



RESIDENCE **HANDBOOK**

Woodsworth College Residence

ABOUT US

Our Mission

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.



@woodsworthres
residence@wdw.utoronto.ca



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.

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.

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 when such changes occur. All residents living in Woodsworth College Residence will receive up-to-date information sent to their official U of T email addresses only.

Quiet hours:

11pm – 8am, Sunday through Thursday

1am – 8am, Fridays and Saturdays

Courtesy & Respect hours:

24 hours a day, seven days a week

Call the Front Desk for Support, available 24 hours

416-623-1685 ext 2000



OUR VALUES

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 behaviours. 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 behaviour 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.

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WELLNESS SUPPORT

We are here to help.

There are many pathways on your university journey and there may be challenges ahead. Whether it is navigating financial and familial responsibilities, supplemental work, concerns with health and wellness, and more, the Residence Life Team is here to help.

When you're ready, we hope that you will ask for support when needed.

Health & Wellness Support: COVID-19

- If you are feeling unwell: please stay in your room and follow public health guidelines. We ask that you report your illness to the Residence Office by visiting uoft.me/wdwsupport

Need Additional Support?

If you're encountering an academic or personal challenge, connecting with your Residence Don is a great place to start. Your Don will be able to discuss a range of support services on campus for students, or refer you to a member of the Residence Office staff who will be happy to assist you further.

The Woodsworth College Residence Front Desk, available 24 hours.

- 416-623-1685 ext 2000. Or simply dial extension 2000 from your residence phone. The Front Desk Porter will be able to connect you with the Don on Duty, the Assistant Dean, Residence Life, or another college staff member.

Feeling Distressed?

If you're feeling distressed, please take advantage of 24/7 Emergency counselling services offered by the University of Toronto, including:

U of T My Student Support Program (My SSP)

- 1-844-451-9700. Outside of North America, call 001-416-380-6578. Culturally-competent mental health and counselling services in 146 languages for all U of T students.

Good2Talk Student Helpline

- 1-866-925-5454. Professional counselling, information and referrals helpline for mental health, addictions and student well-being.

COVID-19 GUIDELINES

Due to COVID-19, many of our residence policies have been adjusted in accordance with public health guidance from the University of Toronto. These policies include changes to space management, signage, and more. Please review this page carefully.

We ask that you continue to follow the proper safety precautions to stop the spread of COVID-19 in our community. These include:

- Avoid large gatherings of more than 5 people
- Practice proper physical distancing of 6ft or 2m
- Limit your close contacts to people in your household
- Wear a well-fitting mask in indoor common spaces and when close to others
- If you feel unwell, please self-isolate in accordance with public health guidelines.

Visit <https://www.toronto.ca/home/covid-19/> for up-to-date information from the City of Toronto and/or visit <https://www.viceprovoststudents.utoronto.ca/covid-19/> for up-to-date information from the University of Toronto. We expect that all residents follow guidance from the University of Toronto and public health authorities while residing at the College. If you have questions, please email residence@wdw.utoronto.ca.

Guest Restrictions

Following guidance by the University of Toronto and Toronto Public Health, there are restrictions on guests in residence.

Masks Required

In all common spaces, residents are required to wear a well-fitting mask in accordance with Toronto Public Health guidelines.

Obey Signage

Throughout our residence, you will find directional signage, capacity limits, and other policies designed to support physical distancing. These signs are to be obeyed at all times while in the residence.

These guidelines are subject to change. For the most-up-to-date information on Residence operations, please visit [https://wdw.utoronto.ca/Covid-19 Information and Updates](https://wdw.utoronto.ca/Covid-19%20Information%20and%20Updates)

STAFF DIRECTORY

Cleaning Staff

The residence has a team of cleaning staff who maintain the cleanliness of common areas of the building and facilitate the cleaning of suites.

Maintenance Staff

Our maintenance team supports the entire residence building through regular and emergency maintenance, including all common areas and suites.

Suzanne Cuneo | Residence Operations Coordinator | ext. 2993

The ROC is responsible for managing the day-to-day operations of the residence office. They coordinate residence communications, assist with admissions, and oversee the front desk.

Jason Brennan | Assistant Dean, Residence Life | ext. 2991

The ADRL is a full-time staff member who lives in the residence and is responsible for supporting a safe and secure community. They supervise the team of Residence Dons, as well as meet with residents directly about a range of issues from personal support to conduct concerns.

