

Life on CAMPUS

A GUIDE TO HOSPITALITY SERVICES, STUDENT HOUSING,
AND MORE AT THE UNIVERSITY OF GUELPH



UG | STUDENT
HOUSING

 Hospitality
Services





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Welcome to Guelph

ED TOWNSLEY *Associate Vice President, Ancillary Services*

Welcome to the University of Guelph where our success is based on a devotion to providing excellent quality and service.

Since our inception, we have strived for excellence in everything that we do.

Our mission is to enhance the quality of life of the University community, while expanding resources for the University's financial stability and growth. Our award-winning services support the academic and extracurricular goals of the University and set the global standard for services in higher education.

We care about our **people**, strive for **sustainability**, carry ourselves with **integrity**, aim to have **impact**, and are devoted to **excellence**. We embody our core values throughout all of our operations to improve life.

Housing and Hospitality Services have been named the #1 service provider in Canada by Maclean's Magazine for over ten years.

I hope that your time with us will prove enjoyable and rewarding.

Sincerely,
Ed Townsley





Our Food Philosophy

VIJAY NAIR *Assistant Director, Culinary Operations*

We believe delicious meals begin with fresh, local ingredients. From farm to food service, our chefs are passionate about preparing the best of the bounty, from regional farmers, producers and partners. We're committed to preserving local, and sustaining Ontario.

Our culinary teams strive to prepare good food made with carefully chosen ingredients, that allow us to share tales from our local food journey. We champion food with a conscience, aligning menus with Canada's Food Guide and our Ontario growing seasons. Our made-from-scratch dishes tell stories – of respecting our land, oceans, farms, and ethnic diversity. Food sustainability thrives through partnerships and diversity, which we are constantly growing.

Local sourcing, bulk purchasing, farmer collaborations, varied ingredients, adaptability, and messaging define our path toward a greener campus. We are privileged to be able to serve the university community as it gives our culinary team an opportunity to reflect on the importance of the food culture on campus. Our customers drive us to learn and draw inspiration from the world around us and to create a more sustainable food future for all.

We hope you enjoy your culinary experiences at the University of Guelph!

Sincerely,
Vijay Nair





Dining on Campus

LOCAL INGREDIENTS, INTERNATIONAL FLAVOURS

Get ready to discover dining on campus! We bring you the best of both worlds: the freshest local ingredients and an explosion of international flavours. Picture farm-fresh veggies and meats supporting our community, combined with the vibrant tastes of Asia, the Mediterranean, Africa, and Latin America. From stir-fries to sushi, from Mediterranean delights to zesty Latin American spices, our campus dining options will take your taste buds on an unforgettable journey. Join us and savor the joy of diverse, flavourful meals that celebrate local and global culinary delights.



DID YOU KNOW?

There are over 20 different dining facilities conveniently located on the University of Guelph campus. We recommend visiting all the dining facilities to try out the various food choices which change daily.

Your Campus ID Card



DID YOU KNOW?

Our meal plans are declining balance. That means they work like a prepaid card. Every time you buy food, the cost is deducted from your account.

MEAL PLANS

As a university student, you're embarking on an exciting journey filled with new experiences, knowledge, and personal growth. One aspect of campus life that plays a significant role in your overall well-being is dining. To ensure you have access to a variety of food options, we offer on-campus meal plans, consisting of two primary components: Basic Food Dollars and Flex Dollars.

BASIC FOOD DOLLARS: DINING ON CAMPUS

At the core of your meal plan lies the Basic Food Dollars. Exclusively designed for food purchases at most of our Hospitality Services dining locations, these dollars ensure you never miss out on a meal or snack. Whether it's a quick bite amidst lectures or a hearty dinner after a rigorous study session, Basic Food Dollars have got you covered.

One of the key advantages of Basic Food Dollars is their eligibility for exclusive discounts at on-campus dining locations. This not only boosts your dining budget but also guarantees optimum value for your money. However, it's worth noting that while most dining locations offer these discounts, campus-based franchises are an exception. Another perk of utilizing Basic Food Dollars is that these purchases are tax-exempt (HST).

