The Residence Guide
A GUIDE TO STANDARDS, EXPECTATIONS & SUPPORTS IN RESIDENCE

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Residence Life fosters a safe, affordable, comfortable place to live on campus. Our on campus residences are designed to support students in their academic goals and to support various learning outcomes for each student.

In residence students have the opportunity to learn and understand:

- The value of cultivating meaningful interpersonal relationships which involves developing friendships, relating to others maturely, handling interpersonal and group conflict constructively, listening to and considering others’ points of view, treating others with respect.
- The diversities that exist in every community by seeking involvement with people different from oneself, by uncovering and challenging biases and assumptions of self and others.
- The impact of healthy and unhealthy choices related to well being, relationships, sexual, physical and mental health, stress, nutrition, exercise and rest.
- The application of knowledge acquired in or out of the classroom to their residence experience.
- The value of belonging to a community and engaging in that community for the benefit of the individual and the group through abiding by and appropriately challenging residence and University policies, participating in governance, respecting self, property, and others, appropriately challenging the unfair, unjust, or uncivil behavior of other individuals or groups, participating in service, volunteer, and/or community activities.

This guide is a reference tool for residents to use throughout the year. It outlines the standards, expectations and the programs in place to support residents.

Commitment to Inclusion & Diversity

The residence community at the University of Toronto Scarborough is a diverse community and a community that strives to be inclusive. We are diverse in cultural backgrounds, gender, age, ethnicity, abilities, sexual orientation, socio-economic status, religion and spirituality. We communicate and interact with each other in a way that promotes awareness, learning and understanding of the diversity that exists within Residence, the University and the local and global community. Each person must be treated with dignity and respect. Any form of harassment, discrimination or hate will not be tolerated. This includes and is not limited to verbal or written abuse, violence, threat and intimidation. Each community member who lives and works in residence must be committed to these principles.
Activities, Supports & Services

Communicating With Students Throughout The Year
Student Housing & Residence Life (SHRL) will communicate with students primarily through emails. Students are responsible for checking their university issued email account regularly and for reading all emails thoroughly in order to be informed about residence. SHRL will email students regularly regarding residence updates. Residence Life events and programs will be posted on the intranet. Repairs that will require entrance by the Facilities Staff will also be emailed to students.

Student Housing & Residence Life is located in the Residence Centre. Here a team of University staff work to deliver student housing services and to support residents through various student life, facilities and admissions issues in residence.

The Residence Facilities staff work in the office located in the lower level of Dogwood Hall. Residents are encouraged to drop by the office or email the facilities staff with any questions or concerns about residence facilities. Work orders for repairs are to be submitted on line. See Residence Facilities Section for more information.

If you are able to maintain healthy communication channels and work out differences patiently, it can also be very rewarding.

Three staff members lead the activities and supports available within the residence life experience at UTSC. Residents are encouraged to meet each staff member.

Residence Life Coordinators (RLCs)
The Residence Life Coordinator oversees the development of the residence community by leading the team of Residence Advisors. The RLC is responsible for creating and implementing policies that promote respect, safety and effective community development and crisis response.

Residence Life Manager (RLM)
The Residence Life Manager oversees the Residence Life program within the department of Student Housing & Residence Life. They supervise the Residence Life Coordinators and the Residence Life Assistant. They provide strategic direction for programming, policies, and initiatives within residence.

Residence Life Program Assistant
The Residence Life Program Assistant plays an important role in communicating and implementing the various activities in residence and supports active residents who wish to become involved in organizing activities in residence.
Residence Life Team
Student staff members serve as part of the Residence Life Team. Members of the team include Residence Advisors, and the Residence Engagement Facilitators. Members of the Residence Life Team have a wealth of knowledge obtained through their experience as University students and through specialized residence life training.

Residence Advisors (RAs)
Residence Advisors are community leaders (student staff) who organize events, advise students on access supports and services on campus, mediate situations, build community and ensure residence community standards and policies are understood and followed. Each RA is assigned to a hall or floor within residence and will be responsible for the students within this area. Residents are encouraged to keep in regular contact with their RA.

Residence Life Team On Call
SHRL is open 9am to 7pm, Monday through Thursday and 9am-5pm on Fridays. If assistance is required after hours residents must call the RLT on call at 416-688-3818. Residence Advisors are on duty every night after the office closes to respond to students. The On Call phone is ON anytime the Student Housing & Residence Office is closed. Residents are to call the RA cell phone in the evenings when assistance is required or in the event of an emergency.

Residence Engagement Facilitator (REF) and Res Group
The Residence Engagement Facilitator recruits and organizes the Res Group, which is a volunteer, social and event-planning group of residents. Any resident can join and participate in the Res Group and can get information directly from the REF or their RA. The Res Group helps to plan, promote and run the Res Cup Events. Res Cup is an annual points based, hall versus hall competition that occurs in residence.

Scarborough Campus Residence Council (SCRC)
The SCRC is a group of students elected by their peers who are here to represent the interests of residents. SCRC offers events and services throughout the year for residents.

Student Housing & Residence Advisory Committee (SHAC)
SHAC discusses the student experience in residence, policies, procedures, services, supports, budget and residence fees. The Director, SHRL takes all input as advice regarding the direction of the supports and services in residence. The membership of this committee includes residents primarily and meets throughout the academic semester.
Living with Housemates

Engaging in Your Residence Community

Whether this is your first time living in residence or if you have lived in residence for 3 years, living with housemates can be challenging. If you are able to maintain healthy communication channels and work out differences patiently, it can also be very rewarding. As long as the agreements made between housemates adhere to the Residence Community Standards, you have a lot of flexibility to create a comfortable living environment for everyone.

House meeting with your Residence Advisor (RA)
The RAs will be arranging house meetings with every unit in their area. It is very important that you attend this meeting as it is the RA’s opportunity to get to know you, tell you about residence life if this is your first year here or tell you about any new developments if you have lived here before. The RA will also facilitate some exercises that will help you learn more about each other and communicate openly throughout the year.

Open communication and understanding is key in developing a positive living environment.

