

WOODSWORTH
COLLEGE
RESIDENCE



**RESIDENT
HANDBOOK**
SUMMER 2018

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MOVING IN & GETTING STARTED

WHAT TO BRING

Items to bring:

- Alarm clock
- Clothes hangers
- Computer & power bar
- Ethernet cable (for internet access)
- Hair drier, curling iron, flat iron
- Towels, washcloths
- Personal toiletries (incl. toilet paper)
- OHIP or other health insurance
- Laundry bag and detergent
- Bedding, linen, pillows
- Dishes, cutlery, pots and pans
- Kettle, coffee maker
- Athletic or recreational equipment
- Umbrella and rain gear
- University documentation
- Optional: Personal mini-fridge

Items not to bring:

- Candles, incense, smoking materials
- Drapes or wall hangings
- Halogen lamps
- Space heaters
- Toaster ovens
- Pets (including fish)
- Waterbeds
- Mattresses
- Other furniture
- Water coolers

KEYS & SECURITY

Since we live with a large number of residents and are located in an urban centre, we have a number of security protocols in place to ensure the residence remains safe and secure.

During the booking process, you will be asked to provide us with a photo of yourself to be used for your keycard and identification purposes. If this is not possible, we can arrange to take your photo as part of the check-in process. This keycard will open your room, suite, common room, and exterior building doors. You must show this keycard to the front desk staff each and every time you enter the residence. This keycard remains the property of the residence at all times.

You are not permitted to lend or give out your key to another person. Additionally, in your absence, we are unable to provide your guests with access to your room unless we receive, confirm and process in advance a written request from you to do so.

Temporary & Lost Keycards

Both your suite and bedroom doors lock automatically when they are closed. If you happen to find yourself locked out, you can obtain a temporary keycard from the Front Desk. As the purpose of this card is for temporary access, you are required to return it immediately after opening your door. If it is not returned within 10 minutes, a \$10 charge will be applied to your account.

If you lose your keycard and would like it to be replaced, the Front Desk Porter will cancel the old card and make you a new one. A \$20 charge will be applied to your account for each replacement keycard that is issued.

MAIL & PACKAGES

During the summer months, mail and packages are stored at the front desk of the residence. The Front Desk Porter will email you if you receive such items. To retrieve your mail, you will need to show your residence keycard.

Your new address is: *Your name*
 Your suite and room number (e.g. 1304A)
 321 Bloor Street West
 Toronto, ON M5S 1S5
 Canada

SUITE ASSESSMENT FORM

You are required to fill out a Suite Assessment Form when you arrive. This form will inventory the furniture in your room, as well as the condition of the room. It's important that you take your time when filling out this form, as any missing furniture or new damages to your room/suite when you check out will be your responsibility. Please return this form to the front desk by the date requested.

You will be responsible for any missing furniture or damages to your room. However, any damages to the common suite will be shared between yourself and your suitemates.

We tend to see some common damages. Here are some examples/guidelines:

- Fire Sprinkler System: Be sure not to touch or hang anything from the fire sprinklers in your room or suite. It's also important not to stack items or clothes close to the sprinkler head in your closet.
- Opening and closing your windows: To shut the windows, first push them out to release the hatch and then pull in to shut. Using this method to shut the window will help prevent any damages.
- Damages to walls from hanging posters & pictures. One of our staff can tell you what materials you can use to hang posters without damaging the walls.
- Be sure not to paint your room, suite, common areas, or any of the doors.
- Don't tamper with any of the locks, change them, or add additional locks.
- Don't try to make any alterations to the furniture or the structure of building.
- Be sure not to bring common room furniture into your suite/room.
- When you move out, be sure to move the furniture to how you found it.

SETTING UP YOUR PHONE

Each bedroom in residence is equipped with a landline telephone and voicemail. Your telephone number is 416-623-1685 + your extension (listed on your telephone).

To dial another extension, simply dial the four numbers. To dial a number outside the residence, dial "9" to get an outside line. Please note that there is no long distance available to your phone, thus to call long distance you need to purchase a calling card.

