

WOODSWORTH  
COLLEGE  
RESIDENCE



**RESIDENT  
HANDBOOK**  
*FALL / WINTER 2019-20*

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## MISSION & LEARNING OBJECTIVES

### OUR MISSION STATEMENT

Woodsworth College Residence is committed to providing residents with a safe, secure, diverse, vibrant and cooperative community that is conducive to academic success and personal development.

The Residence is dedicated to promoting a learning environment that is both challenging and supportive. We expect that residents will contribute to the structure of the residence community and provide feedback to community members.

Residents are expected to apply and integrate their individual talents and interests for the benefit of personal and community development. We expect all students to contribute in a meaningful way to the residence community, to student groups, to university governance, and to the larger urban community.

### LEARNING & DEVELOPMENT OBJECTIVES

The Woodsworth College Residence experience attempts to meet the following learning and development objectives.

**Intellectual Growth:** The development of critical thinking and the ability to problem solve based on personal experience and observation to form an opinion or decision.

**Effective Communication:** Writing and speaking effectively after reflection. Effectively articulate abstract ideas.

**Enhanced Self Esteem:** Demonstrate self-respect and respect for others; take action towards obtaining goals.

**Clarified Values:** Express personal values, and live by these values. Demonstrate a willingness to scrutinize personal values and beliefs and recognize how values influence decision-making.

**Career Choices:** Recognize interests, values and skills combined in order to comprehend oneself in the world of work.

**Leadership Skills:** Comprehend the dynamic of a group and display democratic principles for/of that group as a leader.

**Healthy Behaviour:** Choose behaviours and environments that promote health and reduce risk.

**Meaningful Interpersonal Relationships:** Establish mutually rewarding relationships with friends and colleagues. Consider others' points of view.

**Independence:** Exhibit self-reliant behaviors. Manage time effectively. Accept supervision as needed.

**Collaboration:** The ability to co-operate with others and seek feedback from others. Contribute to the achievement of a group goal.

**Social Responsibility:** Contribute in the development, maintenance and/or orderly change of community. Appropriately challenge the unfair or unjust behavior of the other individuals or groups.

**Satisfying and Productive Lifestyles:** Achieve a balance between education, work and leisure time. Overcome obstacles that hamper the achievement of goals. Articulate long-term goals and objectives.

**Appreciating Diversity:** Understand one's own identity and culture. Seek involvement with people different from oneself. Articulate and partake in the advantages of a diverse society. Challenge stereotypes.

**Personal and Educational Goals:** Use personal and educational goals to guide decisions.

## 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, tissues)
- 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/large items
- Water coolers
- Light bulbs

### 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 key and identification purposes. If this is not possible, we can arrange to take your photo as part of the check-in process. This key will open your room, suite, common room, and exterior building doors. You must show this key to the front desk staff each and every time you enter the residence. This key 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.

#### **Replacement Keys**

Your suite and bedroom doors lock automatically when they are closed. If you happen to find yourself locked out, you can ask your Don to open your suite if they are available. In addition, the Don on Duty can unlock your suite between 6:00pm to 12:00am (midnight).

If you are unable to gain access to your suite outside of these hours, you can obtain a replacement key from the Front Desk. As the purpose of this key is to replace your old key, you are required to return your old key immediately after opening your door. If it is not returned within 10 minutes, a \$100 charge will be applied to your ACORN account.

If you have lost your old key and do not know its whereabouts, you are required to pay \$100 for the replacement key fee. This fee will be applied to your ACORN account.

## **MAIL & PACKAGES**

During the fall/winter term, mail is delivered to your residence mailbox, which is located on the main floor of the residence. You will be given a mail key at time of check-in, which you will use to access your mailbox. Be careful not to lose this key, as the replacement cost is \$75.

Any packages or larger mail that will not fit in your mailbox will be kept behind the front desk. A Front Desk Porter will notify you by email when you have a package to pick-up. You will need to show your residence keycard to pick up packages.