Common Points of Discussion When Getting to Know Your Housemates

- How will the cleaning schedule be established?
- Pet peeves.
- When you’ll be bringing guests over and who these guests may be (example, family members, friends from out of town staying for a weekend).
- When dates or significant others (girlfriend, boyfriend, partner) may be visiting.
- What stresses each housemate out and what they do when they’re stressed.
- Everyone has a different standard for cleanliness and noise. What are standards that you can all agree on?
- When do people usually go to sleep and who’s a light sleeper? This is especially important for roommates.
- Whose room is closest to the living room/kitchen and how sensitive are they to noise?
- Who gets what space in the refrigerator and cupboards? What food can be shared? Who has food allergies and how serious? What other dietary needs do people have?
- What objects can be shared (plates, cutlery, stereo in the living room, etc) and what should not be touched?
- How does each person feel about alcohol and alcohol consumption?
- How much privacy/personal space does each person need?
- What do we need to compromise on?
Communication
The key to maintaining a positive environment while living with housemates is open communication. Misunderstandings happen all the time between close friends as well as complete strangers and it is important that they are cleared up before tension builds. Here are some important things to consider when communicating:

• Everyone has a different communication style. What’s your style? What style does each of your roommates prefer?

• A rotating chore schedule can help ensure that everyone does their part to keep the house clean. Your RA will have a chore schedule template for you to use.

• It will be natural for members of the house to develop strong friendships with one another but everyone in the house may not necessarily become close. Friendships are key to the residence experience but please be mindful that factions are not created or that one member is not excluded from the house as a result.

• When you are in a disagreement with someone, try looking at the situation through their perspective before reacting.

• Meeting up as a house on a regular basis can be fun and productive. Informal meetings where you eat a meal together or hang out in the living room can lead to important discussions about house issues. Formal regular house meetings can also work if this is what you and your housemates prefer.

Working Through Conflict
There will be times when a situation doesn’t seem it will easily be resolved. If you find your attempts to resolve the issue haven’t been successful please call your RA as soon as possible. The RA’s have been trained in communication, mediation and active listening skills and can approach the situation objectively to help all parties involved. It’s best to ask for help as early as possible since tension can build if you wait too long. Room changes will only be considered after housemates have gone through a mediation process facilitated by an RA. In the event that the Residence Life Coordinator approves a room change the resident will be charged a $100 administrative fee.

The earlier you start working through a problem, the easier it is to solve. Call your RA for help.
Residence Community Standards

Residence Community Standards are the foundation of successful community living. Standards are articulated in the Rights and Responsibilities of a Resident and in all Residence Policies. Community Standards exist to uphold and value the rights and responsibilities of the individual and the rights and wellbeing of the community. While living in residence it is important that each resident understands his/her responsibility as a community member. Your independent choices will be respected, but it is also important to consider the impact of your actions on yourself, your housemates, and your community. If the impact of your actions is negative for others it may result in disciplinary actions from Student Housing & Residence Life.

This section provides a clear statement about the rights of every residence member and outlines what kind of behaviour is expected and what is unacceptable. Procedures exist to investigate each reported incident or behaviour. Sanctions penalize and/or deter behaviour that is inconsistent with the values and policies of Student Housing and Residence Life. The degree to which any one violation is committed will determine the sanctions imposed.

In electronically submitting the Residence Contract (when students apply to residence on line) residents have agreed to follow Residence Community Standards and all policies as outlined in this Residence Handbook. In some cases, serious incidents will also be referred to the University of Toronto Student Code of Conduct.

The Student Code of Conduct can be found on line at: http://www.governingcouncil.utoronto.ca/Assets/GoverningCouncil+Digital+Assets/Policies/PDF/ppjul012002.pdf

Residence Community Standards apply to all students living in residence and to guests of residents. Residents are responsible for the actions of their guests and will be accountable for any behaviour of guests that is contrary to community standards and residence policies. Residence Community Standards apply to conduct that occurs: in Residence; and/or at approved residence events held either on or off campus; and/or on the internet or through social media. The Residence Community Standards are enforced in all townhouses, apartments, residence buildings and grounds, and at all residence events held off-campus that are sponsored by Student Housing & Residence Life.
Rights of a Resident
As a member of the Residence Community, each Resident has rights. A Resident has the right to:

1. Sleep, study and work in your room free of undue interference from Residents or guests.
2. Respect of your personal property.
3. Live in a clean environment.
4. Free access to your room without interference from roommates, housemates, Residents or guests.
5. Reasonable access to the townhouse or apartment and its facilities.
6. A reasonable amount of privacy.
7. Have your concerns considered.
8. Be free from fear of intimidation, physical and/or emotional harm.
9. Enjoy the rights and freedoms recognized by law, subject only to restrictions necessary to ensure the advancement of the Residence Community in such matters as alcohol, smoking, fire safety and community safety.
10. Be free from discrimination on the basis of race, ancestry, religious beliefs, physical and intellectual abilities, marital status, sexual orientation, colour, place of origin, gender, mental abilities, family status, source of income, socioeconomic background, or age.
11. Enjoy an atmosphere intending to remain free from behaviour which is reasonably interpreted as unwelcome including, but not limited to, remarks, jokes or actions which demean another person and/or deny individuals their dignity and respect.

Each Resident’s rights are protected by the Residence Community Standards

Responsibilities of a Resident
As a member of the Residence Community, each Resident has responsibilities. A Resident has the responsibility to:

1. Respect the rights, privileges and property of fellow residents and their guests, and of the neighbouring community.
2. Behave in such a manner as to ensure the good condition of the Residence facilities and grounds.
3. Be responsible for the behaviour of their guests.
4. Recognize authority of the Staff in Student Housing & Residence Life and the Residence Life Team.
5. Cooperate with residence procedures and investigations.
7. Behave in such a manner as to permit Residence and University staff to perform their normal duties.
8. Abide by the Residence Community Standards, Rights of Residents and residence policies.
9. Abide by the University of Toronto’s Code of Student Conduct.
10. Maintain an acceptable level of cleanliness in all common and private areas of residence unit.

Each Resident must respect the rights of other Residents
Residence Policies

The following policies exist to promote safety and to create a community that is characterized by mutual respect. Policies exist to protect individuals as well as the greater community. Failure to comply with the following policies could result in disciplinary sanctions.

