



COMMUNITY LIVING HANDBOOK

ENGLISH LANGUAGE CENTRE | 2024



University
of Victoria



We acknowledge and respect the le people on whose traditional territory the university stands and the Songhees, Esquimalt and Ws peoples whose historical relationships with the land continue to this day.

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RESIDENCE SERVICES & DORMITORY CULTURAL ASSISTANT STAFF

Our staff team is here to help you have the best residence experience possible. Here is a list of some of the people who will be important to you while you are living here.

Front Desk

Front Desk Staff: your first point of contact when you enter the Craigdarroch Residence Services Office.

Front Desk Staff can help you with:

- Lock-outs / Lost keys
- Picking up special deliveries
- Paying fees
- General inquiries for all residence questions

Facilities

Residence Facilities: conducts all housekeeping, maintenance and repairs.

The Facilities team:

- Completes the basic cleaning of common areas in the residence communities
- Coordinates the repair and maintenance of any items owned by the university in your room or residence building

Residence Life

Cultural Assistants (CAs): your primary resource for living in residence!

- Build community through programs and events
- Locate campus resources
- Understand community standards
- Work through community issues

NOTE:

The English Language Centre will communicate with you through the email address you provided on your "My Page". Please ensure this email is kept up-to-date and check it regularly.



Any questions, please contact the ELC at 250-721-8469 or elccca4@uvic.ca



DAILY LIFE



Keys

Locked out? Lose your key? If you're locked out of your residence, Front Desk Staff will let you in three times for free. After the third time, your residence account will be charged \$20 for each additional "lock-out". If you lose your keys, your lock will be changed and you will be charged the associated lock change fee.

For the safety and security of our residence communities, lending keys to others is strictly prohibited.



Laundry

SmartCard-operated, pay laundry machines are available throughout the residence complex.

- 1st floor or basement of most residence buildings

Laundry SmartCards can be purchased for \$10 at SmartCard dispenser machines in the Residence Services Main Office and Sanderson Hall basement (HUB space).

For more info visit: <https://www.uvic.ca/residence/family/living/laundry/>



OneCard

All students must carry their OneCard with them at all times. Be mindful to bring it with you whenever you leave your room.



Mailing Address

Student's Name
Building + Room #
UVIC Student Residences
PO Box 2100 Stn CSC
Victoria, BC V8W 3A4

Courier Address

Student's Name
Student's Phone Number
Building + Room #
University of Victoria
Craigdarroch Office Building
Parking Lot #5, Off Sinclair Rd
Victoria, BC V8P 5C2

Special Delivery

Parcels, large packages, boxes and trunks will be held at Residence Services office.

Students are responsible for grocery/food deliveries and must arrange pick-up location near their location. Students will be notified of special deliveries via email.

Pick up: bring photo ID to Front Desk.



Garbage & Recycling

Residents are required to take their own garbage, compost and recycling to the proper refuse compounds located throughout residence. See the Recycling and Composting chart on page 6 to guide you.



Smoking, Vaping and Cannabis

Smoking on the UVic campus is only permitted in designated smoking areas. This includes the use of e-cigarettes, vapourizers, and other smoking apparatuses.

Smoking cannabis is only permitted in designated cannabis smoking areas.

See the section on Cannabis in the Conduct System section of this handbook for further information on expectations related to cannabis use and storage in residence.



Cleaning

Residents are responsible for the cleanliness of their own personal living area. The upkeep of shared spaces is the joint responsibility of all residents living area. The upkeep of all residents living in the same unit or area.

Housekeeping staff clean the residence common areas including: hallways, washrooms, lounges, and laundry rooms in all residence buildings.



Maintenance

If something in your room or building needs repairs, report to elcca4@uvic.ca or the CCA on duty.



Room Transfers

Seeking to change rooms?

Please note that room transfers are subject to availability.

GARBAGE, RECYCLING & COMPOSTING

Here's a handy reference of what gets sorted where in our main enclosure areas. Remember it's up to YOU to make the system work - a contaminated bin goes straight to the landfill!