OPTIMIZING YOUR MEAL PLAN: HANDY TIPS

*AS YOU NAVIGATE THROUGH UNIVERSITY LIFE,
HERE ARE SOME POINTERS TO OPTIMIZE YOUR MEAL PLAN:*



Learn more about Meal Plans by scanning the QR code

- **Evaluate your dining preferences and budget:** Take some time to consider your dietary needs, culinary preferences, and estimated dining budget. This will help you choose the most suitable meal plan option and allocate your dollars accordingly.
- **Explore Dining Venues:** Acquaint yourself with the various dining spots on and off-campus that accept meal plan payments. By knowing your options, you can make informed decisions about where to eat and plan your dining adventures accordingly.
- **Budget Wisely:** Regularly monitor your dining expenses and strategize your spending to ensure a steady fund flow throughout the semester.
- **Leverage Discounts:** Utilize the discounts available with Basic Food Dollars and enjoy the tax-exempt status of these purchases ensuring maximum returns on your meal plan.

FLEX DOLLARS

FLEXIBILITY AND CONVENIENCE BEYOND CAMPUS

While Basic Food Dollars provide a solid foundation for on-campus dining, Flex Dollars offer an added layer of versatility and convenience. Flex Dollars are taxable (HST) and can be used for various purchases both on and off campus, expanding your dining horizons beyond the university premises.

The benefits of Flex Dollars extend beyond campus boundaries as well. You can use them to dine at off-campus restaurant partners, expanding your culinary experiences and exploring the local food scene. Whether you're craving sushi, pizza, or international cuisine, your meal plan has you covered. And the best part? Flex Dollars even cover delivery charges from these partner restaurants, ensuring a sumptuous meal right at your doorstep.

Flex Dollars can be used at the following locations:

- Campus vending machines
- The Bullring and Brass Taps
- Eastside Café & Grocery – Located in East Residence
(Offers convenience grocery items, including frozen foods, cereal, granola bars, and health & beauty products)
- Dining at our off-campus restaurant partners
- Delivery orders at our off-campus restaurant partners
- Red Top Taxi service

NOTE: Alcohol purchases are not permissible under any meal plan, both on and off-campus.



DID YOU KNOW?

We have off-campus restaurant partners in the city of Guelph! Our off-campus partners accept Student Meal Plans, Express Plus, & University of Guelph Gift Cards. Scan here to see our list of off-campus partners



Nutritious Eating on Campus



As a student arriving on campus for the first time, you may wonder what your options are for food. More than that, you may want to know where you can select nutritious meals and snacks.

The reality is, you can build a balanced plate anywhere on campus! There are fruit and salad bars located at each dining hall, whole grains available at several stations, and a variety of proteins, including plant-based, to choose from.



Learn more about this year's SNAP team by scanning the QR code

SNAP

The Student Nutrition Awareness Program or SNAP is sponsored by Hospitality Services and encourages students to develop balanced eating habits by providing nutrition education and peer support. In addition to answering nutrition questions and concerns, SNAP provides nutrition resources to help students adjust to campus life and navigate dietary restrictions on campus.

Follow SNAP at @SNAPUofGuelph on socials to learn more about nutrition eating on campus!





REGISTERED DIETITIAN

Our Registered Dietitian, Jessie Trupp, is dedicated to promoting health, well-being, and sound nutritional practices on campus. She works closely with students, especially those with allergies and dietary restrictions. The dietitian collaborates with chefs and managers on various departmental initiatives and oversees the on-campus Student Nutrition Awareness Program (SNAP), ensuring that our community has access to the best nutritional resources and guidance.



To contact our Registered Dietitian directly, scan here

DO YOU HAVE A DIETARY RESTRICTION OR ALLERGY?

LOOKOUT FOR THESE SYMBOLS IN THE DINING HALLS:



Check out our Allergy & Dietary Restriction Services and Procedures



Student Housing Services

RANKED #1 IN CANADA FOR STUDENT LIVING

(MACLEANS 2022 UNIVERSITY RANKING)

Moving away from home is a significant milestone, and Student Housing Services is here to ensure your transition is supportive and enriching. With the support of over 150 Residence Life Staff, we're dedicated to providing a living environment that will enhance your academic and personal growth and success.