Adhering or Hanging Items
Posters and items can be adhered to walls, doors and windows with painter's tape only. Nails, screws, hooks with adhesive backs, tacks and any other kind of tape are not permitted. Hanging items by methods other than painter's tape causes damage to residence property. If damages occur the resident(s) will be billed for the costs of the repairs needed. See policy on Damage to Residence Property.

Alcohol Policy
The use of alcohol on campus is subject to provincial law, The University of Toronto Alcohol Policy and Residence Policy. In Ontario people under the age of 19 are not permitted to consume alcohol. Possession of alcohol in residence of residents under the age of 19 is not permitted. Residents 19 years of age and older are permitted to consume alcohol in their townhouse or apartment. Residents who are of age can also consume alcohol at Special events in licensed areas such as formals and campus pubs.

Direct or indirect sale of alcohol is not permitted in residence. Therefore, there must be no cash exchange for alcohol in residence. Residents cannot obtain permits to license their apartments or townhouses.

High risk drinking practices such as large volume containers, drinking games, jello shooters and drinking paraphernalia such as funnels are not permitted. Large volume containers of alcohol above the size of 750ml are not permitted and residents will be asked to dispose of the alcohol immediately.

Open alcohol is not permitted in hallways, lounges and laundry rooms in Joan Foley Hall. Residents in townhouses cannot have open alcohol while walking around residence property. Therefore traveling from house to house with open alcohol is not permitted. Open alcohol is not permitted on campus and consequently on residence property as well.

Bicycles
Bicycles are not allowed in the houses and apartments and must be kept in residence storage rooms or on an outdoor bike rack. Arrangements can be made with the Facilities staff in Student Housing & Residence Life.

Cleaning Living Space (interior & exterior)
Residents must maintain a basic level of cleanliness in all areas of the townhouses and apartments by routinely cleaning and removing recycling and garbage. Please refer to the Residence Facilities section of the handbook for tips and expectations of cleaning. Failure to keep living spaces clean can result in disciplinary sanctions and cleaning charges billed to residents. Cleaning charges are $50 per hour per cleaner.

Garbage is to be put out only on designated days. Residents will be responsible for cleaning up garbage that is disrupted by animals if the garbage pick up schedule is not followed.

Communication with University and Residence Life Staff
Community Events
If you would like to host a gathering in a townhouse/ apartment or at the fire pit, you need to fill out the appropriate contract and meet with the Residence Life Coordinator at least 5 working days before the event. The Community Event Guidelines and Contract and the Fire Pit Contract can be obtained from the SHRL Office. The meeting must include the Organizer (and
Monitors for Community Events). It is advised you book this appointment at the Residence Office one week in advance at 416-287-7365. Please review the Contract carefully before the meeting. If any of the guidelines are not met, your Event may not be approved. At this meeting the RLC will go over specific details and assign an RA to supervise your event. If your Event is approved but items in the Contract and/or the Residence Handbook are breached, your Event may be shut down while in progress and the sanctions may be given to the Organizer, (and/or Monitor for Community Events) and/or guests. Please refer to the Guest Policy regarding non-residence guests at an event.

**Social Events**
A gathering in a townhouse or apartment is considered a Community Event when the number of guests exceeds 15 people. A Community Event cannot exceed 30 people total inside the apartment or townhouse (including the back and front yard of the townhouse). Every Community Event needs to have 1 Organizer and 2 Monitors and they will be responsible for the behaviour of the Event guests. If you would like permission to have alcohol at your party, the Organizer must be 19+ and the Monitors must be 18+.

**Community Events at the Fire Pit**
A fire pit can be found between Hickory Hall and Grey Pine Hall and is available for community events organized for members of the Residence Life Team. Alcohol consumption is not permitted at approved events, nor can event participants be under the influence of alcohol and/or substances. A fire extinguisher and a bucket of sand/dirt or water must be on site during an event that can be accessed quickly in case of an emergency. Accelerants, such as gasoline, lighter fluid etc, cannot be used in starting the fire.

**Damage to Residence Property**
In the event that a resident damages residence property the resident will be charged the cost of the damage and face a discipline sanction. Residents cannot repair damages on their own as all materials and work must be carried out by the University to meet standards.

**Deep Frying**
Due to the risk of fire, deep frying in a pot is not permitted in Residence and will result in disciplinary action. If you would like to deep fry food, you must do so in a special electric closed deep fryer. Light pan frying is permitted but must be monitored carefully.

**Exterior of Residences & Roofs**
Items such as strings of lights cannot be hung on the exterior of townhouses or apartments because of the safety hazards posed. Accessing roofs is prohibited.

**Fire Safety**
Causing any risk of fire by smoking, using an open flame or burning objects is strictly prohibited. Tampering with fire safety equipment is strictly prohibited. Propping exterior doors to townhouses and apartments is against fire code and not permitted. Fires cannot be lit in the fire pit without contract.

Fire evacuation procedures are posted in residence. Residents must follow the procedures to promote their own safety and the safety of others.
**Furniture Policy**
Townhouses and apartments are fully furnished. Residents are not permitted to bring external furniture into residence that is larger than a desk chair. Sofas, armchairs, tables, beds, mattresses etc. will not be allowed into residence. If you have health concerns that require special furniture you must provide medical documentation and meet with the RLC for approval. If prohibited furniture is found in residence, you will need to dispose of it immediately. Removal of original residence furniture from the townhouses, apartments and Foley Hall common rooms is also prohibited.

**Mini/Bar Fridges**
Mini and Bar Fridges are only permitted in residence for health reasons. Residents requiring Mini/Bar Fridges in their room or suite for health reasons should contact the Student Housing & Residence Life Office to obtain approval.

**Gambling**
Gambling is prohibited in residence.

**Lock Outs and Lost Keys**
If a resident is locked out his or her room, they must go to the SHRL Office during office hours or call the RLT On-Call after office hours. On the 4th lock-out, a resident will be fined $25 and given a level 1 sanction. With each subsequent lockout, the resident will be charged another $25 and given additional sanctions. If keys are lost there will be a charge for replacements.