Setting Up Your Voicemail

LOG ON:

- Dial 7000
- Enter your mailbox number (this will be your extension number) followed by the # key
- Enter your temporary password (as a default, this is also your extension number) followed by the # key
- To retrieve your messages remotely, call 416-623-1685, dial 7000 for voicemail, enter your mailbox number, then the # key, then your password followed by the # key

CHANGE YOUR PASSWORD:

- Press 84
- Follow the prompts

RECORD YOUR PERSONAL VERIFICATION

- Press 89
- Press 5. After the tone, say your name and extension number, then press # to stop recording
- To listen to your personal verification, press 2

Recording Your System Greeting

You have the option of recording three greetings, one for external callers, one for internal callers, and one as a temporary greeting –i.e. vacation message. If you want all callers to hear the same greeting, record only an external greeting. The following instructions are for your external greeting only.

- Press 82
- Press 1 (for your external greeting)
- Press 5 when your ready to record your greeting, when you hear the tone, record your greeting. At the end of your greeting, press the # to stop recording.
- To listen to the greeting you just recorded, press 2
- To delete the greeting press 76, then press 5 to record it again
- At the end of your session, press 83. The system will say 'good-bye' before it disconnects you.

INTERNET CONNECTION

All bedrooms have an internet connection. Please note that in order to hook up your computer to the internet, you *must* have virus protection software installed on your computer and you must provide your own Ethernet cord.

All residents have been provided (in this package) with a copy of the “*Online @ Woodsworth*” pamphlet that must be read over to understand the policies and procedures of internet use. This pamphlet will show you how to connect to the Woodsworth Residence Network and what to do if you are having difficulties.

If you are having difficulties with the internet or your computer at any time, you can fill out an IT Request Form which is available on the Residence website. We attempt to follow up with all requests within two business days, however in high demand there may be a longer wait.

YOUR SUITE & LIVING WITH SUITEMATES

You will be sharing a suite with up to five other residents. Living with other people in such close quarters can be challenging (even if you’ve known your suitemates beforehand)! It’s important to address at least the following topics as soon as possible. If a new resident arrives it’s a good idea to revisit these topics.

Cleanliness

Please remember that you and your suitemates are responsible for the cleanliness of your suite. This is important to ensure our community remains bug, pest, and odour free. It’s important to speak with your suitemates and establish a cleaning schedule (common areas, kitchen, fridge, bathrooms). If you would like help setting a schedule, please let the Front Desk know and we can arrange for a Resident Assistant to facilitate this conversation.

Throughout the summer, there will be regular suite and bedroom inspections carried out by Woodsworth Staff. You will receive notice (via signs) about when these will happen. Should your suite be deemed to be unacceptably unclean at anytime, you will be given 48 hours to clean it. If it is not clean in that time, we will arrange for external contractors to do the work and you will be charged accordingly. You will be charged proportionally for cleaning to suites and common areas that cannot be charged to a specific resident.

If at any point throughout your stay you are concerned about cleanliness or damage to facilities that you are not responsible for, you *must* email us immediately to discuss the matter. If this does not occur, we will be unable to exempt you from any fees that may be charged to the suite for cleaning and/or repairs.

Thermostat Controls

There are two thermostat controls in each suite. Thermostats located in the suites control the temperature for MORE THAN ONE bedroom. Please ensure that you and your suitemates work out an acceptable temperature for the suite.

In order to get optimal use of the thermostat – place it on “AUTO”. When it is hot, you will want to keep your blinds down in order to reduce the temperature. To conserve energy and keep the system running effectively, please do not open the windows if you have the heat/air conditioning working.

Storage

There is no storage space outside your suite and you will be living with three to five other people who will also be bringing their belongings, so please only keep what is necessary.

Suite “Rules”

You will also want to ensure you and your suitemates address expectations around:

- Quiet hour expectations within the suites
- Privacy and overnight visitors
- Borrowing of personal belongings

Suitemate Conflicts & Room changes

Woodsworth College Residence encourages open communication between suitemates. If you are experiencing a conflict with your suitemates, the first step is to be assertive and try your best to communicate with him/her. The second step is to discuss the situation with a Residence Assistant. The Residence Assistants are trained in conflict resolution and will do their best to address the situation through a suitemate mediation.

