some belongings (trunks, suitcases, and boxes) in the basement trunk rooms. All storage is at your own risk, and items must be labeled clearly.

Furniture and items packed in garbage bags may *not* be stored in the trunk rooms. Bicycles must be left in the bike storage rooms (not in outdoor racks). Calvin assumes no liability for lost, damaged, or stolen items.

Residence Hall Amenities

Your hall includes

- a wing of men and a wing of women connected by a common lobby and shared basement space.
- a reception desk and student mailboxes in the main lobby.
- a quiet reading room adjacent to the main lobby (it can be reserved for group studying).
- a prayer room for private devotions and praying.

- quiet basement reading rooms for individual study.
- basement lounges for community events, group studying, and hanging out (includes vending machines, a flat-screen TV, ping-pong, foosball, and pool tables).
- laundry rooms in each wing—free for residents!

Your floor includes

- approximately 20 rooms for residents, arranged in suites of two rooms.
- approximately 30-40 residents per floor, primarily first- and secondyear students.
- a coffee kitchen: a shared kitchen with a table, stove, microwave, sink, and fullsize refrigerator.
- a "CJ:" a community bathroom with a tub, toilet and sink.

Your room includes

- approximately 135 square feet (including the closet area), or roughly 9 feet by 15 feet.
- stackable furniture (sorry, no homemade lofts are permitted).
 - 2 beds with mattresses (twin extra-long)
 - o 2 dressers
 - 2 desks with chairs, desk lamps, and bookshelves
 - o 2 additional bookshelves
- closet areas for hanging clothes, shoes, etc., and built-in shelving space.

- a private bathroom shared with one other student room (comprising a suite). Includes shower, toilet, sink, counter space, and storage area for toiletries.
- 1 high-speed Ethernet port and wireless access throughout the building.
- 1 television jack (over-the-air digital channels).
- approximately 5 electrical outlets (2 sockets each).
- 2 wastebaskets.
- 1 recycling container.

Reception desk and mailboxes

The reception desk of each residence hall community is open each evening for limited hours. Services include: distribution of mail and messages; checkout of sports equipment, irons, cleaning supplies, and other tools and utensils. Each room is assigned one mailbox for which students use a combination or key to gain access.

Storage

There is a trunk room on the basement level of each hall for storage of off-season clothing, trunks, and suitcases and for summer storage of clothing. All items stored in the trunk rooms are stored at the student's risk and must be clearly labeled and logged. A staff member must accompany you when you are adding or removing items from the trunk room. Furniture may not be stored in the trunk room.

Bicycles can be stored on outdoor bicycle racks or in the bicycle storage room on the basement level of the women's wing. Bicycles may not be left in the hallways, stairwells, lobbies, or floor lounges. Bikes must be registered with Campus Safety and should be locked at all times

Telephone

Each floor has one courtesy telephone in the coffee kitchen for emergency or local calls.

Campus television system

Each room is equipped with a cable jack for access to the campus television system. Commercial cable systems are not available in the residence halls. Local digital channels are provided for in-room televisions.

ResNet and wireless computer access

Access to Calvin's "ResNet" wired network (in student rooms) and "eduroam" wireless network (in most areas of the halls and across campus) is available at no additional charge. Private wireless routers are not permitted.

More information is available at *calvin.edu/offices-services/information-technology/students/new-students*.

Adherence to the Responsible Use of Technology statement of the Student Conduct Code is mandated, and internet access is subject to some content filtering.

Sharing of copyrighted files through campus networks or external sites is prohibited. Students are encouraged to use legal services for music and other media, such as iTunes, Pandora, Spotify, Netflix, etc.

Printers and copy machines

Calvin ID card-operated printers are available for all residents in the main lobby of all residence halls. Printers with copy machines are available in the reading rooms of Bolt-Heyns Timmer and Noordewier-VanderWerp residence halls.

ATM

An ATM is located in the lobby of the Noordewier-VanderWerp residence hall, the lobby of the Spoelhof Fieldhouse Complex, and the lobby of the Commons Annex near the campus ministries office.



"The people in my residence hall are amazing, and I have learned more about God, myself, and life in general this year. It has been fantastic. I love being on a floor where there are all kinds of people to talk to and you never feel alone."