**Guest Policy**
Residents are allowed guests in their townhouses or apartments but once the guest enters Residence property, they become your responsibility. Guests must be accompanied by a resident at all times. If concerns are raised about your guest staying beyond four nights per month, or if your guest behaves in a way that contravenes residence standards, they may be asked to leave and could potentially be trespassed from residence. Residents will be held accountable for behaviour of guests that breaks policy. This includes the resident receiving disciplinary sanctions for the guest’s behaviour and charges for damage and cleaning costs.

Overnight guests are permitted to stay a maximum of four nights per month but it is important to discuss this with your housemates. Even if your guest is staying in your room, you are inviting him/her into a townhouse/apartment that you share with your housemates, and their rights must also be taken into consideration. Explicit permission must be granted from roommates if the guest is to stay overnight in a common space such as the living room. Guests are not permitted to sleep in Foley Hall common rooms or any other public place in residence. Lending residence keys to guests is prohibited.

**Illegal Substances/Drugs**
The possession, use and trafficking of illegal substances and drugs is prohibited. These are all offences under the Residence Community Standards and the University of Toronto Student Code of Conduct and could also lead to charges under the Criminal Code of Canada and the Narcotics Act of Ontario. Any evidence of possession, use or trafficking of illegal substances or drugs may lead to a Termination of Contract. Evidence can include residue, paraphernalia, odour and any attempts to cover odour.

**Prescription Drugs**
The misuse and abuse of prescription drugs is prohibited. These are all offences under the Residence Community Standards and the University of Toronto
Student Code of Conduct and could also lead to charges under the Criminal Code of Canada and the Narcotics Act of Ontario. Any evidence of misuse, abuse or trafficking of drugs may lead to a Termination of Contract. Prescription Drugs should be in original packages with the resident’s name. Students should follow instructions on the package and/or from the physician.

Noise
As academic success is the primary goal of every member of the community, it is important that there is an environment conducive to rest and study. During the day, moderate levels of noise and socialization are permitted, but they cannot become excessive to a point where they disturb the community. Quiet Hours in residence are Sunday to Thursday, 11 pm to 8 am and Friday and Saturday, Midnight to 9 am. During Quiet Hours, it is expected that noise, music or socialization will not disturb members within the townhouse or apartment. During exam periods, Quiet Hours will last 23 hours with a consideration hour from 6 pm to 7 pm, where moderate levels of noise and socialization are permitted.

Pets
Pets are not allowed in Residence other than fish in small fish bowls. Any visiting guests must leave their pets outside. The only other exception to this is if it is an animal used to assist a student with sight, hearing or mobility impairments. If this is the case, you need to discuss this with the Residence Life Coordinator prior to bringing the animal into a residence building. If animals are found in residence, the resident student will have to find another place for the pet immediately and Facilities will be sent to perform necessary cleaning. The residence student responsible will be billed for the costs and will receive a discipline sanction.

Roller Blades & Skateboards
Roller blades may not be worn inside residence buildings as it is a safety hazard and can damage the floors. Residents must remove roller blades before entering a townhouse or Foley Hall. Skateboards cannot be used inside of a townhouse, apartment or residence building.

Screens
Screens must not be removed from windows.

Security
Residence has policies and measures in place to promote a safe environment. Each resident is responsible for following policies and doing their part to create a safe environment. Residents must lock townhouses and apartment doors at all times and must carry keys at all times to access residence. Keys are not to be lent to anyone. Lending keys or tampering with locks will result in discipline sanctions. Doors are never to be propped. Residents must accompany guests at all times. See guest policy. Unlocked or propped doors, lending keys or tampering with locks will result in discipline sanctions.

Foley Hall suite doors must be manually locked by using the key card to lock the door upon exiting the suite or using the deadbolt when inside the suite. Townhouse patio doors must be manually locked and secured with the patio door security bar. Residence Life Staff will be taking note of unlocked doors. On the 4th time of an unlocked door for an apartment or townhouse, the residents of that apartment will be fined $25 and receive a Level 3 Sanction. With each subsequent unlocked door, the residents will be charged another $25 and given additional sanctions. Unlocked doors will be reviewed on a monthly basis.
Smoking/Open Flame/Candles/Incense
Smoking is not permitted inside any of the Residence buildings according to provincial law. Smoking inside residence poses fire and health hazards, causes smoke damage, and disturbs community members. Electronic cigarettes and personal vaporizers are prohibited in residence. Candles, incense and all other types of open flame are also prohibited. If such materials are required for religious or cultural reasons arrangements must be made in advance with the Residence Life Coordinator. If you need to use candles or incense in residence for religious/cultural reasons, please see the RLC first.

Solicitation & Promotion
For the protection and privacy of residents, soliciting for commercial, ideological or religious purposes is not permitted in residence. Only events approved by the SHRL Office may be promoted on residence grounds. Non-Residence University events must obtain permission from the Training & Programming Coordinator before promoting any events or programs. See Residence Advertising Policy. Please report any solicitation to the Campus Community Police and the Residence Advisor on call.

Sport Activities
Sports and sport-like activities are not permitted on residence grounds. This includes all indoor residence property as well as the backyards, front yards, entrances and surrounding area of Joan Foley Hall and on pathways around the townhouses. Activities with projectile objects such as baseballs, basketballs, footballs, cricket balls, snowballs, frisbees, etc. that may lead to such objects or other persons colliding with by-standers are prohibited. Such activity that could lead to damage to residence property are also prohibited.

Weapons
Weapons and replica weapons are not permitted in residence.

Residence Centre Policies
Events at the Residence Centre
The Residence Centre is reserved for studying, socializing and holding residence activities or residence-approved activities that benefit residence students. The Residence Centre is only available for events organized by the Residence Life Team and the Scarborough Campus Residence Council. Programs that are organized by non-residence groups must be supervised by a member of the Residence Life Team or presented in partnership with the Student Residence Council and the event must be open to all residence students. Only events organized by a University class, group, department or club will be considered and the event must be in alignment with the community standards in residence.