If after meeting with a Resident Assistant there is a problem within the suite that cannot be resolved, you will need to set up an appointment with the Assistant to the Dean, Residence Life to discuss your options. Room changes may be difficult to administer, as the residence is typically full. There is an administrative fee of \$150 for all room changes.

THE PEOPLE OF WOODSWORTH RESIDENCE

Residence Assistants

Residence Assistants live in the building and are responsible for ensuring that residence policies are followed, as well as mediating any suitemate issues in your suite. They are available to answer questions you may have about the residence.

One Residence Assistant (RA) is “on call” each night to respond to any emergencies in the residence and to investigate any violations of the Occupancy Agreement. You may access the “on call” RA by calling the residence Front Desk (ext. 2000).

Front Desk Porters

A team of Front Desk Porters staffs the Residence front desk 24 hours a day, 7 days a week. They will assist you in answering questions, transferring calls, loaning out equipment and signing in/out your visitors. They are reachable by dialing 2000 from your residence telephone.

Residence Cleaners

The residence has two cleaners who maintain our common areas as well as the lobby and main floor spaces. You and your suitemates are responsible for cleaning your suites.

Assistant to the Dean, Residence Life | *Steve Masse ext. 2991*

Steve is a fulltime staff member who lives in the residence and is responsible for creating a safe and secure community. He supervises the team of Residence Assistants, as well as meets with residents directly about a range of issues, from personal to disciplinary.

Assistant to the Dean, Residence Administration | *Mauricio Rodriguez ext. 2992*

Mauricio is responsible for residence admissions, payments, summer residence, conferences, and the residence Front Desk. He also keeps the residence internet, telephone system, and operations databases up and running.

Residence Facilities Coordinator | *Sandro Battello ext. 2993*

Sandro is responsible for the residence facilities. When you submit a work order, he is the person to ensure it is done in a timely and efficient manner. Sandro works with a team of people both on site and from central services, to maintain and operate the residence.

Dean of Students | *Liza Nassim 416-946-7397*

Liza is responsible for overseeing the overall residence operation. She works closely with all members of the residence staff team to facilitate the best possible residence experience.

BUILDING OPERATIONS & FACILITIES

RESIDENCE FRONT DESK

The Front Desk is staffed 24 hours a day, seven days a week when the residence is open. It is the hub of the residence by controlling access to the building, signing in/out guests, answering questions, transferring phone calls, holding mail and packages, and signing out equipment.

Access Control

The Front Desk is responsible for controlling access into the building. Prior to entering the elevator vestibule, residents must identify themselves to the Front Desk by showing the porter their residence keycard. For security purposes, the building's exterior doors are locked each night between 9pm and 7am and keycards must be used to gain entry. If a resident forgets/loses their keycard, or a guest is arriving during this time, they must use the intercom system (located on the east wall of the Bloor Street vestibule) to speak with the porter prior to being let in.

Visitors

Bringing visitors into the residence community is a privilege and a responsibility. Visitors must present photo identification to the front desk in order to be signed in. Visitors without photo identification will not be permitted in the residence. Once an individual enters the residence property to see a resident, they are considered their visitor (even before they have signed in). A visitor may have one or more hosts.

Please be sure to understand and adhere to the following Visitor Policies:

- All visitors to the residence must be signed in and out at the Front Desk. Visitors can be signed-in in advance using our online guestbook.
- Residents must accompany their visitors at all times while they are in the residence.
- Residents will be held responsible for all actions and policy infractions of their visitors.
- Visitors may not stay overnight more than 3 nights in a one-week period, or a total of 6 times per month. Suitemate consent is required for visitors staying after quiet hours.
- Residents can have no more than 4 visitors at a time.
- As per fire regulations, the following suite limits apply: 16 people (4-person suite), 20 people (5-person suite), and 24 people (6-person suite).

Woodsworth College Residence reserves the right to restrict visitor access to the building in the event of a building, university, or city incident or emergency.

Equipment Available to Sign Out

The front desk has a number of items residents can sign out. To do so, residents will be required to leave photo identification. These items include a vacuum, an iron & ironing board, television remotes, a DVD player, board games, moving carts, pool cues, a foosball, and an extension cord.