BLUE TOTE MIXED PAPER



ACCEPTABLE✓

- White paper
- Cereal boxes (removed inserts)
- Flattened cardboard
- Magazines
- Newspaper
- Books
- Pizza boxes

UNACCEPTABLE✗

- Bottles and cans
- Hard plastics (#1-7)
- Soft plastics (e.g plastic bags)
- COFFEE CUPS
- Food waste
- General 'garbage'

BROWN TOTE PLASTIC, METAL AND PAPER CON- TAINERS



ACCEPTABLE✓

- Plastic bottles
- Hard plastics #1, 2, 3, 4, 5 and 7 (e.g sushi and yogurt containers, coffee cup LIDS)
- Aluminium and tin cans
- Aluminium foil
- Juice & milk cartons
- COFFEE CUPS

UNACCEPTABLE✗

- Styrofoam
- Soft plastics (e.g plastic bags)
- Mixed paper
- Cardboard
- General 'garbage'
- Food waste
- Liquids

GREEN TOTE COMPOSTABLE WASTE



ACCEPTABLE✓

- All food waste
- Paper towels
- Paper plates
- COFFEE CUPS
- Compostable items (e.g. bags, cutlery)

UNACCEPTABLE✗

- Bottles and cans
- Hard plastics (#1-7)
- Cardboard
- Soft plastics (e.g plastic bags)
- General 'garbage'

YELLOW TOTE GLASS



ACCEPTABLE✓

- All glass bottles
- All glass jars
- No lids (please recycle in brown tote)
- Please empty and rinse containers

UNACCEPTABLE✗

- Drinking glasses
- Dishes
- Cookware
- Window glass or mirrors
- Ceramic products
- Plastic/Metal/Paper containers
- Food waste
- Liquids

GREY TOTE GARBAGE



ACCEPTABLE✓

- Foil lined bags
- Chips bags
- Soft plastics
- Styrofoam
- Non-recyclable and non-compostables

UNACCEPTABLE✗

- Paper
- Cardboard
- Bottles and cans
- Hard plastics (#1, 2, 3, 4, 5 and 7)
- Food waste
- Glass bottles and jars



Any questions please contact the Waster Reduction Unit at wasternot@uvic.ca
For more info, see uvic.ca/sustainability

QUIET HOURS & RESPONSIBLE HOSTING



QUIET HOURS

At all times, the general rule is that no individual or group should cause noise which interferes with a resident's right to reasonable quiet for sleep and study.

Quiet Hours during the year for all residence areas are:

Sunday to Thursday 9pm - 8am

Friday to Saturday 12am (midnight) - 10am

Hosting Guests

When hosting guests in your residence room or unit, the Community Standards must be upheld at all times, including the expectations regarding guests, noise, fire safety, and substance use.

In addition, the following guidelines must be followed.

- Hosts must be present, sober, and available to speak with university personnel if requested.
- Hosts are responsible for the behaviour and actions of those that visit.
- Roommates must give advance permission for a social gathering to be held in the room/unit.
- The gathering must be contained to your room/unit, and should not impact communal space (i.e., hallways, walkways, balconies, etc.).
- All functions and social gatherings must adhere to fire code regulations.
- Alcohol may not be sold, and all provincial, residence, and campus liquor policies must be respected.
- Hosts must end social gatherings and have all guests vacated by Quiet Hours.
- There may be situations when you may not host non-resident guests in the residence complex. Be mindful to check your email for all updates.
- Call CSEC if you need assistance (see "Helpful Contact Information" on the inside back cover).

HOSTING & OCCUPANCY LIMITS

The Residence Contact stipulates maximum occupancy limits or the number of people permitted in a room or unit during a social gathering.

Single rooms: 4 people

Please note that the University may change these limits during the year in order to uphold Community Standards. Changes may also occur in response to public health orders or legal requirements to restrict the size of gatherings or impose physical distancing measures.

SAFETY & SECURITY

PERSONAL SAFETY

For your safety:

- Keep your doors and windows locked, especially when you are sleeping or not occupying the room.
- Carry your keys with you and do not lend your keys to others.
- Do not allow strangers to enter the building.
- Secure your valuables with security cables.
- Have your valuables engraved by Campus Security.
- Do not have open flames anywhere in residence buildings.
- Avoid attracting pests by keeping the building clean. Do not leave open food in your room, and take garbage or recycling to the disposal compound regularly.
- Report any suspicious activities, persons, or hazards to your Community Leader or Campus Security.

Fire Safety

When a fire alarm sounds, it is imperative that you and all other occupants evacuate the residence and follow the Evacuation Procedures listed below.