—Calvin student

Safety and Security

Students should lock room doors at all times and, for their own security, should not prop open any exterior doors that are closed and locked. Security alarms are located on the back and side doors of each hall. These doors may not be used between the hours of midnight and 7 a.m. The presence of any unauthorized persons in the residence halls should be reported to a staff member or the Campus Safety office.

Safety escorts

Students who desire escort service to and from various areas on the campus due to safety or medical reasons may contact the Campus Safety office at (616) 526-6452.

Loss or theft

Missing items which you believe have been stolen should be reported to the Campus Safety office. Although the incidents of theft and property destruction at Calvin are low, it is always a good idea to exercise caution by locking your room, residence hall, and car doors; by keeping valuables in a secure place; and by not leaving clothes unattended in the laundry room for long periods of time.

Fire procedures

If a fire alarm has been activated in a campus building, always assume there is a fire. Know the locations of fire extinguishers, posted evacuation routes, exits, and fire alarm systems in your area.

If you discover a fire,

- Activate the nearest fire alarm pull station.
- · Alert people in the immediate area of the danger and that they need to evacuate.
- Immediately exit the building, closing doors between you and the fire.
- When you are in a place of safety, dial 3-3333 on a campus phone and inform Campus Safety of the location and nature of the fire.

If the fire alarm sounds,

- Immediately exit the building, closing doors between you and the fire.
- · Do not use elevators.
- Assist people with disabilities with getting to the closest area of refuge, which is in the stairwell area past the fire doors.
- Notify Campus Safety or fire personnel if you suspect someone is trapped in the building.
- Gather outside the building at your designated assembly area and attempt to make certain all persons are accounted for. Stay at least 300 feet away from the building.
- Remain outside until notified by the emergency personnel or Campus Safety that it is safe to return.

If trapped in a room,

- Close as many doors as possible between you and the fire.
- Place cloth material (wet if possible) around or under the door to prevent smoke from entering the room.
- Be prepared to signal to someone outside at a window or by shouting at regular intervals.

If caught in smoke,

- · Drop down and crawl toward an exit.
- · Hold your breath as much as possible.
- Breathe slowly through your nose using a towel, shirt, or other cloth as a filter.

If forced to advance through flames,

- · Hold your breath.
- · Move quickly.
- · Cover your head and hair.
- · Keep your head down and your eyes closed as much as possible.

When to use a fire extinguisher:

- Only use an extinguisher to attempt to extinguish a small fire and only if you
 have been trained.
- An extinguisher can be used to suppress a fire that blocks your exit from the building.
- Remember PASS, the four basic steps to operating a fire extinguisher:
 - P: Pull the pin
 - A: Aim the extinguisher hose at the base of the fire
 - S: Squeeze the lever
 - S: Sweep from side to side

Prevent fires and fire-related water damage

Here are some things to reduce the risk of fire and related water damage in the hall:

- Keep posters, banners, and other decorations off of the ceiling and away from the fire sprinkler heads.
- Deliver your recyclables to designated dumpsters instead of storing them in your room.
- Follow all emergency evacuation procedures and drills.
- Report any unauthorized use, tampering, or damage to emergency or safety equipment.
- Use electrical extension cords less than 10 feet in length unless it's an extension cord with a circuit breaker.
- Do not tamper with safety equipment. Violators are subject to a \$500 fine and possible suspension.
- If you are found responsible for causing a fire or fire-related water damage, you may be held financially responsible for damages incurred.

Staying safe on campus

- Download the Calvin Knight Guard App and familiarize yourself with the various emergency numbers and services available.
- · Lock your room door at all times.
- Be aware of your surroundings. If you notice unusual events and/or suspicious persons, report them to your hall staff. If it's an emergency call 3-3333 from a campus phone.
- Swipe your ID card to enter your residence hall and wing. Don't let anyone
 in without an ID card.
- Hold on to your ID card and keys. Do not lend them to anyone. If you lose them, report it to residence life immediately.
- Keep doors closed. Propping doors open allows unauthorized persons access and undermines campus security.
- Clean your room regularly to avoid fire hazards and odors.
- Use and store only authorized items in your room.
- · Lock up your bicycle and register it with Campus Safety.
- Sleep in your room, not the floor lounges or basements.
- Do not tamper with safety equipment or fire alarms and extinguishers.