RECYCLING, GARBAGE & COMPOST

On each floor of the residence, there is a room where garbage, recycling, and compost can be disposed of (please see refer to building signage for the location of these rooms). Please ensure that recycling is sorted appropriately and that compost is disposed of in biodegradable bags. These are available to residents at no charge and can be collected at the front desk.

BIKE STORAGE ROOM

There is a bike storage room located on the main floor of the residence. All bicycles must be registered with the Residence Office. Spaces will be allocated through a process determined by the Residence Office. If there is more demand than there are spaces available, they will be allocated through a lottery system that occurs within one week of the start of the summer term.

Once a bike has been registered, the office will grant the resident access to the room by reprogramming their keycards. All bicycles are required to have an additional lock that must be used at all times. Bicycles can only be stored in the bike storage room during the occupancy period. The residence shall not be liable to the resident for any damage to, loss of, theft of personal property. Any suspicious activity must be immediately reported to the front desk.

Users of this space are responsible for ensuring the bicycle cage is closed and locked upon exiting. Failure to do so may result in suspension of access to this facility.

To request a storage space for your bicycle, please email residence@wdw.utoronto.ca for further details.

LIGHTING CONSIDERATIONS

Woodsworth College Residence is committed to implementing initiatives that support sustainable environmental practices. As such we have improved our energy efficiency by installing LED light bulbs. We ask that you do not remove or exchange the light bulbs in your bedroom or the common areas.

COMMON SPACES

Laundry Room

Our laundry facilities are located on the main floor of the residence and operated by Coinamatic, an external company specializing in laundry services. There are numerous washers and dryers for use, as well as an adjoining common room with a pool table and television.

To use the laundry machines, residents must purchase a laundry card and load it with funds. To do so, there are machines in the laundry room itself through which residents can use cash, credit, and/or debit to make their purchase.

Should you have any problems with the laundry or card purchasing/loading machines, please contact Coinamatic directly at 1-800-561-1972.

Common Rooms

The Woodsworth Residence has 17 floors with several common rooms available for residents. There are television lounges, a games room, and study rooms. Please see the chart below for details:

Floor	Facilities
Main	Laundry room & TV lounge with pool table Waters Lounge event space Bike storage room
2	Gym facility
3	TV lounge
4	TV lounge
6	Games room with foosball table and TV
8	Study room
10	TV lounge
12	Study room
14	TV lounge
16	Quiet study room

MAINTENANCE REQUESTS

Residents are required to report any damage or damages made, observed or witnessed to a room, suite, or elsewhere in the residence or the facilities to the residence staff immediately.

To report maintenance issues, including replacing light bulbs, please fill out an online Work Order form. To access this form, go to residence.wdw.utoronto.ca/facilities.

If you have any problems filling out the work order form, please call the Residence Front Desk. If you do not have access to a computer, you can go down to the Front Desk and fill out a form manually.

You will be charged for damages/repair to your room, suite, the residence or any furnishing or equipment caused by yourself or by your visitors. Normal wear and tear is exempted from this. Repairs that cannot be charge to a specific resident will be distributed proportionately to the suite or floor.

Emergency Maintenance Issues

In the event of a major maintenance issue, please call the Front Desk immediately. This only refers to emergency maintenance issues such as flooding.

Pest Control Requests

Unfortunately, high-density populations are occasionally subject to pest outbreaks. At Woodsworth residence we strive to eradicate any instance as quickly and effectively as possible.

If you suspect a room may have pests, please submit a work-order with as many details as possible. We will take actions to investigate and treat any pest outbreaks that may occur in the building. Do not hesitate to ask for assistance if you suspect your room/suite may have pests.

Please note that should a pest outbreak be confirmed, no refund or reduction of residence fees will occur and you will not be changed to a new room/suite. Controlling pest outbreaks is often a lengthy process and it may take repeated actions to effectively eradicate them from the residence.

BUILDING CLOSURES & MOVING OUT

CHECK-OUT

The resident has no vested right to occupy the room after the vacating date. By 10:00am on the vacating date, the resident will:

- vacate the room
- remove all of his/her possessions from the room
- remove all of his/her possessions from common areas of the suite
- ensure the room is left in a clean and orderly condition
- lock the bedroom and suite doors
- officially check out at the front desk
- return the room keycard to the front desk

Until ALL these steps are taken, a resident is still considered to be “a resident” and is not considered to have moved out. If the resident abandons their room it is NOT considered to be “moving out”.