Campus Safety Programs

Safe Walk: Campus Security will accompany you anywhere within the boundaries of campus 24hours/day x 7 days/week.

Request a Safe Walk or Security Officer check in by:

- Calling 250-721-7599
- Using Campus Security Direct Dial phones
- Downloading UVic Mobile app from the App store

For more information go to

uvic.ca/security/home/safewalk

Privacy, Room Access & Inspections

Your room is considered a personal, private space and this privacy will be respected.

Residence Services and/or authorized personnel of the University staff may access your room without prior notice or permission if they have reason to believe there is:

- Something in your room creating noise and interfering with others' ability to sleep or study.
- Something in your room that could be a fire hazard or other danger.
- An emergency that requires attention.

24 HOUR CAMPUS SECURITY

250-721-7599

EMERGENCIES

9-1-1



EVACUATION PROCEDURES

- Always evacuate the building when you hear the fire alarm. Never treat it as a false alarm.
- When you hear the alarm, close all windows and leave your unit, closing and locking the door behind you.
- Alert your neighbours on either side of you as you immediately leave the building.
- Move quickly away from the building to your designated meeting/muster point (ask your Community Leader if you are unsure of this location).
- If you know people have been unable to evacuate the building, inform a Residence Services staff member and any emergency personnel on site.
- Do not re-enter the building until emergency personnel have instructed it is safe to do so.

HEALTH & WELLNESS

Your Physical Health

Living in the residence community offers many benefits and the additional responsibilities that come with living in close proximity to others. Every resident plays a vital role in protecting our communities by practicing good health and hygiene habits. Please follow the important guidelines below.

If you may have a contagious condition that can be spread to others through close living conditions, please:

- Contact the ELC and follow all subsequent medical recommendations.
- A CA or teacher may reach out to you to confirm if you require any further residence-based support.

In keeping with our goal to maintain safe and healthy communities, all residents must adhere to physical distancing guidelines as recommended by the university and provincial and regional health authorities. Please note that failure to follow the guidelines could impact your ability to remain living here.

Residence Services is committed to communicating information about communicable diseases if they may impact you. Please check your email regularly for communication from us.

Your Mental Health

The transition to campus life brings many changes. Most students will experience stress as they transition into and through residence and their university careers. It is natural to experience variance in your mental health. UVic has many avenues of support and we can help you navigate the resource options to find the ones that best fit your individual needs.

If you are concerned about your mental health, or you experience distress and/or prolonged difficulties, we encourage you to contact a Student Support Coordinator or other ELC staff member who can help connect you to on campus support resources such as the Student Wellness Centre.

Residence Services will respond to incidents involving significant behavioural and/or mental/physical health concerns with the aim of reducing immediate risks to the health and safety of an individual and/or community, and to assist students in accessing supports. Residence Services may work closely with other campus resources to identify support options.

SUPPORTING YOUR MENTAL HEALTH	SIGNS SOMEONE MAY BE STRUGGLING	HELPING A FRIEND WHO IS STRUGGLING
<ul style="list-style-type: none">• set reasonable expectations for yourself• maintain healthy habits such as eating, regularly getting enough sleep, and moderating your substance use• foster connections; communicate with friends and family• access campus resources for support	<ul style="list-style-type: none">• loss of interest in activities they usually enjoy• expressed feelings of sadness or hopelessness; increased irritability• significant changes in hygiene or sleep habits• concerning communications• withdrawal or isolation• harmful or increased substance use	<ul style="list-style-type: none">• reach out; express your concern• take time to listen• ask how you can help• avoid trying to fix the problem or assume you know what's best for them• set healthy boundaries; be realistic about the support you can provide• remind them that help is available

COMMUNITY STANDARDS

Community Standards are the expectations for everyone living in residence in order to maintain positive, respectful, and safe neighbourhoods. Following the Standards while you are here will help you to have the best possible experience. You are responsible for understanding the Standards.

- The Community Standards are detailed in this handbook and schedule D of your Residence Contract.
- Some of our residence communities also include a Roommate Agreement created by those living in the same room or unit.

Philosophy & Guiding Principle

The well being of the residence community rests on the balance of the community's ability to respect the needs of the individual and vice versa. The following table describes your rights, responsibilities, and privileges as a resident.