Keeping your belongings secure

- Stay in the laundry room when washing and drying clothes.
- Keep large sums of money in the bank and expensive jewelry and other items at home.
- Lock your car at all times and remove valuables from sight.
- Make an inventory list of the things you brought with you to campus.

Insurance

Although the university will use all reasonable efforts to protect students' property, it is understood that the university is not liable for any loss. If applicable, students should determine whether their property is covered by their parents' homeowner insurance policy. If your property is not covered, you may wish to purchase a minimum contents coverage policy.

Parking

All resident students' cars must display a valid Calvin University parking permit. You will be issued the appropriate parking permit based on where you are living. You are allowed to park in lots corresponding to that permit. The parking and driving regulations provide detailed information on the appropriate permit and corresponding lots. The parking areas adjacent to each residence hall are intended for short-term parking for your convenience.

The lot north of Kalsbeek-Huizenga van Reken and lots eat of the East Beltline are for resident students' cars. Parking is not allowed in the commuter student lots or the short-term lots between 2 a.m. and 6 a.m. Residence hall students are not permitted to park their vehicles in the Covenant Fine Arts Center lot at any time.

Motorcycles and all other vehicles with gasoline motors must conform to university parking and driving regulations. Vehicles must display a valid Calvin University parking permit. Under no circumstance may they be brought into residence halls.

Driving on sidewalks is prohibited unless permission has been obtained from Campus Safety or a residence life staff member.

A complete description of university parking and driving regulations is available online or at the Campus Safety office.

Bicycle registration

All bicycles must be registered and labeled with a permit. Students may acquire a bicycle permit for free through the Campus Safety website at *calvin.edu/campus-safety* or by coming into the Campus Safety office. You will need to know the make and model of your bicycle along with the serial number. Any bicycle that does not display a permit will be impounded by Campus Safety.

Residence Hall Policies

The on-campus living experience at Calvin University offers a unique and valuable opportunity for all residents to learn and grow within a Christian community of students from widely varying backgrounds, interests, and Christian traditions. The university desires that all residents live comfortably within this environment, are able to integrate classroom learning with out-of-class experiences, and are challenged to grow in all aspects of life. All Calvin students who do not live at home with their parents are required to live on-campus for at least their first two years after high school. Students who are married, or part-time students are exempt from this residency requirement.

To accomplish our goals and better order our lives together, we have established certain rules and expectations for living in community here at Calvin. These rules are meant to be guidelines for mature, responsible conduct, but in no way cover all the possible conflicts and questions that arise during a year. Some of the policies are designed to create norms of behavior within a large, diverse group of people, while others are meant to preserve the appearance and function of university-owned property. We expect that members of our community will strive both to live within these guidelines and to be obedient to the explicit teachings of God's word.

Students involved in infractions of residence hall and campus policies as outlined here and in the Student Conduct Code will have a hearing with a residence life staff member or may be referred to the Student Conduct staff. (See the Student Conduct Code—calvin.edu/go/student-conduct—for details on the judicial and appeals process.)

Appropriate sanctions will be given to restore the individual to healthy membership in the community. These sanctions include restitution, fines, community service hours, educational initiatives, probationary periods, and suspensions. Unless otherwise noted, a \$50 fine applies to all policies, and fines may be converted to community service hours.

In addition, students on probation may lose certain eligibility or privileges such as hall or room choice, the ability to study abroad, or participation in intercollegiate athletics for a period of time.

Community areas

- **Damage or defacement:** Damage to residence hall property due to vandalism or unclaimed accidents (where individual responsibility cannot be determined) may be charged to the entire floor or hall.
- **Fire extinguishers and alarms:** Tampering with fire extinguishers, fire alarms, smoke detectors, or emergency procedures signs in or around the residence halls is prohibited. Violators are subject to a \$500 fine and possible suspension. Participating in emergency drills is mandatory.
- **Furniture:** Furniture in public lounges and floor lounges may not be moved from these areas. Outdoor patio furniture must remain on the patio areas.
- **Hallways:** For the safety of all students, floor hallways of the residence halls must be kept clear and may not be used for storage. Items left in halls are subject to removal and a fine without notice by maintenance staff. In addition, biking, skate-boarding, longboarding, rollerblading, and all other sports are not permitted inside the residence hall buildings.
- **Laundry room:** Only residents of the building are permitted to use laundry facilities for their personal laundry.

