

# PACIFIC RIDGE RESOURCE GUIDE (Spring 2020)

## EMERGENCY INFORMATION/EMERGENCY ACCESS TO YOUR APARTMENT

- **911 for the fastest response off-campus** for all emergencies (i.e.: crimes, physical health emergencies, etc.). The Pacific Ridge property is considered off-campus. Ideally, you will be able to allow those emergency responders access to your unit.
- The Pacific Ridge property security number is 619-866-3311. You can call that number with non-emergent concerns onsite at Pacific Ridge.
- If San Diego Police Department needs access to your unit for an emergency or potential emergency, and you are unable or unwilling to open the door, the procedure is that SDPD, Pacific Ridge security, along with a member of Pacific Ridge management will unlock the door.
- If your guardian contacts USD to request a welfare check on you, USD will make every attempt to contact you directly. If they are unable to reach you within a reasonable amount of time, it is possible a senior member of USD's Student Affairs Residential Life team may come on property to check on you. If they feel there is need to access your unit to check on your welfare, they will work with Pacific Ridge security and management, and following those protocols, may be accompanied by San Diego Police Department, to unlock and access your unit.  
*\*Please note:* USD's Public Safety defers to San Diego Police Department to respond to calls from Pacific Ridge.
- Public Safety continues to be a non-emergent resource for you as you live off-campus. Public Safety is staffed 24/7 to manage non-emergency calls at 619-260-7777.
- Public Safety and Residential Life want to highlight that calling 619-260-2222 will incur a slower response when off-campus in an emergency. Please note that 619-260-2222 is the quickest response when you are physically on the Alcalá Park campus.

## SEXUAL MISCONDUCT or RELATIONSHIP VIOLENCE

- Please be aware that Pacific Ridge's procedure is to contact San Diego Police Department to respond and support any resident with concerns connected to Sexual Misconduct or Relationship Violence. Please know that USD has reporting and response standards with very good information and options about reporting, receiving care and advice, as well as your Privacy and Confidentiality if you have a concern in this area. Please visit the [web page](#) for the most current information.

## STAYING CONNECTED TO RESIDENTIAL LIFE and HOUSING OPERATIONS

- Please contact Residential Life and Housing Operations by email at [housing@sandiego.edu](mailto:housing@sandiego.edu) and/or leave a voicemail at 619-260-4777 with all your questions and concerns.
- Mata'yuum Crossroads is closed until further notice due to the "Stay at Home" directive from San Diego County and the State of California.
- Voicemails and emails are being managed daily and remotely. A Residential Life staff member will return the message and/or call as soon as possible. The response may take some time though, but we will do our best to respond within the next business day or sooner.

## USD STUDENT WELLNESS

- USD knows that your well-being is of critical importance as we navigate the COVID-19 (Coronavirus) public health emergency and settle into remote learning and engagement for the weeks ahead. You received an email titled *Connecting with Wellness Services - Apart but Never Alone* from [wellness@sandiego.edu](mailto:wellness@sandiego.edu) and Dr. Melissa Halter. There you will find information about different [Student Wellness](#) resources including how to connect and get support from a counselor, medical provider, and where to find us on social media.
- Please utilize the services and resources below to fit your needs. Please also keep these resources in mind as you support your peers through this time. You can always call our [Counseling Center](#) to consult if you are ever concerned about a friend or classmate.
- The You are USD website ([sandiego.edu/youareusd](http://sandiego.edu/youareusd)) is your hub of resources to help you continue adapting and adjusting to this unique time. Please take some time to visit You are USD and follow us on Instagram [@BeWellUSD](https://www.instagram.com/BeWellUSD) to learn about how to stay well during this time.

## PACIFIC RIDGE RESOURCES

### SERVICES, POLICIES, AND FINES

Preamble: Pacific Ridge security and/or management may document and potentially fine you for conduct issues. Pacific Ridge creates a report of any incidents that occur and will share with USD's Public Safety. A copy of the Pacific Ridge reports (conduct, crime, and fire log) that pertains to the University of San Diego leased units may be forwarded to the Office of the Dean of Students. As a USD resident, we care about your health and wellness. You are also responsible to the [Student Code](#) and the [Residential Community Standards](#). If you or your apartment are named in the Pacific Ridge incident report, USD's Public Safety may generate their own USD incident report and possibly refer to USD's [Office of Ethical Development and Restorative Practices](#) for a conduct review.

## Amenities

- Community amenities are closed until further notice due to the “Stay at Home” directive.