EARLY WITHDRAWALS FROM RESIDENCE

It is important to note that when you booked your space in residence, you entered into a contract for the stated period. If you are considering moving out of residence early, you must email the Residence Office (summer.residence@wdw.utoronto.ca) as early as possible to avoid unnecessary financial implications.

To officially withdraw from residence, you will need to email the Residence Office (summer.residence@wdw.utoronto.ca) expressing your intent to withdraw, your full name, and the date you will vacate your room.

Please note that withdrawing from residence early does not guarantee a return of your residence fees – refer to the Occupancy Agreement for further details.

EMERGENCY SITUATIONS

FIRE ALARM & EVACUATION

The fire alarm system at the Woodsworth College Residence has two stages:

- **Stage one:** When you hear the first alarm, you are not required to evacuate the residence. Keep your suite door closed. Please be on alert, ready to evacuate if the second alarm sounds.
- **Stage two:** When you hear the second stage of the alarm, YOU MUST evacuate the residence immediately. *You are to proceed to the closest exit and evacuate the building.* The elevators will not operate when the fire alarm is sounding, therefore you must use the stairs.

Once outside, residents are to move South into the Woodsworth College courtyard while waiting for the Fire Department to arrive. In the event of inclement weather, Woodsworth College will be opened. Under no circumstances are any residents to re-enter the building until the Fire Department has completed their inspection and given instruction to do so.

EMERGENCIES

In the event of an emergency, dial 9-911. After you have made this call, contact the Residence Front Desk at ext. 2000. They will contact Campus Police and the Residence Staff to make sure the Emergency Response Team is given prompt access to the residence.

Woodsworth College Residence reserves the right to contact the emergency contact listed on a resident's application in cases where we believe that they may be in distress or facing a medical emergency. Should we be unable to reach an emergency contact, we reserve the right to contact a family member or guardian.

STATES OF EMERGENCY

A state of emergency, or other unforeseen developments (e.g. severe weather conditions, fire, leaks in city plumbing) may make normal residence operations difficult or impossible to sustain.

Woodsworth College Residence reserves the right to require you to vacate your room immediately if safety measures are compromised or on 48 hours written notice. Should an event of this nature happen, the residence will be closed and no access will be permitted. The residence is under no obligation to provide you with alternative housing or compensation.

COMPENSATION FOR LOST/DAMAGED/STOLEN PROPERTY

The residence and university shall not be liable to the resident for any damage to, loss of, theft of personal property or for personal injury, including death, on the residence property.

We strongly recommend all residents make arrangements for their own insurance coverage before moving in to residence.

COMMUNITY LIVING STANDARDS

During the summer, Woodsworth College Residence is committed to providing residents with a safe and secure community. Consideration for others with courtesy and respect is expected from all residents and their visitors at all times. Any violations of these policies may lead to the termination of your residence contract and you being required to leave the building.

Guiding Principles

All the policies in this handbook can be summed up with the following three principles: Respect yourself, respect others, and respect the facilities.

Cleanliness

Each resident is responsible in ensuring that his or her room, suite, and the common spaces are maintained in a clean and wholesome condition and will not allow any refuse, garbage or other objectionable material to accumulate.

Periodic (usually monthly) checks of suites may be conducted throughout the summer to ensure this standard is upheld.

Noise

Since each resident lives in close quarters to one another, it's important to be considerate of how the effect of noise can have on our community. The following policies have been set to help ensure all residents can study and sleep without interruptions:

Quiet hours:

- 11pm – 8am, Sunday – Thursday
- Midnight – 8am, Friday, Saturdays

Courtesy/respect hours:

- Are in effect 24 hours a day, seven days a week.

A resident's right to a reasonably quiet environment always supersedes another resident's right to make noise. The playing of amplified instruments, drums, and other musical instruments that infringes the community is not permitted.

Posters

All postings in the residence must be in accordance of the Woodsworth College Residence Poster Policy and be approved and stamped through the Residence Office. Posters are only permitted in designated areas, and must not damage the surface of the wall.