Your new address is: *Your name*  
*Your suite and room number (e.g. 1305A)*  
321 Bloor Street West  
Toronto, Ontario  
M5S 1S5

## **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 additional internet access information that must be read over to understand the policies and procedures of internet use. This information sheet 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 file a work-order, or email [mauricio.rodriguez@utoronto.ca](mailto:mauricio.rodriguez@utoronto.ca). We attempt to follow up with all requests within four business days; however during move-in periods 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**

The Residence offers suite cleaning to all suites in the building. This includes surface cleaning in all commons areas (kitchen, bathrooms, hallways, and living room). Bedroom cleaning is not included in this service.

The Residence Office will set a schedule for when the housekeeping staff will arrive to clean. A specific time cannot be booked, but a specific day and time will be assigned to your suite. We expect that all suites are accommodating during this predetermined time slot in order for the cleaner to complete their work in a timely and efficient manner. During your indicated time, we suggest that you remain in your bedroom or exit your suite to ensure we can clean all shared suite spaces appropriately. Please also ensure the surfaces in your suite remain clear to assist with this. Our resident expectations are as follows during the assigned suite cleaning time:

- The kitchen is not in use and there are no dishes in the sink
- The bathrooms are not in use and the shower surfaces are uncluttered
- The hallway is clear of items
- All garbage, recycling, and compost receptacles are empty

On statutory holidays, cleaning will be rescheduled for an alternate day, typically the day after the holiday.

Below is some additional information about the scope of the provided suite cleaning:

- The housekeeping staff will wipe and dust any visible surfaces in the common areas, kitchen (surface cleaning of kitchen elements and appliances), living room, washrooms, and hallways. If there are any items on the floor, cleaning will be done around them.
- The bathroom sink, toilet bowl, shower, mirrors, counters, and floor will be cleaned and sanitized.



- Housekeeping staff will not enter individual bedrooms; students are responsible for cleaning their individual bedrooms.
- **Garbage and recycling removal is the responsibility of the resident.** Housekeeping will not empty the receptacles. It is expected that the receptacles must not be overfilled, leaking, or odourous.

If you are unable to remove your suite's garbage, please refer to the garbage fee under "Common Charges".

We are not responsible for lost or damaged items or articles. If you send housekeeping staff away at the time they are meant to clean, they will not return later in the day and your room will not be cleaned until the following week.

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 for taking out the garbage, washing the dishes, and any other tasks not completed by the suite cleaner as indicated above. If you would like help setting a schedule, please let the Front Desk know and we can arrange for a Resident Don to facilitate this conversation.

Throughout the year, there will be regular suite and bedroom inspections carried out by Residence Dons. 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 cleaners 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. Once such an issue arises, we may perform weekly checks to ensure appropriate cleanliness standards are maintained.

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 ([residence@wdw.utoronto.ca](mailto:residence@wdw.utoronto.ca)) as early as possible 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 Don. The Residence Dons are trained in conflict resolution and will do their best to address the situation through suitemate mediation.

If after meeting with a Residence Don 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 Dons**

Residence Dons are successful, upper-year students who assist residents with orientation and transition, create opportunities for social interaction and co-curricular learning, and ensure that residence policies are followed. Residence Dons are live-in staff who are “on call” each night to respond to any emergencies in residence and to investigate any violations of the Occupancy Agreement & Resident Handbook. You may access the on-call staff member by calling the residence Front Desk (ext. 2000).

### **Front Desk Porters**

A team of Front Desk Porters staff the residence front desk 24 hours a day, 7 days a week. They assist residents by answering questions, transferring calls, loaning out equipment and signing in/out your guests. 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** | *Savannah Sloat ext. 2991*

Savannah is a fulltime staff member who lives in the residence and is responsible for creating a safe and secure community. She supervises the team of Residence Dons, 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 fashion. Sandro works with a team of people both on site and from central services, to maintain and operate the residence.

