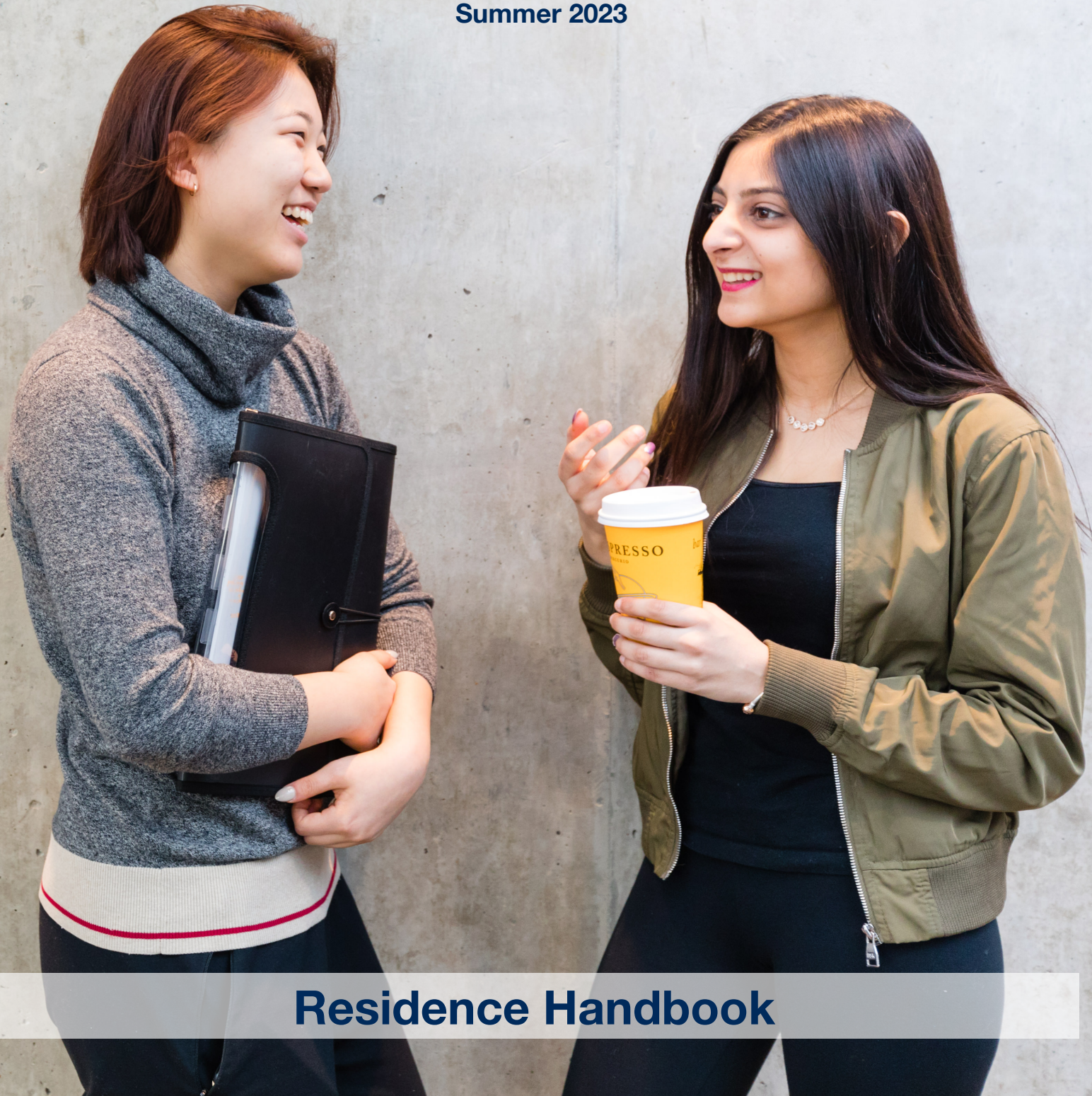




Summer 2023



# Residence Handbook



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# 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.

Woodsworth College Residence will adhere to any public health measures, guidelines, or legislation. It may be necessary to restrict access to building amenities, services, and/or guest registration.