## Lockouts

- Call 619-866-3311 if you get locked out of your apartment during office hours. Please have your government issued ID on your person.
- If you are locked-out after office hours you must contact a locksmith.
  - Replacement devices will be:
    - \$25 for keys.
    - \$50 for key FOBs.
    - \$75 for garage remotes while you are a current resident.
    - \$75 per item if not returned upon move out.

## Community Policies

- In addition to USD’s Student Code of Rights and Responsibilities, become familiar with the Pacific Ridge policies, which can be [found here](#).

## Damage Charges

- A list of property damage charges can be [found here](#).

## Fines (behavioral)

- Trash- \$25 per bag.
- Noise- \$100 per occurrence, up to \$500 if it becomes habitual.
- Smoking- \$100 per occurrence, up to \$500 if it becomes habitual.
- Unkempt Balcony- \$100 per occurrence.

## Animals

- USD’s Emotional Support Animal policy can be [found here](#).

## Quiet Hours

- No excessive noise between 10:00PM - 7:00AM. Quiet hours apply to apartment homes and all common areas.

## **Smoking**

- No smoking of any kind is allowed unless done inside a unit of the Palm building. Unauthorized smoking in units or within the property grounds will result in a \$100 fine per occurrence.

## **Trash and Recycling**

- Located on each floor next to the elevator. All trash must be disposed of in the designated trash chute rooms. Any trash found outside of your unit will result in a \$25 fine per bag.

## **Laundry**

- There is a full-sized washer and dryer in every unit located on the shared balcony.

## **Mail and Packages**

- Located on P1 in your elevator lobby. Your mailbox has been assigned to you. If you are unsure of your mailbox number, please contact [housing@sandiego.edu](mailto:housing@sandiego.edu).
- Pacific Ridge is pleased to offer package management through [Parcel Pending](#), a secure locker system accessible 24 hours a day to make package delivery and retrieval convenient for our residents. USD will register students for this service. For additional information related to service, [click here](#).
- To track package delivery, [click here](#) and login using your username and password. If you are unsure of your username and password, please contact [housing@sandiego.edu](mailto:housing@sandiego.edu).
- If residents do not pick up their packages within four days, they are charged a \$5 fee per day.
- Please note that you can continue to receive packages and mail at the USD Mail Center located at the Maher Annex, Monday through Friday, 8AM – 5PM. Cheance Adair sent you an email on Wednesday, March 25, 2020 titled *USDmail: Covid19 protocols* with updates about the USD Mail Center. Cheance also provided directions with how to redirect your mail and packages to your current location.

## **Bicycle Storage**

- Complimentary FOB-accessible bicycle storage room available to residents in “Spoke” located near Guest Parking and behind the leasing office.

## **Maintenance requests (regular office hours and after hours)**

- Residents may submit repair requests through BuildingLink, a web-based service. To get started, [login](#) using your username and password. If you are unsure of your username and password, please contact [housing@sandiego.edu](mailto:housing@sandiego.edu).
- (619) 938-2333, after hours - emergency maintenance.
- For furniture-related maintenance requests, please contact [housing@sandiego.edu](mailto:housing@sandiego.edu).
- Please note that no furniture removal requests will be approved during the San Diego County "Stay at Home" directive.

### **Office Hours (Pacific Ridge, Phone Number)**

- Management Office hours will vary because of the San Diego County "Stay at Home" directive.
- Hours are posted at the office and may change from time to time. Should you need assistance, please call the office and the answering service will assist you (or call emergency numbers as needed).
- You may contact the management office at:
  - 619-866-3311, regular business hours.
  - 619-938-2333, after hours - emergency maintenance.
  - 619-866-3311, 24 hours - property security.

### **Parking and Guest Parking**

- To request a parking permit, please contact Residential Life at 619-260-4777 or email [housing@sandiego.edu](mailto:housing@sandiego.edu).
- Guests must check-in at the gate with security patrol and obtain a 24-hour Reliant Parking guest permit from the resident they are visiting.

### **STUDENT DINING at USD**

During the current California "Stay at Home" directive, the Campus Dining will remain available as a special resource (see [here](#)).

Pre-approved meal and toilet paper pick-ups began on Monday, March 23, 2020 at Tú Mercado inside the Student Life Pavilion level 2 for approved students.

- Pick-up time frame is 10AM - 11:30AM Mondays, Wednesdays, and Fridays.
- Be sure to bring your USD ID Card.
- Email [dining@sandiego.edu](mailto:dining@sandiego.edu) if you have any questions or dietary restrictions.