The residence life experience at U of G offers more than just a place to live. It provides enhanced opportunities to connect deeply with the university, engage in community events, develop new social networks, embrace wellness initiatives, and receive exceptional academic support. We are committed to building an inclusive community where every voice is heard, every identity is celebrated, and every Gryphon feels at home.



Student Housing Services



OUR COMMUNITIES

Just like our #FutureGryphons, each residence is unique.

At the University of Guelph, we have 15 residence communities that accommodate over 5,000 students. Our residence options include traditional, apartment, suite, and townhouse-style living, ensuring there's a space that fits your unique needs and lifestyle. These diverse communities offer incredible shared experiences where students can learn and grow together.

Important Notes:

- A traditional residence consists of a student room, with shared community washroom, kitchenette and common space.
- A suite consists of a single or double bedroom with shared bathroom and kitchenette/microwave (Lambton) or full kitchen (East).
- Single gender, co-ed and gender inclusive option are available in most residence communities
- Building capacity and room types are subject to change from year to year based on occupancy needs.
- Our West Residence and Graduate House communities are ideal for mature, transfer, graduate and upper year students.



Learn more about each residence by scanning the QR code



Choosing Your Residence

RESIDENCE PRIORITY

Residence offers are extended first to the following student groups:

- Ontario Secondary School applicants who receive an early offer of admission to the University of Guelph on or before March 1, and complete their residence application with deposit on or before April 15.
- First Year International and Out-of-Province applicants who receive an offer of admission to the University of Guelph and complete their residence application by the specified residence application deadline will be eligible.

All other applicants who apply by the residence application deadline will be added to a residence waiting list or confirmed a space in residence based on a randomly generated priority number.

Please visit our website for further details and frequently asked questions about the residence waiting list.



For more information on specific deadline dates and other eligibility categories, please scan the QR code

HOW TO APPLY

Once you have received an offer of admission to the University of Guelph you can apply to residence.

- 1. Visit our website:** housing.uoguelph.ca/apply has step-by-step instructions and a helpful walkthrough video to explain the process.
- 2. Browse our residences:** Look through the different residences offered, including academic and living learning communities to decide your preferences for the application.
- 3. Enter the Housing Portal:** This is where you will find the residence application and your user profile. Follow the prompts and fill out all the necessary information. You will also pay your residence deposit in the Housing Portal.
- 4. Submit your application:** You will receive a confirmation email if submitted successfully.

housing.uoguelph.ca/apply

RESIDENCE FEES

Residence fees vary based on room type, building location and amenities. For more information on residence fees, scan the QR code



What to Expect: The Residence Experience



DID YOU KNOW?

Students living in a residence learning community perform, on average, 3% higher in their first semester.

THE RESIDENCE LIFE EXPERIENCE

At the University of Guelph, we strive to enhance every student's residence experience by offering you opportunities to make your residence environment more than just a place to live.

With proximity to classes, campus dining, 24-hour assistance, unlimited laundry and Wi-Fi, and spaces for studying and relaxing, the residence is designed to meet the student lifestyle.

ACADEMIC SUPPORT, MENTORSHIP, AND MORE

Our Residence Life department is committed to fostering a safe and engaging environment. With the support of over 150 Residence Life Staff, we provide ongoing assistance throughout the year, planning events, and connecting you with academic, wellness, and programming resources. Through community meetings, 1-on-1 check-ins, and collaborations with campus partners, we help you build meaningful connections and make the most of your residence experience.

ACADEMIC LEARNING COMMUNITIES

Looking for an academically enriched residence experience? Want to live, learn and interact with other students in your program? Interested in guidance from an upper-year student who has previously been in your position? Choose an Academic Cluster!

Benefits of living in an Academic Learning Cluster:

- Cluster leaders provide support and advice
- Go to class, study and socialize with neighbors
- Participate in organized academic and social events
- Improve your academic performance and have fun!

LIVING LEARNING COMMUNITIES

Living in an LLC is an exciting way to connect with a tight-knit group of like-minded individuals. If being part of a small group with a big sense of community interests you, our Living Learning Communities are for you! Arts House, Eco House, Indigenous House, International House, La Maison Francaise are currently offered but check back for additional options on our website.