- **Portrait displays:** The portraits in the residence hall lobbies are original pieces of art. They depict the lives of the people for whom the halls were named. These portraits should not be tampered with in any way. No food, tape, or any other material should come into contact with the portraits or frames.
- **Public spaces:** Public spaces are for the use and enjoyment of all residents and not for sleeping or excessive displays of affection.
- **Roof and sundeck:** Residents are not permitted on any part of the roof area of the hall or any campus building (up to \$250 fine), nor are they permitted to throw items from the sundeck. The sundeck is open when weather permits and is locked at midnight.
- **Sidewalk chalk:** Announcements made with sidewalk chalk may not be written on bricks, or on any buildings, and are subject to pre-approval by Residence Life Staff or the Office of Campus Involvement and Leadership.

Student rooms

Room and roommate assignments are made during the summer prior to each academic year. Students may change rooms or roommates **only after proper authorization has been given by a Residence Life staff member (Area Coordinator or Graduate Assistant).** Residents should always contact a Residence Life staff member for housing assignment concerns.

Housekeeping functions are the responsibility of the student. Cleaning supplies are available on each floor or at the reception desk but remain the property of Calvin University and may not be taken from campus. Students are not permitted to paint any area of their rooms. As a precaution, announced room and bathroom checks will be made by Residence Life in January and before spring checkout. Calvin reserves the right to require room and bathroom cleaning at any time for health and maintenance concerns.

Under the terms of the Residence Hall Contract, each resident is held responsible for their actions which may result in damage to buildings, grounds, or university-owned furnishings. Residents are also liable to a service charge for any unusual housekeeping service which they may incur.

The university and its staff reserve the right to make routine maintenance inspections or to enter a student's room without prior notification and/or permission when there is reason to believe there is a violation of university, state, or federal regulations. The university staff may also enter rooms for maintenance purposes during vacation periods.

Any accommodation request in the residence halls, such as a request for a single room or an air conditioner, etc., must be made through the Center for Student Success after consultation with a disability coordinator.

Aerials, antennae, satellite dishes: are not permitted on the exterior of the building.

Alcohol and alcoholic beverage containers (empty or full, including those thought to be decorative): are not permitted anywhere on campus, including rooms and vehicles. See the complete alcohol policy in the Student Handbook for community standards and sanctions, or see the alcohol section under "Student Behavior" in this booklet.

Appliances: Hot plates and all small appliances, except for coffee pots, are prohibited

in student rooms. ONE refrigerator is permitted per room under the following conditions: a) The refrigerator may not be more than four feet in height, and b) if alcohol is found in a student's refrigerator, the refrigerator may be permanently removed from the room, and residents of that room may lose all privileges of having a refrigerator while living in Calvin residence halls. This is in addition to the normal disciplinary action for the possession of alcohol on campus.

- **Bed bugs:** are an increasing issue on university campuses. In an effort to remain bed bug free, we strongly discourage bringing second-hand furniture that has not been inspected for bed bugs. If you are found responsible for bringing bed bugs onto campus, you may be held liable for remediation costs.
- **Carpet:** Students are responsible for all damage to room carpeting. No items (e.g., wires, extension cords, etc.) may be taped to the carpet.
- **Electrical extension cords:** By order of the City of Grand Rapids fire hazard inspector, no electrical extension cord shall be fastened or run through any doorway, partition wall, floor baseboard, or casting; run across any doorway or walking area; or placed under any rug.
- Furniture/Room accessories: Residents are responsible for the furniture provided by the university. Furniture may not be removed from student rooms. Waterbeds are not permitted in the rooms. Residents may not tamper with or remove room accessories (bulletin board, draperies, doors, or any other items fastened with hardware). Furniture must be stacked according to the manufacturer's design only, and no lumber supports or other structures may be used. Furniture may not be disassembled. Furniture must stay in its original room unless prior written approval from a Residence Life staff member is received.
- **Lamps:** Floor and desk lamps are permitted but must be UL approved. The university reserves the right to remove them if they are deemed to be a fire hazard. The use of LED bulbs is encouraged.
- **Pets:** (except fish) are not permitted in the residence halls. A per day fine will be levied for violations. Emotional support animals must be requested and registered through the office of Services for Students with Disabilities.
- Posters and room/door decorations: Inappropriate and/or offensive decorations, including any alcohol related posters or advertising, confederate flags, etc., may not be displayed. The residence life staff reserves the right to require that decorations which it judges to be in conflict with the nature of Calvin University as a Christian academic community be removed. Students should exercise care in attaching any room decorations to the walls, using removable tape or poster putty only (no duct tape). No posters or decorations should be attached to or obstruct the glass window. Students are responsible for removing all adhesive residue on walls when they check out. Any damage to the room will be assessed to the student responsible.
- **Routers:** Students are not permitted to have their own router or wireless network on campus as it may interfere with the student network.
- **Windows/Screens:** Screens are not to be opened or removed from the windows, and objects may not be thrown from open windows. Persons removing windows or opening or removing screens are subject to a fine as well as repair charges.
- **Smoke detectors:** may not be removed or tampered with in any way. Students may not remove their batteries. A fine will be levied for tampering with or relocating the smoke