PRIVILEGES & RESPONSIBILITIES

GUIDELINES	PRIVILEGES	RESPONSIBILITIES
Housing	You have the privilege of having housing on campus.	You have the responsibility to respect the Community Standards and live within their guidelines in order to maintain this privilege.
Guests	You have the privilege of having guests visit you in residence.	You have the responsibility to (a) ensure that you have the permission of your roommates to host the guest, and (b) ensure that your guest(s) respect and abide by the Residence Community Standards, University policies, and the law.

RIGHTS & RESPONSIBILITIES

GUIDELINES	PRIVILEGES	RESPONSIBILITIES
Safety	You have the right to feel safe here.	You have the responsibility to act in a way that does not endanger yourself or others.
Respect	You can expect consideration and respect for your feelings and needs.	You have the responsibility to act in a civil manner and to show respect for the rights of every other person in the community.

GUIDELINES	RIGHTS	RESPONSIBILITIES
Fairness & Support	You have the right to expect fair and consistent service from Residence Services staff.	You have a responsibility to address any questions or concerns directly with Residence Services staff.
Clarity of Standards	You have the right to expect that the Community Standards outlined in this handbook and in the Residence Contract are clear.	You have the responsibility to know the Community Standards and ask questions if you do not understand them.
Cleanliness	You have a right to a living space that is clean and kept in good condition.	You have the responsibility to assist in the upkeep of common areas by not leaving garbage or dishes in lounges or common areas, by using appropriate disposal and recycling receptacles, and to keep your own room clean and in good condition.
Autonomy in Managing Personal Health	You have the right to manage your own health and wellness.	You have the responsibility to work with UVic staff and health providers to ensure your personal physical and/or mental health does not negatively impact the residence community or yourself.
Consideration	You have the right to enjoy your living space	You have the responsibility to follow the standards regarding Quiet Hours, and allow others a reasonable level of conversation and visiting during consideration hours as well as the responsibility to keep your own visiting and conversation during these times at a reasonable level.
Security of Property/ Belongings	You can expect to live in an environment where your possessions and the communal spaces are shown respect.	You have the responsibility to show everyone respect and to respect the property of other and the University.

Community Standards

The following table outlines the Community Standards within the Residence Contract. Residence Services staff reserve the right to address issues not explicitly defined here and/or to alter sanctions as required to maintain the overall integrity and safety of the community and UVic property.

STANDARD	DESCRIPTION
Alcohol Use	Open Alcohol Alcohol may only be consumed within a resident's room/apartment/Cluster unit. Consuming/serving alcohol or carrying unsealed liquor is not permitted in public spaces including but not limited to: lounges, patios, balconies, Cluster walkways, elevators, washrooms, laundry rooms, hallways, stairwells, main floor foyers, and any outdoor residence space.
	Consumption by a Minor Residents who are under the age of 19 may not possess or consume alcohol in residence.
	Mass Consumption Participating in a game or activity that promotes the mass consumption of alcohol, which includes but is not limited to, high risk drinking activities and/or the use of a drinking apparatus that promotes mass consumption (i.e., beer funnels). is not permitted. Kegs or other high volume containers (more than 2L) are not permitted within residence. Participating in an activity that can be construed to promote mass consumption is also prohibited.
	Overintoxication Drinking to excess and/or consuming an amount of alcohol which leaves a person unable to care for their own health and safety is not permitted. Alcohol is not an excuse for disruptive or unacceptable behaviour.
Attack on the Dignity and Security of an individual	Activity (verbal, written, electronic, graphic, physical) that is threatening, racist, sexist, homophobic, or any form of discrimination, harassment, sexual harassment or unwanted sexual attention is prohibited. Incidents will be referred to the Equity and Human Rights Office (EQHR) as appropriate.
Cannabis	Consumption Consuming or serving cannabis or carrying is not permitted in any other areas including, but not limited to: lounges, patios, balconies, Cluster walkways, elevators, washrooms, laundry rooms, hallways, stairwells, main floor foyers, lounges and any outdoor residence space other than the designated smoking areas.
	Possession or Cultivation The possession or cultivation of cannabis plants in your accommodation or elsewhere in the residence complex is prohibited.
	Manufacturing Manufacturing of cannabis oil in a residence for the purpose of producing edibles for self or distribution is strictly prohibited.
	Consumption by a Minor Residents who are under the age of 19 may not possess or consume cannabis in residence.
	Storage Cannabis products and equipment must be stored in a sealed container in your private space in your bedroom with labels clearly indicating they contain cannabis or are used to prepare or consume cannabis. It is important that any odour is undetectable inside or outside of your residence room.
	Odour You are responsible to manage the odour or residual odour on your person or personal effects that may negatively impact others in the residence community. Residence Services expects that you will make every possible effort to conceal the detectable odour of cannabis anywhere within the residence complex.