THEMED LEARNING COMMUNITIES

TLCs are unique areas in residence where students have requested to live with other students with similar lifestyles preferences, to create a supportive and inspiring residence environment. We offer a Substance-Free, Study Intensive, and a Varsity Athlete community.

PARKING ON CAMPUS

As a walking campus, we've designed our parking lots along the perimeter to preserve the campus's scenic and pedestrian-friendly environment.

Convenient parking options include pay-by-phone areas throughout campus and two visitor parking lots on the north and south sides. Our mission is to provide a well-managed parking system for students, staff, and visitors. The funds from parking permits and visitor fees go beyond just maintaining parking spaces; they help us enhance campus safety, repair roadways, add bicycle shelters, install lighting, signage, and emergency phones, and support public transit partnerships. We work to make your campus experience as smooth and welcoming as possible.



To learn more about purchasing a permit and other important parking information, scan the QR code

Shopping on Campus



Scan the QR code to visit our online store

THE UNIVERSITY BOOKSTORE

The University Bookstore is the on-campus source for main campus U of G students to advance their studies and school pride. From textbooks to stationery, we have everything you need for your classes. They are also the primary retailer of University of Guelph apparel and gifts, including convocation memorabilia. Keep warm during those long nights of studying in our fashionable college apparel or curl up with one of our mugs and a campus author!

The University Bookstore isn't just about textbooks; it's about providing a wonderful experience for all our Gryphons before, during, and after their time on campus.





GRYPH'S LOCKER

Gryph's Locker is your premier destination for officially licensed Guelph Gryphons merchandise and spiritwear. Located in the University of Guelph Athletic Centre, Gryph's Locker embodies the essence of school pride and unity. From iconic tees to cozy hoodies, our collection reflects the vibrant energy of campus life. Whether you're a student, an alumnus, or a dedicated fan, Gryph's Locker invites you to be part of the legacy.



Scan the QR code to visit our online store





GRYPHON GIFT GUIDE



U of G Honey



Gus, the Jellycat Gryphon

U of G Mom or Dad Sweater



U of G Heritage Stripe Rugby Sweater







GRYPHON GIFT GUIDE



U of G Reusable Water Bottle



Guelph Gryphon's Bucket Hat



Classic Red Hoodie





Our Initiatives



REUSABLES AT THE UNIVERSITY OF GUELPH

We are proud to offer zero-waste containers for dining in partnership with Reusables.com! This sustainability initiative is an evolution of our #iamreusable program, which started in 2011 and provides our campus community with the ability to use reusable takeout food containers when dining on campus.

With your help, this system will eliminate hundreds of thousands of single-use items annually, reducing solid waste production on campus and greenhouse gas emissions associated with the production of single-use packaging. Reusables' technology includes reporting metrics such as return rates, number of reuses, and associated emissions reductions, supporting University of Guelph's climate & sustainability reporting.

Single-use compostable containers available in our dining halls cost \$1 per container, which can quickly add up when you're regularly dining on campus. Therefore, you can save money and reduce packaging waste going to landfills by choosing to reuse with our green container program. Additionally, china plates are available at most dining halls and are free to use, offering another convenient and sustainable option.



For more information on the program, scan the QR code

BYOM – BRING YOUR OWN MUG

Bring your own reusable mug to any of our locations and enjoy your favourite drink at the price of a small (or tall)! It's our way of encouraging sustainability and rewarding eco-friendly choices. Help us reduce waste while sipping on your go-to beverage.



Grown @ Guelph



GUELPH CENTRE FOR URBAN ORGANIC FARMING (GCUOF)

Located on the southern edge of the University of Guelph Arboretum, the Guelph Centre for Urban Organic Farming (GCUOF) is a one-hectare learning and research facility established by the Ontario Agricultural College within the Department of Plant Agriculture at the University of Guelph.

We're proud to source a wide range of fresh produce and herbs from the GCUOF for our campus food, as we know that we're not only supporting local, sustainable food production, but we're supporting experiential learning opportunities that allow students to cultivate a deeper connection to food and our campus.



You can learn more about the Guelph Centre for Urban Organic Farming by visiting their website

HONEY BEE RESEARCH CENTRE (HBRC)

Located at the Townsend House at the University of Guelph, the Honey Bee Research Centre (HBRC), founded over a century ago, is renowned as a global leader in apiculture research, specifically in the health of honey bees.