- detector. The university maintenance staff may undertake periodic room checks to make certain that the units are operating properly.
- **Window area:** For fire safety and maintenance reasons, window glass must be kept free of all obstructions and decorations (no posters, signs, etc.). Small items on window ledges, such as books, plants, and photo frames, must be free-standing.

Student Behavior

- Alcohol: As stated in the Student Conduct Code, use or possession of alcoholic beverages or of alcoholic beverage containers on campus is prohibited. Students present in a room where alcohol is present and/or being consumed will be in violation of this policy. Underaged possession or consumption and intoxication by any student are unacceptable behaviors for which the university has zero tolerance. A student is subject to a fine of up to \$150, educational and community service hours, disciplinary action, and parent/guardian notification (first offense) for such behavior and their enrollment at Calvin University will be in jeopardy. The complete alcohol policy is found in the Calvin University Student Handbook.
- **Athletic activities:** Except for equipment provided in the recreation basement, athletic activities are not permitted inside the residence halls. In addition, skateboarding, longboarding, and rollerblading are allowed on campus paths, but campus architecture may not be used for stunts, and pedestrians have the right of way. Repeated athletic activities in the halls can result in fines up to \$50.
- **Candles and incense:** Due to fire code regulations, the burning of incense, candles, or potpourri is prohibited in the residence halls. No devices with open flames or coils are permitted. In addition to the risk of fire, these items can produce aromas which are difficult to contain to one area.
- **Complicity:** Students present with other students who are actively violating a policy of the university may be disciplined for complicity. Examples include, but are not limited to, alcohol or unprescribed drug violations or any other university policies.
- **Computer use:** The Student Conduct Code clearly prohibits certain behaviors that may be enacted by means of computer technology, such as theft, copyright violations, profanity, harassment, or pornography. See the Student Handbook for complete details on these policies. Violations may result in loss of access to technology at Calvin.
- **Cooperation with staff:** The orderly operation of a residence hall requires the cooperation of all students. Noncompliance with the residence life staff in the fulfillment of their job responsibilities is a violation of the Student Conduct Code and will not be tolerated.
- **Dining halls:** Food items and dishes may not be taken from the dining rooms. Students who behave inappropriately in the dining halls (i.e., fraudulent use of ID cards, theft, throwing food, etc.) will be referred to the residence life staff for disciplinary action.
- **Disturbances/Hazing:** Raids, pranks, disturbances (which include, but are not limited to, shouting obscenities, or profanities, running through another hall, and destroying property), and "initiation" or hazing practices are not permitted. Students involved in such activities, which are demeaning to an individual and break down Christian community, will be subject to a disciplinary action and/or a fine of \$100.