If you are a residence or non-residence student and you have a program that you would like to hold in the Residence Centre that you feel would benefit residence students, please email the Training & Programming Coordinator with a description of your event and book an appointment 2 weeks before the proposed date. Programs that have not been approved will be cancelled before or during the event. Groups that run programs without approval will jeopardize the approval of any future requests.

Use of Residence Centre
The Residence Centre is designed to be a space where residence students can socialize, play piano, watch TV and organize events. Due to the multi-purpose use of the Residence Centre, we cannot guarantee
a quiet environment for studying unless it is during designated study times as organized by SHRL during exam periods. Outside of these times, reasonable levels of noise due to socializing are to be expected. If a group that has connections to residence would like to use the piano for practicing singing and instrumental performance that would be louder than someone practicing piano or singing on their own, they must contact the Residence Life Coordinator for approval and scheduling.

Access to the Residence Centre
The Residence Centre is open from 9am-11pm. If the Residence Centre is booked for an event, students may be asked to leave if they are not attending the event. Only residents and their guests are allowed to be in the Residence Centre unless there is a specific event being held that is open to non-residence students. If non-residence students are found in the Residence Centre without their resident host, or without permission from SHRL staff, they will be asked to leave.

Guidelines & Requirements for Marketing and Promotions in Residence

Posters, Online Content and Social Media
Advertising space in residence is limited and can only be used to advertise residence activities or residence-approved activities organized by SHRL, The Residence Life Team or the Scarborough Campus Residence Council. All other UTSC Community Members must bring promotional materials to SHRL one week in advance and the materials will be reviewed. Only events organized by a University class, group, student association, department or club will be considered and the event must be in alignment with residence community standards. If promotional materials are approved, the Residence Life Team will post materials. Door to door advertising is not permitted. Advertising that has not been approved or has not been posted in the designated areas will be taken down. Groups that advertise without approval will jeopardize approval of any future requests.

Ticket sales and verbal advertising
Door to door advertising and ticket sales is not permitted. Members of the UTSC community wishing to promote events or sell tickets to residents must make an appointment one week in advance with the Training & Programming Coordinator. If the proposal is approved the opportunity to sell tickets or advertise will be made available in the Residence Centre. Any person promoting events or selling tickets in residence without the knowledge of SHRL will be escorted out by a residence staff member or Campus Police.
Investigation Process & Sanctions

When a member of the Residence Life Team is made aware of behaviour that contravenes Residence Community Standards (Rights & Responsibilities and Residence Policies), an incident report will be submitted and the resident(s) will be required to meet with the Residence Life Coordinator.

Following the investigation of an incident, if it is concluded that there was a breach of the Residence Community Standards the participant(s) will be assigned a sanction and will receive a letter indicating the level of the sanction received. If the incident is classified as a level 4 or your cumulative discipline history for the year reaches level 4 or higher, your residence contract may be terminated.

Sanctions are typically educational and/or developmental and/or follow the principles of restorative justice. Occasionally a punitive sanction, such as a fine, is issued.

Any resident with a level four discipline status will be required to appeal to the Director to be granted the right to be readmitted to residence the following term. All students with a level four status will be emailed regarding the appeal process. A student’s discipline sanctions will be applicable for the entire academic year. If an offence is particularly serious, the sanctions may be carried on into the following academic year.

Appeals
All Residence students have a right to file an appeal. Appeals that do not meet the following conditions will not be considered.

- The Residence Discipline Process was not followed
- New evidence was found after the investigation meeting

Appeals process
- Appeals must be submitted in writing within 5 working days after the sanction is given
- Appeals must be submitted to the Director, Student Housing and Residence Life
- Termination of Contract sanction appeals must be submitted to the Dean of Student Affairs

Sanctions
When a breach of the Residence Community Standards has occurred sanctions are put in place to address the behaviour and to deter further problematic behaviour and impact on the community. The system is based on a progressive discipline process where the sanctions are cumulative throughout the year. Students involved in the offence as well as those who have encouraged or assisted those involved can be sanctioned.

A lack of cooperation in the investigation of an incident is an offence that can be sanctioned. Offences related to maintenance or cleanliness issues can be followed with cleaning and/or damage charges. Examples of concerning behaviour and the severity of the sanction are listed below and are derived from the basic principles that fall under our Rights and Responsibilities of a Student.

Types of Sanctions
In all cases where a sanction is required a Verbal Warning or Level 1, 2, 3 or 4 Offence will be sanctioned.

The following sanctions can accompany any Level Offence:
- Alcohol Warning Letter
- Alcohol Probation
- Loss of Guest Privileges
- Damage and Cleaning Charges
- Request to seek support from support services on or off campus
• Community Service
• Educational Sanctions
• Denial of Readmission to Residence
• Notice of Trespass
• Termination of Contract
• Other sanctions as determined appropriate by the Residence Life Coordinator

Levels of Offences

Level 1 Offence
*Actions that lead to the disruption of another’s right to peacefully use and enjoy the residence space or compromise their safety.*

Examples:
• Excessive disruption of the community during regular hours
• Disruption of community members during Quiet Hours
• Failure to maintain the cleanliness of the townhouse/apartment including the interior and exterior
• Failure to fulfill garbage/recycling and cleaning duties
• Violating ResNet Policy
• Engaging in sports or sport-like activity on residence property
• Carrying open alcohol where not permitted
• Any equivalent behaviours that may be considered in breach of Residence Community Standards
• Disorderly/inappropriate conduct in common areas and in residence units

Level 2 Offence
*Actions that are a significant disturbance to individuals or the surrounding community and/or compromises community safety.*

Examples:
• Violating the Residence Guest Policy
• Failure to recognize the authority of any Residence and/or University staff member
• Underage possession, consumption of alcohol, providing alcohol to underage students
• Failure to adhere to verbal or written instructions as outlined by a Residence Staff member
• Removing screens from windows/doors
• Removing furniture
• Damaging Residence property
• Possessing stolen goods (ie. Street signs, shopping carts)
• Having an event in a townhouse or apartment with more than 15 people without a Community Event Contract
• Publicly posting any material that may be deemed offensive or harassing or may have a negative effect on the community
• Driving unauthorized vehicles on residence pathways
• Lending out residence keys
• Failure to follow security policies
• Any equivalent behaviours that may be considered a breach Residence Community Standards
Investigation Process & Sanctions