Mauricio Rodriguez | Assistant Dean, Residence Administration | ext. 2992

The ADRA is responsible for residence admissions, payments, summer residence, conferences, and managing the residence Front Desk. They oversee the residence internet, telephone system, and operations databases.

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

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

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

The Dean oversees all student life activities in the College, including all aspects of the residence program. The Dean works with students, staff, and faculty members at the College and across the university to ensure the student experience at Woodsworth is robust and dynamic in meeting student needs.

STUDENT STAFF



RESIDENCE DONS

Dons are 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. Each house is assigned a Residence Don. They are on-call each night to provide support and ensure that community standards are met. 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 ext 2000 from your residence telephone.

Please note that some of the facilities outlined in this section, such as gym use, may be subject to COVID-19 restrictions. For questions, please contact the front desk or your residence don.

FACILITIES

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. 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 residence has several common rooms available for residents. There are lounges, a games room, and study rooms. All residents are responsible for taking care of common rooms and should be respectful of residence spaces.

Gym

There is a gym located on the 2nd floor that is available for the use of residents. We ask that residents do not take items out of the gym and assist us in taking care of the space by wiping down equipment with the cleaning products provided and reporting any concerns.

Bike Storage Room

The bike room is 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 classes. To register your bicycle, please email the Residence Front Desk at residence.frontdesk@wdw.utoronto.ca.

Recycling, Garbage & Compost

Located on each floor of the residence there is a room with garbage, recycling, and compost receptacles. Each suite is responsible for their own waste disposal. Free compost bags can be requested at the Front Desk. Please refer to the signs on each floor for the location and information about properly sorting waste.

SERVICES

Internet & Wi-Fi

To connect to the Internet in residence, you can physically connect your computer to the ethernet port in your room or you can set up your own wireless router. Students must purchase their own ethernet cord and/or router. All routers must be password protected. It is recommended that one router is installed per suite. If you are having difficulties with the internet at any time, you can file a maintenance request or email mauricio.rodriguez@utoronto.ca.

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. For larger packages, delivery carriers will place them in package lockers inside of the elevator vestibule. Oversized packages will be kept at the front desk. A Front Desk Porter will notify you by email when you have a package to pick-up. You will need to verify your identity to pick up packages.

Your new address is:

Your name

Your suite and room number (e.g. 1305A)

321 Bloor Street West

Toronto, ON

M5S 1S5

Telephone & Voicemail

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.

To set up your voicemail:

- 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
- Press 84 and follow the prompts to set your greeting

Equipment Sign-Out

The Front Desk has a number of items residents can sign out. Residents will be required to leave photo identification. These items include vacuum cleaners, an iron & ironing board, television remotes, board games, moving carts, pool cues, a foosball, reusable grocery bags, and an extension cord.

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, and other residence services, go to <https://wdw.utoronto.ca/woodsworth-residence/services>

If you have any problems filling out the work order form, please call the Residence Front Desk (ext. 2000). 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 you 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.

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

Unfortunately, residential buildings are occasionally subject to pest outbreaks, including but not limited to, bedbugs. The residence engages in proactive pest control practices and regular inspections. If a pest outbreak is suspected, residents are required to immediately contact the Residence Office 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.

Suite Cleaning

Each suite is assigned a consistent cleaning time. 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 follow the outlined protocol to ensure effective suite cleaning:

- The kitchen is not in use and there are no dishes in the sink
- Keep kitchen counters uncluttered
- The bathrooms are not in use and the surfaces are uncluttered
- The hallway is clear of items
- Ensure that garbage, recycling, and compost receptacles are emptied

The cleaning staff will wipe and dust any visible surfaces in the common areas; clean the kitchen surfaces and appliances; sanitize the bathroom, including the sink, toilet, shower, and counters; and clean the floors in the common area, washrooms, and hallways. If there are any items on the floor or countertops cleaning will be done around them.

Housekeeping staff will not enter individual bedrooms; students are responsible for cleaning their individual bedrooms.

Please remember that you and your suitemates are responsible for supporting the consistent cleanliness of your suite. This is important to ensure our community remains clean, 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 ask your Residence Don to facilitate this conversation.

Should your suite be deemed to be unacceptably unclean at any time, 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 the office at 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.

SAFETY & SECURITY

Access Control

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.

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 key. For security purposes, the building's exterior doors are locked each night between 10pm and 7am and keys must be used to gain entry. If a resident forgets/loses their key card, they must speak to the porter about a temporary or replacement key. Residents will be required to verify their identity to the porter before receiving a replacement key.