From offering beekeeping courses and educational tours to supporting a student-led apiculture club and developing resources for educators, the HBRC (Honey Bee Research Centre) is a comprehensive hub dedicated to honey bee conservation, scientific research, and community engagement.

Since 2012, we've exclusively used and sold honey produced by one of the 300 HBRC hives.



You can learn more about the HBRC by visiting their website





CHEF'S GARDEN

Nestled near the greenhouses, our U of G Chef's Garden provides fresh herbs and produce, like tomatoes, eggplants, and peppers. Our chefs tend this urban garden to create delicious campus food and appreciate the effort behind every meal.



You can learn more about the Chef's Garden by visiting our website





Food Waste: Prevention & Diversion



PAY-BY-WEIGHT MODEL

To help prevent the creation of food waste, we've launched a pay-by-weight model in our dining halls at stations such as Mom's Kitchen, Nature's Best, Nosh + Nourish and the salad bars.

This pay-by-weight model allows customers to create their meals according to their preferences, which differs from set portion sizing and standardized menus, as it gives more control to the customers to choose what items they would like to have included in their meal and how much of that item they want to purchase, as the meal is based on weight, unlike pre-set meals. For example, you could mix and match various side dishes instead of selecting a main/protein and a side item.

This model embodies our commitment to responsible consumption by encouraging folks to weigh it, don't waste it.

TIPS FOR UTILIZING THIS PAY-BY-WEIGHT MODEL:

- Use a reusable green container. That way, if you have leftovers, you can easily take them home or on the go!
- Want to try something new? Start with a smaller portion to see if you like it. If you do, you can always go back for more.

Since 2019, we've partnered with MealCare Guelph, a student-led food security organization, to donate surplus food from our operations by distributing it to community groups and organizations, including the CSA Student Food Bank, the Drop-In Centre, and the Royal City Mission.

To date (as of April 2023), 32,874.83 lbs of high-quality, delicious food from campus operations have been donated to feed our community through MealCare Guelph's diversion program.

MealCare

Diverting food waste, feeding people in need

www.mealcare.org



Join our team



EMPLOYMENT OPPORTUNITIES IN ANCILLARY SERVICES



Hospitality Services
job opportunities



Student Housing
Services job
opportunities



Talk to Us!



OMBUDSPERSON

The Ombudsperson is a student who is employed by the Hospitality Services Advisory Committee (HSAC) to act as a student liaison between customers and the Hospitality Services team. The Ombudsperson provides an open, impartial, and easily accessible channel for communication between Hospitality Services and the students and staff that use its services. The Ombudsperson will ensure information is passed on, opinions are expressed, and recommendations and suggestions are forwarded to those who can act upon them.



Learn more about our
Ombudsperson

TEXT N' TELL

Hospitality Services values your feedback! Our Text n' Tell program is the perfect way to send feedback directly to our team and get a response almost instantly. Just send in your comments, concerns, questions, and general requests to our text number with the location code and our managers and culinary team review and respond to you directly.

Follow these steps:

1. Create a new text message to "55744"
2. In the body of the message, first type your dining hall's specific code creels, chefshall, eastside, ovc, prairie, mountain, laeats, bookstore, craft
3. Next, add your suggestion, comment or question

Contact The Team



Explore our YouTube channels for videos on campus dining, dining hall tours, campus life, and much more!



Hospitality Services
Youtube Channel



Student Housing
Services Youtube
Channel

Student Housing:

Email: housing@uoguelph.ca
Social: @UofGHousing
Website: housing.uoguelph.ca

Hospitality Services:

Email: mealplan@uoguelph.ca
Social: @hospitalityuofg
Website: hospitality.uoguelph.ca

Parking Services:

Email: questions@parking.uoguelph.ca
Social: @campusparkingservices
Website: parking.uoguelph.ca





Connect
with Us!

SOCIAL MEDIA



@hospitalityuofg @uofghousing @campusparkingservices

hospitality.uoguelph.ca

parking.uoguelph.ca

housing.uoguelph.ca



IMPROVE LIFE.