**Level 3 Offence**
*Actions that significantly endanger the safety and security of another.*

Examples:
- Occupying Residence roofs
- Violating the policy prohibiting smoking, burning of candles, incense and any items
- Bringing large volume size alcohol containers onto residence property and/or drinking from them. ie. Any container larger than 750ml is not permitted
- Participating in or organizing high risk drinking such as drinking games, jello shooters, using funnels or otherwise violating the Alcohol Policy
- Willfully damaging Residence property
- Willfully damaging the property of other community members
- Changing or tampering with security equipment (ie. locks or phones)
- Duplicating residence keys
- Leaving the house or suite door open/unlocked at anytime
- Having pets or animals in a house
- Inappropriate and offensive conduct directed to any member of the university community
- Excessive consumption of alcohol causing a disruption on the community or harm to personal safety and the safety of others
- Entering a townhouse or apartment without the expressed permission or consent of the occupants
- As a visiting resident, failure to leave a townhouse, apartment or Foley Hall after the occupants have requested so

- Any equivalent behaviour that may be considered a breach of Residence Community Standards

**Level 4 Offence**
*Actions that seriously endanger individuals and/or the community or contravene any municipal, provincial or federal laws. Such offences can lead to the immediate termination of contract or a behaviour contract.*

Examples:
- Engaging in physical altercations, verbal or physical abuse or assault
- Behaving in any manner that would be defined as sexual, physical, verbal or mental abuse or assault
- Failing to comply with the following Codes or Acts:
  i) Criminal Code of Canada
  ii) Narcotics Control Act of Canada
  iii) Ontario Human Rights Act
  iv) Ontario Liquor License Act
- Toronto (GTA) By-laws
  – violating the Fire Safety policy, tampering with fire equipment or interfering with fire safety measures
- Unauthorized use of the fire pit
- Starting a fire outside of the designated Fire Pits or in the Fire Pit without a contract
- Gambling
- Using or possessing firearms or ammunition or any weapons or replicas of weapons
- Using or possessing drugs or drug paraphernalia
- Any equivalent behaviors that may be considered a breach of Residence Community Standards
The University and Student Housing & Residence Life have policies and programs in place to promote safety and to respond to emergencies. Everyone has a role in keeping our community safe. Residents can contribute to a safe environment by following policies, using services available and reporting any concerns immediately to Student Housing & Residence Life or to the University Police Services.

Safety & Emergency Contacts

Safety Concerns
Residents are to report any safety concerns or issues to Student Housing & Residence Life. During the day Monday to Friday from 9am to 5pm call the office at 416-287-7365. After hours and on weekends call the Residence Advisor Cell Phone at 416-688-3818.

The Residence Life Coordinator also assists and supports students who have ongoing safety concerns. The RLC will assist the student in becoming connected with the appropriate services at the University.

Referrals can include the following services:

**Campus Community Police:**
www.utsc.utoronto.ca/police
416-287-7398 (non-emergencies)
416-978-2222 & 911 (emergencies)

**Community Safety Office:**
www.communitysafety.utoronto.ca
416-978-1485

**Sexual & Gender Diversity Office:**
www.sgdo.utoronto.ca
416-946-5624

**Sexual Violence Prevention & Support:**
www.thesvpcentre.utoronto.ca
The University of Toronto’s Sexual Violence Prevention and Support Centre (the Centre) was established in 2017 as part of the University’s Action Plan on Preventing and Responding to Sexual Violence. It has locations on all three campuses and provides support to members of the University community who have been affected by sexual violence or sexual harassment.

To access supports, contact the Sexual Violence Prevention and Support Centre:
Phone: 416-978-2266
Email: thesvpcentre@utoronto.ca
University of Toronto, Scarborough
Room: 141, Environmental Science & Chemistry Building

**Personal Counselling – Health & Wellness Centre:**
www.utsc.utoronto.ca/~wellness/
416-287-7065

**Anti-Racism & Cultural Diversity Office:**
www.antiracism.utoronto.ca
416-978-1259

**UTSC Women’s Centre:**
www.utscwtc.blogspot.com/plcontact-us.html
416-287-7024
Safety & Emergency Contacts

Safety Reporting and Enquiries
Call Campus Community Police at the University of Toronto Scarborough to report any of the following:

• Suspicious persons
• Unsafe conditions on campus
• Traffic violations and unsafe driving
• Parking violations
• Prior criminal incidents (thefts, mischief, assault)
• Vehicle accidents (no injuries)
• Property Damage
• Insecure Premises
• Lost and Found
• Non-life threatening violations of federal, provincial laws, municipal by-laws and University policies
• Any other situation that looks suspicious or causes concern

Emergencies
In the case of life threatening emergencies (fire, a violent crime in progress, weapons and medical emergencies) call Campus Community Police at 416-978-2222 immediately, then call 911 and then if time permits call the RA Cell phone at 416-688-3818.

In the event of non-life threatening emergencies call Campus Community Police at 416-287-7398. These emergencies can include suspicious behaviour or circumstances, feeling that a crime is imminent, you or another is unsafe. While on campus students can make direct contact with Campus Community Police by picking up any emergency phone (red poles or yellow poles with blue lights) located on campus. Campus Community Police are dispatched by U of T Police at St. George Communications Centre. Please specify you’re calling from Scarborough when you call.

Calling for Help
Remain calm and speak clearly. Identify which emergency service you require (Police, Fire and Ambulance) and be prepared to provide the following information:
What is happening?
What is your location?
What is your name, address and telephone number?

Remain on the line to provide additional information if requested to do so by the operator. DO NOT HANG UP until the operator advises you to do so. If calling 911 first then call or have someone call else call Campus Community Police at 416-978-2222. Campus Community Police will assist other emergency services in arriving at the correct location on campus and will assist in the emergency response.

Emergency Telephones
Eight phones are located both in the North and South Residences and in the parking lots. The phones are a direct line to U of T Police and are mounted on red poles with a blue fluorescent lighting and a white picture of a telephone.
Residents are encouraged to follow these safety tips for personal safety and to promote a safe community. For more information on safety please visit the websites of the Campus Community Police and the Community Safety Office.