### **Residence Operations Coordinator** | *Kristen Wantuchowicz ext. 2611*

Kristen is responsible for managing the day-to-day operations of the residence office. She coordinates all residence communications, assists with admissions, and supervises the residence front desk.

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

Liza is responsible for the overall operation of the residence. She works closely with all members of the residence staff team.

### **Student Life Coordinator** | *Janice Asiimwe 416-946-0605*

Janice is responsible for overseeing all programming portfolios run by the Office of the Dean of Students including orientation, mentorship, leadership development and community outreach.

## 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 10pm 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.

#### **Guests**

Bringing guests into the residence community is a privilege and a responsibility. Guests must present photo identification to the Front Desk in order to be signed in. Guests 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 guest (even before they have signed in). A guest may have one or more hosts.

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

- All guests to the residence must be signed in and out at the Front Desk. Guests can be signed-in in advance using our online guestbook.
- Residents must accompany their guests at all times while they are in the residence.
- Residents will be held responsible for all actions and policy infractions of their guests.
- Guests 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 guests staying after quiet hours.
- Residents can have no more than 4 guests 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. You may not submit a health card or your Residence keycard as a piece of photo identification. These items include a vacuum, an iron & ironing board, television remotes, a DVD player, board games, moving carts, pool cues, a foosball, reusable grocery bags, and an extension cord.

## **RECYCLING & GARBAGE**

There is a garbage & recycling room located on each floor of the residence with garbage, recycling, and compost receptacles. Compost bags can be requested at the Front Desk. Please refer to the signs on each floor for the exact location of the garbage/recycling rooms.

## **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 Front Desk. If there is more demand than there is available space, the spaces will be awarded through a lottery system and assigned by the first day of class.

Once a bike has been registered, the Front Desk will grant the resident access to the room by reprogramming their key. 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.

To register your bicycle, please email the Residence Front Desk at [residence.frontdesk@wdw.utoronto.ca](mailto:residence.frontdesk@wdw.utoronto.ca).

## **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 a television.

To use the laundry machines, residents must use the provided 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:

<b>Floor</b>	<b>Facilities</b>
Main	Laundry room & pool table lounge Waters Lounge event space
2	Gym facility & TV
3	TV lounge
4	TV lounge
6	Games room with foosball 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](http://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, residential buildings are occasionally subject to pest outbreaks, including but not limited to, bedbugs. At Woodsworth Residence we strive to eradicate any instance as quickly and effectively as possible.

If a pest outbreak is suspected, residents are required to immediately contact Residence Administration so an inspection can be arranged. If the presence of pests is confirmed, residents will be required to actively participate in the treatment by following the directives of the University and/ or professional Pest Control workers. To reduce the likelihood of spreading pests to unaffected areas, residents will not be relocated to a new room. No refund or reduction of fees will be issued to those who are inconvenienced by pest inspection or remediation process.

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 IN DECEMBER & APRIL**

All residents are required to check out and leave the residence 24 hours after their last exam, at 4:00pm on the closing day of the residence, whichever is sooner.

This regulation exists to ensure that residents who still have exams are able to study in a quiet environment. Students should plan work and/or travel arrangements in advance with their required check-out date in mind.

During the April exam period, all students must confirm their departure date via the online departure form that will be sent to your University of Toronto email address.

In cases where a resident would like to stay past this time, a "Request for Extension" form must be filled out, and handed in to the Front Desk with accompanying documentation. Approval for an extension is granted only in rare (and extreme) circumstances, and must be requested by the date stated by the Residence Office.

If an extension is approved, these privileges may be revoked immediately upon failure to comply with the guidelines in the Resident Handbook.

### **Winter Closure**

The residence is closed for the December Winter Break and no one may remain in the building. All Residents are expected to vacate their room not later than 24 hours after their final exam or by **December 20th, 2019 at 5pm EST**, whichever date is earlier. Please ensure that your lights are turned off, your windows are shut, and that you take with you everything you will require over the holiday. There will be no access to the building if you have forgotten an item. Maintenance and room checks will occur over the break. The residence will re-open on **January 5th, 2020 at 9am EST**.