STANDARD	DESCRIPTION
Cleanness Standards	Residents are expected to keep shared living areas, including common lounges, double rooms, Cluster units, toilets and showers, and the exterior of their room/unit doors clean. This includes leaving dishes and/or garbage in public spaces of the Residence complex, including stairwells, hallways and the exterior. Residents are responsible for keeping the interior of their room reasonably clean so that its conditions do not interfere with others' right to a clean, healthy space.
Cooperation with Staff and Others	Residents and guests shall cooperate with requests from staff members, Campus Security Services, emergency personnel and the Saanich Police Department. Failure to cooperate with, and/or verbal or physical harassment or abuse of a staff member may result in University action, eviction from residence, and/or referral to the Office of Student Life for Non-Academic Student Misconduct Policy follow-up. Misleading or providing false identification to staff will also result in Residence Community Standard action.
Damage to Property/Vandalism	Damage to the personal property of other residents or damage to residence property is strictly prohibited. Any willful, malicious, or negligent destruction of public or private property in or around residence and/or failure to uphold reasonable standards of cleanness is prohibited. Being present while vandalism occurs and failing to report such acts will be treated as vandalism.
Dangerous Activity/Material	Activities that are considered dangerous or potentially harmful to any person, including the resident engaging in the activities, are prohibited and may result in eviction. Possession or use of explosive or flammable material including, but not limited to firecrackers, fireworks, dynamite, gasoline, propane, or other such materials, is not permitted in residence property. Propane tanks are not permitted in residence.
Drugs	Any possession or involvement, whether direct or indirect, in any illegal drug or drug-related activity is prohibited. Possession of drug-related paraphernalia that is associated with the possession, use or trafficking of illegal or prescription drug/medication is strictly prohibited.
Flames and Incense	Open flames, such as burning candles or incense, are not permitted in residence.
Functions and Social Gatherings	At all times when hosting guests in a residence room/apartment/Cluster unit, all Community Standards must be upheld; specifically those that pertain to alcohol, guests and noise. All guests must vacate residence room/apartment/cluster unit by quiet hours. All functions and social gatherings must adhere to fire code regulations and public health orders.
Guests or Visitors	Residents are responsible for the actions of their guests. Guests must be accompanied by their host at all times. Prior to having a guest, residents who share a room/Cluster unit must have the permission of their roommate(s). Residents are permitted to have an overnight guest for no more than three consecutive nights and no more than nine nights total per semester unless given written permission from a Neighbourhood Manager. Each host must have the permission of their roommate (if applicable) to host overnight guests. Overnight guests are not permitted during December and April exam periods or during the first two weeks following move-in day. Room or unit owners who leave their door unsecured will be considered the host of any individuals who access the room or unit.
Inappropriate Behaviour	Acting, intentionally or recklessly, in a manner which threatens the personal safety, health, or well being of any person, either directly or indirectly, is prohibited. Inappropriate or disruptive behaviour, including but not limited to public urination, and the use of residence facilities outside of their intended use, is prohibited.
Initiations/Hazing	Activities that single out particular residents, expose them to undue embarrassment or ridicule, or cause physical or emotional harm are prohibited. This includes actions and behaviours in an online environment.
Noise	Residents must abide by designated quiet hours in residence. See page 7 under Quiet Hours for more information. Subwoofers (bass amplifiers) are not permitted in residence.