In order to maintain safety and security, anyone who is not a resident of the building is not permitted inside without being signed in as a guest. Residents are able to sign in guests using our online guestbook or in person at the Front Desk. Residents are expected to adhere to the Community Standards policies regarding guests.

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.

Dons On Duty

Each night there are resident staff on-call to support residents between the hours of 6:00pm - 8:30am. If residents require individual support, or are concerned about infractions of the community standards, they can contact the Front Desk at ext 2000 and request help from the Dons on Duty.

If you require assistance outside of these hours please contact the Front Desk.

Emergency Contacts

Residence Front Desk: 416-623-1685 ext 2000

Campus Police Urgent Line: 416-978-2222

Campus Police Non-Urgent Line: 416-978-2323

Emergency Medical Services: 9-1-1

Fire Department: 9-1-1

Toronto Police: 9-1-1

EMERGENCIES

Fire Alarms

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 to 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.

Individual Emergencies

In the event of an emergency, dial 9-911 from your room phone or 911 from your cellphone. After you have made this call, contact the Residence Front Desk at ext. 2000. They will contact 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, etc.) 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 into residence.

LIVING WITH SUITEMATES

Below is some information on what to bring and not to bring to residence. For communal items for the kitchen and bathroom you may wish to communicate with your suitemates in advance to coordinate the things you are bringing or ordering after you arrive.

Items to bring:

- Clothes hangers
- Bedding, linen, pillows
- Laundry bag and detergent
- Computer & power bar
- Ethernet cable (for internet access) and/or router for the suite
- Towels, washcloths
- Personal toiletries & hair styling tools (hair dryer, flat iron, curling iron, etc.)
- Dishes, cutlery, cups/mugs
- Pots, pans, and cooking utensils
- Kettle, coffee maker, toaster
- Personal identification and University documentation
- OHIP and/or health insurance documentation
- Optional: Personal mini-fridge (must be stored in your bedroom)

Items not to bring:

- Candles, incense, smoking materials
- Drapes, wall hangings, wallpaper, paint
- Halogen lamps or space heaters
- Pets (including fish)
- Mattresses
- Other furniture/large items
- Water coolers
- Light bulbs
- Subwoofers/amps or other large speakers
- Desk chairs



Setting You Up for Success

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 communal living needs with one another and to create a plan for communicating over the course of the year.

Your Residence Don will contact your suite at the beginning of the year to discuss your Suitemate Communication Plan. This is a tool that helps you discuss common concerns up front with one another as well as create proactive strategies for managing potential conflicts. All residents are required to participate in this process.

Some of the things you will wish to discuss are:

- A communication method for the suite and how to use it effectively (i.e., a group chat)
- Quiet hour expectations within the suites
- Privacy and guests
- Borrowing of personal belongings
- Daily cleaning routines for common areas
- An effective method for addressing concerns in a kind and considerate way
- A plan to revisit the communication plan if adjustments need to be made
- A shared kitchen and washroom schedule in support of health & wellness.

Woodsworth College Residence encourages open communication between suitemates. If you are experiencing a conflict with a suitemate, the first step is to communicate with one another using the guidelines that you have established. The second step is to discuss the situation with your Residence Don. Dons are trained in conflict resolution and will support you in creating an effective communication strategy. If needed, Dons may determine to address the situation through a suitemate mediation.

If the situation is not resolved through mediation, the Don or the resident may decide to refer the situation up to the Assistant Dean, Residence Life to discuss possible options.

Room changes may be difficult to administer as the residence is typically at full occupancy. In the event that a room change can be facilitated, there is an administrative fee of \$150 charged to the resident's ACORN account.



LIVING ON CAMPUS

Below is some information on what to bring and not to bring to residence. For communal items for the kitchen and bathroom you may wish to communicate with your suitemates in advance to coordinate the things you are bringing or ordering after you arrive.

Your College & Your Campus

- Located at the key intersection of Bloor and St. George Streets, Woodsworth College Residence marks the northern gateway to the University of Toronto's downtown St. George campus. Nestled between Toronto's historic Annex and Yorkville neighbourhoods, the residence is just steps from world-class fitness facilities, libraries and museums, some of the city's best restaurants and a plethora of convenient amenities such as grocery stores and pharmacies.