### **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 ([residence@wdw.utoronto.ca](mailto: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 ([residence@wdw.utoronto.ca](mailto: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 (intermittent chime):** When you hear the first alarm, you are not required evacuate the residence. Keep your suite door closed. Please be on alert, ready to evacuate if the second alarm sounds.
- **Stage two (rapid chime):** 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

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 year 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
- 1am – 8am, Friday, Saturdays

#### **Courtesy/respect hours:**

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

Residents found responsible for excessive noise or behaviour that is distracting or disturbing others during the exam period will be fined \$25 in addition to any applicable sanctions.

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. Portable or countertop dishwashers are not permitted within suites. 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/bulky items (including desk chairs) may be brought into the residence without the written permission of the Residence Office. Appropriate documentation is 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, Recording & Photography**

Videotaping, recording, or photographing residents, staff, or visitors without their consent in any area of the residence is not permitted. Posting videos, recordings, 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**

(1) 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. (2) Engaging in inappropriate and/or unwanted sexual conduct, including behaving in a manner that could constitute sexual harassment or assault.

### **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 bongs, 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.

## **Cannabis**

As of October 17, 2018, recreational cannabis is legal in Canada. In order to balance individual rights and responsibilities against those of the community as a whole, the following policies apply to the use and consumption of cannabis in residence. Residents must abide by all federal and provincial laws as they relate to the possession, purchase, consumption, and production of cannabis.

Residents should be particularly aware that it is illegal for anyone under 19 years of age to buy, use, possess, and grow recreational cannabis. The provision of cannabis to individuals under 19 years of age is prohibited. Additionally:

- Cannabis plants are not permitted in residence.
- The preparation or production of cannabis and items containing cannabis is prohibited.
- The residence front desk is unable to accept deliveries of cannabis on behalf of residents.
- Residents are not permitted to store cannabis anywhere other than their bedroom.
- Selling cannabis in residence is prohibited.

Please note that rules and restrictions regarding "Smoking" applies in full to the use of cannabis in residence.

\*Medical cannabis is subject to different regulations than recreational cannabis. Students who require the use of medical cannabis must register with Accessibility Services in order for an accommodation plan to be developed.

## **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. On the St. George Campus, smoking is permitted on city-owned property, which includes many streets and sidewalks on and adjacent to campus. The following streets are owned by the university and therefore, smoking is not permitted, including but not limited to:

- Hart House Circle
- King's College Circle
- King's College Road
- Classic Avenue
- Galbraith Road
- Bancroft Avenue
- Willcocks Street (between St. George and Huron)
- Tower Road

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.

### **Cooperation with Staff**

It is considered an offence if:

- A resident fails to respond to reasonable attempts (including phone, email, written notice) made by the Residence Life Staff to get in touch with him or her;
- A resident fails to take reasonable steps to prevent a problem situation from occurring or, if it occurs, to prevent it from escalating to a more serious level;
- A resident is found to impede any Woodsworth Residence Life Staff in the performance of their duties in relation to any possible offence. These include, but are not limited to:
  - Not providing proper identification of oneself or one's guest to the Residence Staff upon request,
  - Knowingly withholding information, or providing false or incomplete information to the Residence Staff,
  - Being uncooperative with a Residence Staff member, including fleeing from a situation and/or refusing to speak to them when requested,
  - Impeding the investigation of a possible offence; failing to report any damage witnessed by a resident to Residence Staff.