- **Drug use:** Calvin University drug policies prohibit the use, possession, purchase, distribution, sale, or manufacture of a controlled substance (including marijuana), and of designer drugs.
- **Fireworks:** The use or possession of fireworks, firearms, or explosives of any kind is prohibited. Violators are subject to a \$100 fine.
- Language: Because the language we use can offend, hurt, or degrade individuals or God, students are asked to maintain high standards of communication. Profanity, obscenities, and hate speech are not appropriate in a Christian, academic community. Words which are abusive, insulting, intimidating or harrassing and/ or which incite others to violence, hatred, or discrimination, when directed at people or groups based on who they are (or who they're perceived to be), will not be tolerated. Examples are slurs regarding nationality, religion, ethnicity, skin color, socioeconomic status, sexual orientation or disability. Students should use caution when applying terms that could be misconstrued as disrespectful to vulnerable groups. Phrases such as "that is so gay" or "that is retarded," when used out of their proper contexts, can be hurtful to individuals (or to those who know individuals) in such criteria.
- **Harassment:** Calvin University prohibits unlawful discrimination on the basis of race, color, national origin, age, religion, disability, gender, marital status, sexual orientation, or other characteristics protected by federal, state, or local statute or ordinance. Calvin University affirms its commitment to maintaining a learning, working, and living environment which is fair, respectful, and free from harassment.
- **Hoverboards:** Due to the risk of fire during charging and/or use, hoverboards are not permitted.
- **Noise policy:** To maintain an appropriate academic atmosphere and to promote healthy studying and sleeping patterns, Calvin University has established the following policies regarding noise in the residence halls and outdoor surrounding areas. Compliance with these policies is a key part in the well-functioning of our hall communities, as well as in the academic success of our students.
- 1. Courtesy hours are in effect from 9 a.m. until 11 p.m., Sunday through Thursday, and until midnight on Friday and Saturday. Courtesy to others is the key virtue.
 - a. Voices should be kept at moderate levels.
 - Sound generated through speakers and other amplification devices should be kept at low or moderate levels, and not directed out of windows or doors. (Subwoofers should be kept at low levels at all times, as this sound cannot be contained to a room.)
 - Students seeking quieter space should be able to shut their room door and have minimal distractions from others' noise.
 - d. If a student notices noise that is too loud or distracting, that student should respectfully ask the other student to minimize the noise. If the noise remains an issue, the student should seek out a residence life staff member. Requests to minimize noise should be honored, whether given by fellow residents or by staff members.
 - e. A break in courtesy hours will occur daily from 4:30 p.m. until 6 p.m., when students can more freely play musical instruments or use their subwoofers and speakers, etc.
- 2. Quiet hours are in effect from 11 p.m. until 9 a.m. Sunday-Thursday, and midnight to 9 a.m. on Friday and Saturday nights.* A quiet floor is not an option—it's a right that all students should enjoy.

- a. Voices should be kept at low levels, particularly in hallways and stairwells—speak softly. Do not slam doors or run down hallways.
- b. Stereos, TVs, computers, subwoofers, etc. should be kept at very low levels or not used. Use of headphones is encouraged.
- c. Students should be able to study and sleep with no distractions.
- d. Violations of quiet hours may result in \$25 fines, removal of speakers or other noise-generating devices from rooms, or community service hours. Chronic issues may result in relocation or removal of students from housing.
- e. *Beginning one day before scheduled final exams, all halls will follow 24-hour quiet hours.
- 3. Each floor or hall community may increase quiet hours by vote, with 75 percent of residents agreeing in order for a change to be made. Quiet hours may not be decreased. Hall activities councils or staffs may request exceptions to courtesy and quiet hours from the resident director, for special events or stress release, and these exceptions will be communicated to the hall community via email.
- **Open house hours:** Students may visit members of the opposite sex in their rooms, halls, and stairwells only during designated open house hours. For a full explanation of this policy, see "Open House Policy and Procedures" on p. 32.
- **Pornography:** Involvement with pornography can be addictive and damaging to relationships—with others and with God. Pornography in all its forms (video, internet, print) is prohibited. Resources for help are available anonymously from the Center for Counseling and Wellness.
- Sexual assault: Sexual assault refers to any sexual act without the explicit consent of the recipient of the behavior. In some cases, this may involve force. Force may include, but is not limited to, the use of or display of a weapon, physical battering, or immobilization of the other person. Consent shall be defined as the act of willingly and verbally agreeing to engage in specific sexual contact or conduct. Psychologically pressuring or coercing an individual or any attempt to take advantage of an individual under duress or when incapable of making a decision on their own is a direct violation of the policy. This includes situations in which an individual is under the influence of alcohol, drugs, and/or prescribed medications. See Calvin's Safer Spaces policies for full details on prohibited conduct and Student Safety in these areas.
- **Sexual misconduct:** Calvin University holds that premarital intercourse is in conflict with biblical teaching, and that conduct promoting such intimacy (nudity, partial undress, lying or sleeping in bed together) is unacceptable. Persons engaging in such conduct face disciplinary action including parent/guardian notification or suspension.
- **Smoking/Vaping/Tobacco:** Calvin is a smoke-free and tobacco-free campus. The use of cigarettes, e-cigarettes, vaporizers, cigars, pipes (including Hookah) and chewing tobacco is not permitted on-campus in any location.
- **Soliciting:** Soliciting, peddling, vending of all types and distribution of literature are prohibited in the residence halls unless permission is obtained from the dean of students.
- **Sunday observance:** Calvin students are expected to observe Sunday by keeping the spirit and purpose of the day. Woodlawn Christian Reformed Church services are held in the campus chapel each Sunday morning. A number of local churches also provide transportation to their worship services. Calvin University's statement on Sunday observance can be found in the Student Handbook.