A copy of the Woodsworth College Residence Poster Policy is available from the front desk, from the website, or from the Residence Office.

Appliances & Furniture

Due to fire safety, toaster ovens are not permitted in the building. We ask that mini-fridges that are brought in are under three years old and are energy efficient. For fire safety and pest concerns, no outside furniture (including desk chairs) may brought into the residence without the written permission of the Residence Office. Medical documentation may be required.

Harassment/Abuse

Physical abuse, threats of violence or conduct that threatens or is perceived to threaten the mental or physical health or safety of any person is strictly forbidden.

Harassment (either verbal, written, or otherwise) of any form will not be tolerated in our community. This may include inappropriate language directed at another person or displaying intimidating behaviour.

Videotaping & Photography

Videotaping or photographing residents, staff, or visitors without their consent in any area of the residence is not permitted. Posting videos or photographs on any website, file-sharing software, or anywhere else without the resident, staff, or residents permission is not permitted.

Boisterous Behaviour

Any behaviour that compromises the safety or wellbeing of members in our community or of the facility is not permitted. Examples of this include; sports in the courtyard that is disruptive or could damage property, hall sports, pranks, and water fights.

Harmful Behaviour

Exhibition of behaviour that is harmful to oneself or to others including, but not limited to, cutting, burning, excessive alcohol consumption, repeated underage drinking, may trigger disciplinary sanctions and/or the resident may be referred for support from a professional counselor. Such incidents, depending on the severity and impact on the immediate community, will require an assessment as to the individual's suitability to remain living in the residence community.

Weapons & Prohibited Materials

Possession of firearms or explosives, ammunition, firecrackers, knives, slingshots, combustible liquids and substances, institutional chemicals or other lethal weapons, or any object that creates cause for alarm, or any replicas of the above weapons are not permitted on residence property.

Theft

Theft or illegal possession of property is not permitted. This includes, but is not limited to, common lounge furniture, construction pylons & signage, street signage, etc.

Pets

Pets of any kind are not permitted in the residence, including fish (with the exception of permitted service animals). Please contact your Residence Life Coordinator prior to arrival should you wish to bring a service animal into residence.

Gambling

Gambling is not allowed on residence property

Alcohol

In accordance of provincial laws, the possession and/or use of alcoholic beverages by anyone under the age of 19 is not permitted. The purchasing for or giving alcoholic beverages to anyone under the age of 19 is strictly forbidden.

Consumption of alcoholic beverages is only permitted in resident rooms and resident suites. Alcohol is not permitted in any public areas, including hallways, common rooms/lounges, elevators, the lobby, and the courtyard.

Participation in the mass consumption or excessive drinking of alcoholic beverages is not permitted. This includes kegs, "texas mickeys", jell-o shooters, or other common source containers. This also includes drinking games, "funneling", floor/hall crawls, or any event/activity that has intoxication and/or excessive consumption as its goal or inevitable end. Being present in an area where such an activity is taking place will be sufficient proof of a resident's involvement.

Drugs

Possession, use, or solicitation of illegal drugs and controlled substances is strictly forbidden. The possession of drug paraphernalia (including, but not limited to bongos, pipes, scales) or the smell of drugs on your person or property will be sufficient proof of illegal drug activity. These items are not permitted anywhere on residence property.

Smoking

In accordance with Ontario laws, smoking and smoking-related activities (including, but not limited to cigarettes, vaping, e-cigarettes, hookahs or other smoking devices) are not permitted anywhere inside the residence, including residents' room, common rooms, and immediate surrounding areas. Outdoors, smoking is not permitted within 9 metres of any Residence entrance including the courtyard, front entrance, and emergency exit doors.

Open flame of any kind, candles, incense, etc. is not permitted in the building. If you require the use of candles for religious purposes, please contact the Assistant to the Dean, Residence Life.

Fire Alarms, Prevention Equipment, & Emergency Exits

Woodsworth College Residence has a strong tradition of minimal false fire alarms. Tampering with, damaging, or removing fire equipment or violating fire safety and protection procedures is forbidden. The use of emergency exits is only permitted during an emergency. Misuse of emergency exits can compromise the safety and security of our building and will not be tolerated.

Residents must evacuate the building upon hearing the fire alarm.