Nearby:

- Across the street from the Residence you will find the entrance to St. George Station, a key north-south & east-west interchange station.
- L'Espresso Bar Mercurio: A chic cafe inside the main floor of our building, accessible by exterior doors on Bloor St.
- Less than a one minute walk away you'll find a pharmacy, Shopper's Drug Mart, at Bloor and Bedford Streets.

A Little Farther:

- Robarts Library, the largest library at the University of Toronto.
- Hart House, the University of Toronto Student Centre.
- The Royal Ontario Museum & Gardiner Museum of Ceramic Art

Urban Living

- Toronto is a vibrant city with plenty to do. Our prime location means that you're in the heart of downtown Toronto. But living in a large metropolitan environment can take some adjustment. From the sounds of traffic, pedestrians, streetcars, construction noise, light pollution, and more, you can expect the full experience of city living on our urban university campus. Residents with noise concerns are encouraged to contact their residence don or the front desk; however, residents should expect that some level of noise is unavoidable, particularly from exterior sources such as traffic and construction.

COMMUNITY STANDARDS

Overview

As a resident, it is your responsibility to comply with the behavioural standards outlined here. These Community Standards exist to support your learning and overall personal wellness, as well as the community environment as a whole.

Of course, all residents must abide by all Federal, Provincial, and Municipal laws as well as University policies and regulations. Any behaviour by residents that does not comply with these statutes and policies will be addressed.

Any violations of these policies may lead to the termination of your residence contract and you being required to leave the building.

If you have questions regarding these standards, we encourage you to reach out to your Residence Don or to the Residence Office.



Cleanliness

Each resident is responsible in ensuring that their 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.

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. Reasonable amounts of noise are permitted outside of quiet hours. The playing of amplified instruments, drums, and other musical instruments that infringes the community is not permitted. Residents are encouraged to have discussions with their suitemates if there are additional considerations for noise.

Quiet hours:

11pm – 8am, Sunday through Thursday

1am – 8am, Friday and Saturday

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).

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

- 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;
- All guests to the residence must be signed in and out;
- Guests can be signed-in in advance using our online guestbook;
- 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 overnight, and it is included in the Suitemate Communication Plan for discussion;
- 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);
- Residents should not sign in or admit entry for anyone that they do not know;
- 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.
- Should a special circumstance require additional consideration, the resident must contact the Assistant Dean, Residence Life.

Keys

Residents will be issued one key fob that will allow them to access the building and its common spaces, their suite and individual bedroom. Suite and bedroom doors lock automatically when they are closed. It is recommended that a resident keeps their key with them at all times.

Residents are required to show their key to the Front Desk Porter each time they enter the building.

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

Lockouts & Temporary Keys

If you happen to find yourself locked out, you can ask your Residence 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). You can request assistance with a lockout from the Front Desk, who will call the Don on Duty to assist you.

Outside of the Don on Duty hours, or if your don is unavailable, you can obtain a temporary 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. Failure to return a temporary key will result in a replacement key charge.

Replacement Keys

If you have lost your old key and do not know its whereabouts, you must immediately notify the Front Desk Porter so that they can cancel your old key fob and issue you a new one.

You are required to pay \$100 for the replacement key fee. This fee will be applied directly to your ACORN account.

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.

Trespassers

The Residence lobby and basement classrooms are open during the day. Although the doors to the building are locked overnight, there are instances of non-residents trespassing in the space. If you witness concerning behaviour from a non-resident or in a common area please report it to the Front Desk.

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/providing alcoholic beverages to anyone under the age of 19 is strictly forbidden. Consumption of alcoholic beverages is only permitted in resident rooms and r 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. The Front Desk is unable to accept deliveries of alcohol on behalf of residents.

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.

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 and/or production of cannabis and items containing cannabis is prohibited.
- The 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. It should be stored in an airtight container to reduce smell.
- Selling cannabis in residence is prohibited.
- 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 resident bedrooms, suites, common rooms, and immediate surrounding areas.

The University of Toronto is a smoke-free campus. Smoking is only permitted on city-owned property, which includes many streets and sidewalks on and adjacent to campus.

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

Smoke Alarm & Carbon Monoxide Alarm Maintenance

Please submit a maintenance request if your smoke & carbon monoxide alarm is indicating low battery. Smoke and carbon monoxide alarms are inspected often by Maintenance Staff. The Ontario Fire Code specifies that "*No person shall disable a smoke alarm*" and "*No person shall disable a carbon monoxide alarm*". A resident or any other person who disables a smoke or carbon monoxide alarm is guilty of a provincial offence and may be subject to a fine, or imprisonment, or both.