- **Travel Safe Program** – Use this service to walk from your residence to other locations on campus at night. Escorts may be arranged by calling 416-287-7022 during service hours:
  
  **Sept. to April:**
  Monday–Friday 2:30 p.m.– 3:00 a.m.
  
  **May to August:**
  Monday–Friday 4:30 p.m.– 1:00 a.m.
  
  Outside of the hours of this program Campus Community Police can be contacted at 416-287-7398.

- **Keep doors and windows locked.** Maintain an understanding with your housemates to keep first floor windows and doors locked at all times even if you are away for only a few minutes. Always use the security bar on the patio doors in townhouses.

- **Keep your bedroom door locked when you are out.**

- **Identify all visitors prior to permitting entry into your home.**

- **Keep keys in your possession (Residence Policy).**

- **If you observe suspicious behavior, activities, or sounds within residence property or someone knocks on your door to solicit, call Campus Community Police and also report this to your Residence Advisor or the RA on call.**

- **Residents are encouraged to look out for one another by participating in a community watch.** Working together and being alert to potential safety issues is a key element to promoting a safe environment together. If anything or anyone is in residence or on residence property that appears out of place call the Campus Community Police to monitor the situation and call the RA on call to report the situation.

- **Keep curtains drawn whenever possible to prevent outsiders from being able to observe you or any personal information from your belongings.**

- **Don’t advertise.** Never leave a note on the door that provides personal information or that indicates that you are not at home.

- **If you return to your residence and suspect that it has been entered illegally, do not enter. Call the Residence Advisor cell phone and Campus Community Police at 416-978-2222.**

- **If someone you don’t know calls for permission to enter your residence, do not permit entry without verifying it with Student Housing & Residence Life. Also be reminded that even though the University has verified an individual, do not hesitate to ask for identification.**

- **If you receive a harassing, obscene or threatening phone call, hang up immediately. Do not provide any personal information about you and your housemates. You may wish to use Call Trace. Call Trace will work on blocked numbers. Call Trace should only be used in serious situations, when you wish to take legal action against the caller. You should be prepared to contact the Police and have the caller charged. Bell Canada will release the traced number only on presentation of proper legal authorization and only to the Police. A five dollar charge is in effect. Press *57 after hanging up on a prank call to activate Call Trace. Call your Residence Advisor and the Campus Community Police if you are receiving unwelcome phone calls.**
Residents play an important role in maintaining residence space by respecting facilities and by reporting any required repairs immediately.

Residence is maintained by University Staff and three Residence Maintenance Staff and a variety of contractors hired by Student Housing & Residence Life. Residents also play an important role in maintaining residence space by respecting facilities and by reporting any required repairs immediately.

Reporting Repairs
The completion of a Repair Request will notify Facilities of deficiencies or repairs needed in your house/suite. Repair Request Forms are available on-line at the Student Housing Portal (starportal.utoronto.ca). By submitting a work order repair request residents are authorizing Facilities staff to enter the unit. Please let your roommates know if you request a repair and that maintenance is expected to enter the house.

It is the responsibility of residents to report maintenance problems. Repairs must be reported immediately to prevent the problem from becoming larger, unsafe and more expensive to fix. Increased repair costs due to neglect on the part of residents can lead to increased residence fees. The maintenance budget will cover costs of normal wear and tear; however, residents will be charged for damage caused by willful or irresponsible behaviour. Regular work requests typically are responded to within 36 hours. Emergencies and urgent matters will be given top priority and residents will be informed if repairs/replacements will be delayed.

Emergency repairs must be reported by phone:
Monday to Friday 9:00am - 5:00pm call Student Housing & Residence Life at 416-287-7365.
After hours emergencies on evenings & weekends call the Residence Advisor cell phone 416-688-3818.

Emergencies can include:
No Heat, No Water, Burst Pipe, No toilet, Flooding or Overflow, Sanitation back-up, Elevator break down.

ResNet (Internet)
Wireless internet access is available throughout residence. ResNet (Residence Network) is monitored and supported by Information & Instruction Technological Services (IITS). This internet service is included in the residence fees. Residents are subject to the ResNet Agreement. For more information visit: www.utsc.utoronto.ca/iits/student-resnet

Communications & Technology
Supplies

The following supplies can be picked up from up from Student Housing & Residence Life:

Light bulbs (for townhouses), garbage bags, study lamps, vacuums, and mops. Please bring your old lightbulbs to the maintenance office for recycling. Light Bulb replacements in Joan Foley Hall require a work order to be placed. Regularly check and change the vacuum bag when it is full. New bags are available in the Student Housing and Residence Life Office.

House Inspections

Inspections will be scheduled on a regular basis to ensure that students are keeping townhouses and apartments clean and well maintained. Students will be notified of the house inspection in advance. In the event that the house does not pass inspection, a cleaning service will be brought into the unit at the expense of the residents of that unit. Inspections are necessary to ensure that students are living in a safe and healthy environment and that excessive wear and tear is not occurring due to a lack of cleanliness in the residence space. If inspections are failed repeatedly additional charges and sanctions will be issued and it could result in a student not being readmitted to residence.

Cleaning Guidelines

If cleaning guidelines are not followed by residents and a townhouse or apartment does not meet standards a cleaning service will be hired at the residents’ expense at a rate of $50 per hour per clean.