Vandalism & Tampering

The defacement of any wall, ceiling, object, furniture, poster, or surface of the residence, including windows, or damage to the residence is not permitted. Please dispose of all litter in the appropriate containers.

Tampering with and/or modifying any aspect of the building or building furniture, fixtures, etc. is not permitted. This includes removal of window screens, modifying residence window openings, modifying residence doors or locks.

Restricted Areas

Access to any restricted area, including, but not limited to, rooftops, mechanical/electrical/telecommunication rooms, or entering another residents' room/suite without the permission of the resident will not be tolerated.

Community Relations

Any activity or action that may damage the reputation of Woodsworth College Residence, Woodsworth College, or the University of Toronto is not permitted. This includes:

- Littering
- Throwing, dropping, displacing, or otherwise of objects to or from roofs or windows.
- The running of cables/wires out of windows or through hallways, floors/ceilings
- Displaying any object, poster, flag, alcohol container, and/or offensive material on any window or window ledge.
- Applying or affixing anything to the exterior of the residence.

Pornography & Objectionable material

Displaying or making pornographic or other objectionable material available for viewing from common areas in residence is not permitted.

Commercial Activities/Solicitation

The residence does not allow commercial activities or enterprises to operate within the building except as authorized by the Residence Office and the residence student government – normally through a contractual arrangement. Operating a business venture of any kind is not permitted in the residence.

Soliciting, canvassing, electioneering, or selling is prohibited on the residential floors of the residence. Unsolicited proposals to offer services to residents will not be accepted. The Residence Office must approve any person or group seeking access to floor meetings or the lobby area.

Residence & University Staff

Residents are expected to respect and abide by the decisions of the Residence Staff made pursuant to the Resident Handbook and Occupancy Agreement.

U of T Policies and Municipal, Provincial, & Federal Laws

Any act that contravenes any University policy, municipal, provincial, or federal law (e.g. University of Toronto's Alcohol Policy and Code of Student Conduct, Criminal Code of Canada, Narcotics Control Act, Ontario Human Rights Code, Ontario Liquor License Act, City of Toronto noise by-laws) is prohibited.

Resident Privacy

As a resident, you are entitled to private living quarters. As much as possible, we endeavour to provide advance notification before entering your suite/room. There are certain situations however, where members of the residence life team, maintenance staff, contract workers and/or emergency services may need to enter your suite without providing such notification. These situations include, but are not limited to:

- In the event of an emergency or perceived emergency.
- To assess the safety and wellness of occupants.
- If a violation of residence policy is likely occurring.

By submitting a work-order, residents are giving permission to residence staff, maintenance technicians, and/or contract workers to enter the suite/room to address the concerns identified in the request. It is recommended that residents notify their suitemates upon submission of a

work-order so that they are aware that individuals will be entering the suite to address the concern.

Prior to entering a room/suite, the following procedure will be followed:

1. Knock, announce who they are, wait
2. Knock, announce who they are, wait
3. Knock while entering the room/suite
4. Announce who they are as they enter the room/suite
5. Close the door and ensure it is locked upon leaving.

In case of emergency or perceived emergency, staff may enter more quickly and not follow these steps.

RESIDENT BEHAVIOUR MANAGEMENT

All residents are expected to inform violations of the Resident Handbook or Occupancy Agreement to a staff member of the building. Residence staff (Residence Assistants, Front Desk Porters, office staff) are responsible for enforcing the residence policies and procedures. Residents must abide by the direction given by residence staff within the scope of their authority. Residence staff will identify themselves by clothing, nametag, or by verbal identification.

The Assistant to the Dean, Residence Life (ADRL), or their designate, is responsible for ensuring that an investigation is conducted, and for deciding, when necessary, upon the appropriate sanctioning.

STANDARD PROCESS

When a resident, or their visitor, has been documented as being involved in an incident, the following standard process is followed:

1. The Assistant to the Dean, Residence Life (ADRL), or their designate, issues a “Notice of Infraction” by email, outlining the alleged infraction, possible sanctions, and next steps.
2. Should the notice be uncontested, the ADRL decides upon an appropriate sanction.
3. Should the notice be contested, the ADRL will conduct a thorough investigation that includes gathering and reviewing documentation and interviews with relevant individuals.
4. Based on the Balance of Probability (preponderance of evidence), the ADRL decides whether or not an infraction has occurred. If an infraction has been committed, the ADRL will decide on the appropriate sanctions.