STANDARD	DESCRIPTION
Pets and Service Animals	Pets are not allowed in residence. Service animals are permitted in residence if the resident has submitted appropriate documentation and received prior approval by Residence Services
Playing Sports or Sporting Activities in Residence Buildings	Residents are not permitted to engage in physically active games/activities inside residence complex building, including hallways and common rooms.
Pranks: Inappropriate or Destructive	Initiating, encouraging, supporting, or participating in pranks that are inappropriate, disruptive, offensive, or hostile toward residents and/or staff, or that jeopardize the safety and security of others is prohibited.
Prohibited Areas	Residents are not permitted to access unauthorized areas, including but not limited to roof tops, the top of covered walkways, and construction zones. Unauthorized access to residence rooms, apartments, or Cluster units is also prohibited.
Removal of University Property	Removing furniture or property from rooms, individual units, lounges, and other common areas is not permitted. Taking University property out of residence is considered theft.
Safety/Security/Fire Equipment	Activating, handling, using, covering, disengaging, or otherwise interfering with any fire or safety equipment for any reason other than an emergency is prohibited whether such actions were intentional or not. Residents must follow all fire regulations, the directions of staff, and keep walkways, stairwells, and fire exits clear at all times. Residents are required to evacuate buildings in the event of a fire alarm or other emergency. Failure to evacuate during these situations is prohibited.
Signs	No signs (electric or otherwise), posters, banners, or flags of any size may be hung outside, or around the residence complex; unless prior approval is obtained from Residence Services.
Smoking and Vapourizers	Smoking and vaping are not permitted in residence buildings or on residence balconies and walkways; this includes the use of hookahs, pipes, vapourizers e-cigarettes and/or any other smoking device. Cigarette smoking on residence property is only permitted at the designated smoking benches.
Theft	Theft or possession of another person's property without permission is prohibited
Throwing or Falling Objects	Throwing, dropping, knocking, or ejecting objects from residence buildings, windows, walkways, balconies, or stairwell, whether intentionally or unintentionally is prohibited. Throwing objects within or at a residence building is prohibited.
Unauthorized Assignment	Your accommodation cannot be assigned, "sublet", lent, or otherwise shared with another person.
Unauthorized Key Possession, Use, and/or Unauthorized Entry	Unauthorized possession or use (including lending) of Residence Complex keys is prohibited. The resident is not permitted to copy any key or keycard provided by residence services.
Violence/Physical Aggressions/Sexualized Violence	Physical aggression, violence to self or others, and/or sexualized violence or sexually inappropriate behaviour are not tolerated. Incidents will be referred to the Office of Student Life or EGHR/SVRO as appropriate
Weapons	Possession of real or replica weapons in residence including but not limited to firearms (including air guns and paintball guns), swords, hunting equipment, throwing or sporting knives, sling shots, and archery equipment is prohibited. Wielding and/or using any object in a threatening or aggressive manner is prohibited,

HELPFUL CONTACT INFORMATION

Residence Services Front Desk	
Email	housing@uvic.ca
Phone	250-721-8395
24 Hour Emergency Assistance	
Police/Fire/Ambulance	9-1-1
Campus Security	250-721-7599
Vancouver Island Crisis Line	1-888-494-3888
Poison Control	1-800-567-8911

Dormitory Chief Cultural Assistants (CCAs)	
Brett (August)	250-516-2859
Tessa (July)	250-516-2958
Emily (August only)	250-516-2780
ELC Dormitory Support	
Email	elccca4@uvic.ca
Instagram	@elcdormitorysupport

CAMPUS SECURITY SERVICES

250-721-7599

**24 hours, please contact Campus
Security for**

A power outage

Substantial water on the floor Urgent facility
concerns

Threat to someone's safety or well-being

EMERGENCY

9-1-1

**Call 911 for medical emergencies,
fire, or immediate threats to
safety or well-being**

CAMPUS RESOURCES

The following is a list of commonly used campus resources.

For information on additional resources, check with your Cultural Assistant.

Campus Security

Campus Security Building
250-721-6683 (non-emergency)
250-721-7599 (emergency)
uvic.ca/security

Equity and Human Rights

Sedgewick Building, Room C115
250-721-8488
uvic.ca/equity

Food Services

Carroll Building (CA)
Phone: 1-250-472-4777
Email: eat@uvic.ca
uvic.ca/food

Multifaith Services

Interfaith Chapel
250-721-8338
uvic.ca/multifaith

Ombudsperson

Student Union Building, Room B
250-721-8357

Sexualized Violence Resource Office

Sedgewick Building, Room C115
250-721-8201
uvic.ca/equity/sexualized-violence

Students' Society (UVSS)

Student Union Building Room B128
250-472-4317
uvss.ca