General Guidelines Applying to all areas of the house or apartment:

- Take out garbage, compost and recycling twice weekly
- Clean outside garbage bin & remove all garbage
- Clean & sweep areas behind/front of house
- Vacuum all carpeted areas
- Dust all furniture and clean window sills
- Wipe off dust on baseboard heater
- Wipe off dust on baseboard heater
- Using a tub and tile cleaner and an abrasive sponge please scrub bathtub, wall surround and tub ledge. There should be no visible black, grey or brown buildup
- Scrub the toilet bowl to remove any noticeable brown, black or grey rings. Wipe toilet seat and tank with a disinfectant
- Wipe down all sinks and countertops weekly using a disinfectant cleaner
- Vacuum all floors - Tiled floors wash well with warm water and all-purpose cleaner weekly. Wipe high traffic wall areas, around light switches, door knobs, around stove/cooking areas with an all purpose cleaner
- Wash out fridge regularly with liquid dish soap and leave an open box of Baking Soda to absorb odours. The temperature should be set at around #5 and please keep the drip tray clear of food/dirt. It will be necessary to defrost and wash out the fridge/freezer if frost builds up from an overloaded fridge
- Keep the oven and stove clean and free of grease and food build up, this is important for health and fire prevention. Ensure you unplug the burners and remove the burner plates and properly clean under the plates. This is the most common cause for charges at move out
Garbage, Composting & Recycling

Roommates are encouraged to work out a weekly schedule that shares duties for removing all types of waste.

Garbage
All Garbage containers need to be lined with garbage bags, which are available from the maintenance office/workshops. Remove garbage from kitchen to the outdoor storage space regularly.

Townhouses – Garbage bags must be tied and placed beside the central walkway road every Monday and Thursday, before 12:00 noon when it will be collected and disposed of. Do not use small, plastic grocery bags. Do not leave garbage out overnight. It will attract animals. You will be asked to re-bag garbage that is ripped open if it is left out at night. Garbage Rooms must be emptied out on a weekly basis.

Foley Hall – Garbage must be placed in the garbage chute, located on each floor. Bags of garbage must not be left on the floor in the garbage room. Only small bags must be used. Garbage bags may be obtained from the Student Housing and Residence Life Office.

Composting
Dispose of your kitchen scraps in the compost pail provided and close the lid to avoid odours. Please wash out your compost pail regularly, if you line it each week with newspaper or paper towel this will help collect any liquids that escape the bag. Cut large items like pumpkins and corn cobs into smaller pieces to promote rapid decomposition.

Compost Pick Up:
Townhouses – Compost is picked up with the garbage on Monday and Thursday. Please place it at the curb along with your trash. Facilities staff will remove the bag and place a new bag in the bin.

Foley Hall – Compost needs to be placed outside the suite door by 12pm on Monday and Thursday. Facilities Staff will pick up compost and place a new bag in your bin.

Recycling
Townhouses – Recycling needs to be placed outside along with garbage and compost by 12pm on Mondays and Thursdays. Outside of waste pick up times, there are recycling bins located behind North Residence near the parking lot. In the South Residences recycling bins are located behind Dogwood Hall and across from Grey Pine Hall and behind Foley Hall. Please sort your recycling items carefully and follow the recycling rules as posted in your house.

Foley Hall – There are recycling bins located in the garbage rooms on each floor of Foley Hall. Please place all recycling in the bins and not on the floor.
Drains
Fill out a Work Order if drains are not running freely. Hair, food particles, and grease are the most likely causes of blocked drains and require students to be cautious with all three. Please do not put grease, or any food items down drains.

Heaters
If there is no heat in your room it may have been switched off during the summer. Check the switch on the baseboard and if it does not work submit a Work Order.

Laundry
Card operated machines are in the basements of Birch, Grey Pine and Larch Hall. Laundry rooms are located across the common rooms in Foley Hall. Cards can be reloaded using debit card or credit card in the Residence Centre or Larch Hall Laundry room in North Residence.

Lights – Street
All street lights are numbered behind the lamp. Please report any that are not working to the Maintenance office.

Maintenance/Service
All broken items such as: vacuum cleaners, chairs can be taken to the Maintenance Shop for repair or replacement. As well, the Maintenance shop will also provide: garbage bags, compost bags, light bulbs, and other supplies to students throughout the year.

Patio Doors
Do not use these during bad weather as wet and icy steps and patio stones are hazardous. Please use the security bar on townhouse patio doors consistently to help keep your house secure.

Proper Storage & Disposal of Food and Garbage
Properly storing and disposing of food and garbage will greatly reduce the risk of attracting insects. If insects do appear as a result of poor storage or lack of disposal fill out a Work Order and the problem will be addressed immediately. In some cases the cost may be charged to the resident.

Showers
Ensure the curtain is closed and inside the bathtub and mop up water on floors in order to prevent mould. Shower curtains will come clean by a wipe down with a damp cloth or paper towel and hung back up to dry. Do not put the shower curtain in the dryer.

If your living space requires repairs or maintenance you can fill out a work request online at www.utsc.utoronto.ca/residences
Cleaning & Maintenance

Smoke Detectors
If the smoke detector continues to beep or appears to be malfunctioning file a Work Order immediately in order for the battery or detector to be replaced. Tampering with or disconnecting a smoke detector is a serious infraction compromising the safety of others and will result in disciplinary sanctions.

Snow Removal/Ice Control
University staff will remove snow and ice throughout residence. Safety issues related to snow and ice can be reported through the on line repair request tool on the SHRL website.

Stoves
Please clean the stovetop and oven regularly during the term, as it will be inspected. Do not put aluminum foil under the elements or in the oven because it can cause a short and is dangerous. Do not use the “self clean” feature to clean the oven. If you wish to clean the oven please place a work order and Residence Facilities staff will use the “self clean” feature.

Toilets
Do not dispose of sanitary napkins, cardboard tubes, paper towels or wads of paper in the toilet. If a toilet becomes blocked, do not flush. Use a toilet plunger and mop up any overflow immediately. If a toilet is overflowing, turn off water valve located behind the toilet. Report any issues with the toilet immediately.
Housing Assignments
A great deal of time and effort is spent on house assignments. A variety of contributing factors means that Student Housing & Residence Life is not able to accommodate all of the housing and housemate preferences requested. It is important to remember that applicants can note preferences but these preferences are not a guarantee. Once residence house assignments are completed changes cannot be made to housing assignments as residence is full.

Room Changes
To request a room change residents can submit a Room Change Request Form. Room change requests are reviewed by the Residence Life Coordinator when there are vacancies in residence. Requests are granted based on need and not all requests can be accommodated. If you are having difficulties with your roommates or living arrangements you must visit your Residence Advisor to discuss strategies on how to work through the issues. This must occur prior to a room change being granted. Please see the Living with Housemates section of this guide.