Pornography & Objectionable Material

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

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.

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 Council, 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. 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 approved poster mounts will be provided.

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 residence's permission is not permitted.

Health & Safety

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, water fights, and failure to adhere to public health guidelines.

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

Harmful Behaviour

1. Exhibition of behaviour that is harmful to oneself or to others including, but not limited to, cutting, burning, excessive alcohol and/or drug consumption, may trigger intervention and the resident may be referred for support from a professional counsellor. Such incidents, depending on the severity and impact on the immediate community, may result in disciplinary sanctions and 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.

Gambling

Gambling is not allowed on residence property.

Fire Alarms, Prevention Equipment, & Emergency Exits

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.

Decorations & Alterations

Residence staff understand that decorating is important in making your room feel like home. However, the use of paint, wallpaper, nails, screws, tape or gel stickers on residence walls, doors, and furniture is prohibited.

Putting up posters or decorations is permitted only with approved poster mounts are available from the Front Desk.

Use of prohibited items that result in damage to walls, furniture, and doors will be assessed and corresponding damage charges will be applied.

Appliances & Furniture

Small kitchen appliances such as blenders, coffee makers, and toasters are permitted in kitchens. Due to fire safety, toaster ovens are not permitted. Other appliances such as dehumidifiers, dishwashers, washing machines are not permitted in the building. Mini-fridges must be under three years old, certified energy efficient, and remain individual bedrooms. The residence reserves the right to inspect any permitted appliances for safety reasons and ask for them to be removed based on requirements.

For fire safety and pest concerns, no outside furniture/bulky items (including desk chairs, desks, exercise equipment etc.) may be brought into the residence.

If you have an accessibility accommodation that may require specific furniture, you must register with Accessibility Services and your advisor will connect with the Residence Office on your behalf.

Pets

Pets of any kind are not permitted in the residence, including fish (with the exception of registered service animals). Please contact the Residence Office prior to your arrival if you need to discuss registration of a service animal for residence.

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.

University 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.

Cooperation with Staff

Residence staff are here to support the wellbeing and safety of residents and the overall residence community. Residents are expected to treat residence staff with respect and to understand the function of their role. It may be considered a failure to cooperate with staff if:

- A resident fails to respond to reasonable attempts (including phone, email, written notice) made by the Residence Staff to get in touch with them;
- 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 Residence 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.

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

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 by staff:

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.

CONDUCT PROCESS

Overview

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 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 ADRL.
2. The ADRL, or their designate, reviews the documentation, conducts an investigation, and meets with the resident(s) 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 up front, 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 Sanctions 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 letter 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 their name shared with the other residences on campus.
 - Campus Police will be called should a banned resident enter the residence property and/or building.

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: Residents may be requested to perform some form of community service within the residence facility.
 - Written reflection: Residents may be required to 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 ACORN account 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 ACORN account.
- 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 ACORN account 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.

Appeals 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 Residence 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.

Appeal Process for Formal Sanctions

- Verbal Warning:
 - Level 1 Appeal - Assistant Dean, Residence Life
 - Level 2 Appeal - None
- Letter of Warning:
 - Level 1 Appeal - Assistant Dean, Residence Life
 - Level 2 Appeal - Dean of Students
- Probation:
 - Level 1 Appeal - Dean of Students
 - Level 2 Appeal - Appeal Board through Principal
- Termination of Contract:
 - Level 1 Appeal - Dean of Students
 - Level 2 Appeal - Appeal Board through Principal

COMMON RESIDENCE CHARGES

The following is a list of common charges at Woodsworth College Residence for replacements, repairs, and/or conduct related to facilities. Charges are applied directly to a resident's ACORN account.

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

- Replacement Room Key
 - \$100
- Replacement Mail Key
 - \$75

- Smoking fine
 - \$250 (minimum)
- Tampering with Fire Safety Equipment
 - \$250 (minimum)
- Cost of additional cleaning of an unclean suite/room, including the removal of excessive garbage/waste
 - \$150
- Returning common room furniture from suite/bedroom
 - \$25/piece
- Replacing wall-mounted light covering
 - \$50
- Labour for damage repairs
 - \$25/h + Material Cost
 - 1h minimum will be charged for labour
- Room change fee
 - \$150