* Meetings are scheduled during regular business hours, 9-4:30pm between Monday and Friday. If residents are unable to meet in-person during this time, arrangements can be made to conduct this meeting over the telephone.

SANCTIONS

There are two types of sanctions that a resident may receive due to involvement with an incident: Formal and Supplementary Sanctions. A breach of a Supplementary Sanction may result in an elevated Formal Sanction. Please note that these sanctions may not be applied in the order listed below.

Formal Sanctions

Verbal/Written Warning

A verbal/written warning informs the resident of behaviour that is unacceptable.

Disciplinary Probation

Once a resident has been placed on Disciplinary Probation, any further violation may result in the Termination of the Residence Contract. A resident on Disciplinary Probation will not be readmitted to Woodsworth College Residence.

Termination of Residence Contract & Ban from Residence

Residents who have their residence contract terminated will have 24 hours (unless otherwise noted) to remove themselves and all their belongings from the residence property. They will also be restricted indefinitely from the residence property (including the residence perimeter and grounds). A resident who has their residence contract terminated will not be eligible for re-admission to the residence for a five year period (minimally). Any resident who is has their residence contract terminated will have his/her name shared with the other residences on campus.

Supplementary Sanctions

Fines - A monetary penalty may be charged to a resident for inappropriate behaviour. This levy is non-refundable.

Restitution of Costs - A resident may be required to pay restitution for any loss or damage incurred.

Loss of privileges

A resident may lose residence privileges (ie. suite/floor restriction, loss of guest privileges) or be required to remove belongings (e.g., stereos, amplifiers, speakers, bicycles) for a specified amount of time.

Behavioural Contract

This is a written agreement between you and the Woodsworth College Residence, in which you agree to refrain from specified behaviours. A breach of a Behavioural Contract may result in the termination of your residence contract.

Mandatory Move

A mandatory move may be imposed when an incident or problem occurs and removing a particular resident would best serve the resident and/or the community. The resident may be relocated to another suite, another floor, or another residence.

Suspension

A resident may be suspended from the building for a specified amount of time when they are deemed to be harmful to the safety or wellbeing of himself or herself, the community, and/or the property. In cases of suspensions, the resident is responsible for finding alternative accommodation and will not be permitted on Woodsworth College Residence property.

APPEAL PROCESS

An appeal must be launched within five calendar days of the date that the resident was given written notice of the sanction. Sanctions levied on the resident will remain in effect throughout the appeal process.

Appeals will only be heard on the following grounds:

- New information has come available that may change the outcome of the sanction.
- The proper disciplinary process was not followed AND this impacted the decision reached.

A resident who appeals the decision of the ADRL has five business days from the date on their incident letter to submit a formal written appeal.

The appeal should be directed to the Dean of Students or designate. She/he will decide if the Appeal has grounds to be heard.

- If the Appeal has no grounds, the Appeal is denied on that basis and the sanction(s) will stand.
- If the Appeal has grounds to be heard, there are three possible outcomes:
 - The original decision is upheld
 - The original decision is overturned
 - Sanctions can be modified, which may include increasing the sanctions originally levied

COMMON CHARGES

The following is a list of common charges at Woodsworth College Residence:

Late return of temporary keycard	\$10
Replacement Keycard	\$20
Replacement metal key (room or mail)	\$75
Room change processing fee	\$150
Smoking fine	\$100 (minimum)
Cost of cleaning of an unclean suite/room	\$195 (minimum)
Tampering with Fire Safety Equipment	\$200 (minimum)
Returning common room furniture from suite/bedroom	\$25/piece
Wall-mounted light covering	\$50
Labour for small repairs	\$25/h + Material Cost – 1h min.

In cases where responsibility has not been determined for a charge, the fee will be divided amongst all suite members.

CHANGES TO RESIDENT HANDBOOK

The residence reserves the right to amend these standards and make any additional regulations or policies as the need arises. Residents will always be given notice in writing when such changes occur.