Theft: While theft can take many forms (borrowing furniture, stealing others' laundry, taking an item which belongs to the university or a dining hall, etc.), it will not be tolerated and could result in a fine (up to \$100), restitution, other disciplinary action, or suspension.

Unprescribed, controlled drugs and paraphernalia: Calvin University is committed to the intellectual and personal development and Christian discipleship of all students. Substance use/misuse may inhibit students' development and is negatively correlated with academic success and personal safety. The possession, use, and/or distribution of all unprescribed, controlled chemical or biological substances that alter the physical, emotional, or mental state of a person and the paraphernalia associated with these substances (e.g., water pipes/vapes, hookahs, etc.) are prohibited on campus. Violators may be suspended, as Calvin has zerotolerance for drugs. Please refer to the Student Conduct Code for more information about Calvin's drug policy.

Water fights: Water fights are not permitted inside the residence halls. Water is not to be transported inside the building or thrown from the sundeck or out of windows.

Weapons: No weapons of any kind are allowed on campus, except as authorized by the board of trustees. Weapons include, but are not limited to, firearms, ammunition, explosives, switchblades, paintball guns, Airsoft guns, BB guns, potato launchers, bows and arrows, slingshots, and similar devices. Exceptions for Campus Safety supervisors are governed by the university's use of force policy.

Open House Policies and Procedures

Open house at Calvin University is intended to promote healthy Christian relationships between residents for the purpose of studying and socializing, while preserving individual privacy and opportunity for floor community development.

While the university recognizes students' desire for social privacy, it also seeks to avoid situations of absolute privacy because of the potential for abuse. For this reason, a regulation of the open house policy is that one's room door may not be entirely closed when guests of the opposite sex are present. It seeks to create a setting which encourages responsible and thoughtful relationships, and takes realistic account of the fact that some students confuse Christian liberty with sexual license or do not accept the standards of the university on sexual behavior.

The specific guidelines for open house are as follows:

- 1. During non-open house hours, men and women are not permitted in the private areas of the opposite gender halls, except where allowed by policy or exception.
- 2. During open house hours, the room door is to remain open while guests are present. To avoid accidental closing, the lock may be turned outward so that the door will remain out of the door frame and will be free swinging. A door blocked by a dresser, bed, or other object is not considered open.
- 3. During open house hours, consideration must be given to roommates and other hall residents. Courtesy and quiet hours are still in effect, and sometimes the better social or studying space is elsewhere in the building or on campus.

Failure to comply with the above policies could result in a fine, loss of open house privileges, probationary periods, suspension for subsequent offenses.

Open house hours are the following:

Monday-Thursday	4:00-10:00 p.m.
Friday	Noon-1:00 a.m.
Saturday	Noon-1:00 a.m.
Sunday	Noon-10:00 p.m.

Additional times during breaks and exams will be posted. Days and hours are subject to modification.

Notes	



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Residence Life

Spoelhof University Center 364 3201 Burton St. SE Grand Rapids, MI 49546 (616) 526-6120 1 (800) 688-0122