### **U of T Policies & 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

Woodsworth College Residence is committed to personal development and learning in all aspects of the residence system, including 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 Dons, 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 guest, has been documented as being involved in an incident, the following standard process is followed:

1. When a breach of the Resident Handbook or Occupancy Agreement is found, the incident is documented and submitted to the Assistant to the Dean, Residence Life.
2. The ADRL, or their designate, reviews the documentation, conducts an investigation, and meets with the resident involved.
3. 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.
4. Considerations may be given to the following factors when deciding on sanctions:
  - a. The extent of the misconduct and impact on community.
  - b. The inadvertent or the deliberate nature of the misconduct.
  - c. Whether the act in question is an isolated incident or part of a series or repeated acts of misconduct.
  - d. Whether the resident involved was upfront, truthful, and cooperative.
  - e. Whether the resident involved has demonstrated learning based on the incident.
  - f. Prior sanctions assigned for past incidents, whether or not the past incidents were similar in nature to the incident under consideration.
5. The resident(s) involved accepts the decision or can choose to write an appeal within five (5) business days.



## **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.
- *Letter of Warning*  
A written warning may be issued which informs the resident of behaviour that is considered unacceptable in a residence environment.
- *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.
- *24-Hour Probation*  
This sanction is formal notice informing the student that any kind of further offence can result in eviction within 24 hours. A resident on 24-hour 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 has their residence contract terminated will have his/her name shared with the other residences on campus.

### **Supplementary Sanctions**

*Educational* – Educational sanctions are designed to help facilitate an understanding of the community standards, policies, and procedures upon which the Community Living Standards are placed.

- Education Project: Residents may be asked to research a topic relating to their misconduct, or complete other specified educational projects.
- Community Service with Reflection: Residents may be requested to perform some form of community service within the residence facility and write a reflection on their experience.

*Bond* – A bond is an agreement whereby the resident is allowed to continue living in residence on the conditions that the resident abides by the outlined agreement for the duration of their stay in residence. If the terms of the bond are not met, the amount of the bond will be charged to the resident's financial account (ROSI) and is non-refundable; any additional sanctions may be applied.

*Fines* - A monetary penalty may be charged to a resident for inappropriate behaviour. This levy is non-refundable. Fines will be placed on the resident's financial account (ROSI).

*Restitution of Costs* - A resident may be required to pay restitution for any loss or damage incurred. These charges will be placed on the resident's financial account (ROSI) and is non-refundable.

#### *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**

Appeals against a decision made by the ADRL, or a designate acting under the ADRL's authority, must be made in writing within five calendar days' notice of a 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 given sanction is too severe considering the infraction/behaviour. Please note that sanctions given that are within the stated guidelines in the Resident Handbook may not be appealed as being too severe.
- The proper disciplinary process was not followed AND this impacted the decision reached.

If the submitted appeal is determined to have no grounds, the appeal may be denied on that basis and the sanction(s) will stand. The ADRL's decision is considered final.

In those cases, where allegations of behaviour are serious and, if proven could constitute a personal safety threat to other members of the residence community, the Dean may feel it imperative for the resident concerned to comply with the sanction for the interim period preceding the hearing of the appeal.

In the case of an appealed expulsion, the Residence Office may attempt to find other temporary accommodation for the resident.

### First Level of Appeal

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 ADRL or Dean of Students. They 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.

For a resident appealing a verbal warning, the decision of the ADRL is final.

### Second Level of Appeal

A resident who is unsatisfied with the resolution of the first appeal has five business days from the outcome of their first level of appeal to submit a second formal written appeal.

The appeal should be directed to the Dean of Students who 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 an Appeal has grounds to be heard, the Dean of Students will move forward with the appeal, or strike an appeal committee, which will be formed by the Principal of the College, as outlined below. 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.

The decision at the second stage of appeals is final.

Formal Behaviour Level	Appeal – Step 1	Appeal – Step 2
Verbal Warning	Assistant to the Dean, Residence Life	None
Letter of Warning	Assistant to the Dean, Residence Life	Dean of Students
Probation	Dean of Students	Appeal Board through Principal
Termination of Contract	Dean of Students	Appeal Board through Principal

## COMMON CHARGES

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

Replacement Key	\$100
Replacement metal key (room or mail)	\$75
Room change processing fee	\$150
Smoking fine	\$100 (minimum)
Cost of cleaning of an unclean suite/room	\$85 (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.
Garbage Removal Charge	\$150/suite

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.