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.

## **Quiet hours:**

- **12am – 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:**

- **416-623-1685 ext. 2000 (available 24 hours a day)**





## The Front Desk

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

**Lead Porters** are members of the Front Desk Porter team who act as a support for team members and assist in Front Desk Porter Team management. The Lead Porters also provide first tier on-call support each night for the residence community. You may access the on-call staff member by calling the residence Front Desk (ext. 2000).

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 dialling ext. 2000 from your residence telephone.

**Do you have a question or need help? The Front Desk is the best place to start.**



# Residence Staff

## **Ellery Medrano | Maintenance Technician**

The Maintenance Technician supports the entire residence building through regular and urgent maintenance, including all common areas and suites.

## **Andrea Fuentes Ceverino | Facilities Coordinator**

The Facilities Coordinator supports the entire residence building through coordination of the maintenance team, cleaning services staff, and facility management.

## **Suzanne Cuneo | Residence Operations Coordinator | [suzanne.cuneo@utoronto.ca](mailto:suzanne.cuneo@utoronto.ca)**

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 | [jason.brennan@utoronto.ca](mailto:jason.brennan@utoronto.ca)**

The ADRL is a full-time staff member who lives in the residence and is responsible for supporting a safe and secure community. They meet with residents directly about a range of issues from personal support to conduct concerns, including after-hours and crisis support.

## **Mauricio Rodriguez | Assistant Dean, Residence Administration | [mauricio.rodriguez@utoronto.ca](mailto:mauricio.rodriguez@utoronto.ca)**

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.

## **Liza Nassim | Dean of Students | [liza.nassim@utoronto.ca](mailto:liza.nassim@utoronto.ca)**

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.





# Moving In



We're looking forward to welcoming you to Woodsworth College Residence this summer. On the following pages you will find more about your suite amenities and a guideline for what to bring when moving-in.

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 that replace, modify, or may damage existing appliances, furniture, or fixtures in your suite are not permitted.*

*If you have any questions, please reach out to the residence office at [summer.residence@wdw.utoronto.ca](mailto:summer.residence@wdw.utoronto.ca).*



## **Your Suite**

Each suite contains a full kitchen, including a stove and oven, at least one refrigerator, a microwave, kitchen island and stools. In your suite common space you will find a sofa, sofa chair and coffee table.

Each bedroom contains a twin XL bed, under-bed storage, large closet with shelves, a desk, desk chair, full length mirror, bookshelf and desk/floor lamps.

Basic cleaning supplies, such as garbage, recycling, and compost receptacles are included along with a mop, bucket, and broom.

## **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 communal living needs with one another and to create a plan for communicating over the course of your stay. If a new resident arrives, it will be good to revisit these topics.

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

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 them. The second step is to discuss the situation with an office staff member by emailing [summer.residence@wdw.utoronto.ca](mailto:summer.residence@wdw.utoronto.ca). If after meeting with an office staff member there is a problem within the suite that cannot be resolved, you will need to set up an appointment with the Assistant 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 \$250 for all room changes.



### **Items you may wish to bring:**

- Clothes hangers
- Bedding, linen, pillows
- Laundry bag and detergent
- Computer & power bar
- Ethernet cable (for internet access) and/or router.
- 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/toaster oven
- 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 large furniture items
- Water coolers & portable dishwashers or washing machines
- Light bulbs (provided by residence)
- Subwoofers/amps or other large speakers
- Instant hot pots
- Over-the-door hooks and hangers
- Self-adhering LED strips

### **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.



## Suite Assessment

You are required to review the condition of your suite when you arrive and submit a work order (see page 12) for any deficiencies, damages, or missing items within 24 hours of your arrival. You can find an inventory of the furniture in your room on our website. It's important that you take your time when reviewing your suite, as any missing furniture or new damages to your room/suite when you check out will be your responsibility. 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.

## 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.



# Checking Out

## Check-Out

The resident has no vested right to occupy the room after the vacating date. By 12:00pm on the vacating date, the resident will:

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

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

## Early Withdrawals from Residence

It is important to note that when you booked your space in residence, you entered into a contract for the stated period. If you are considering moving out of residence early, you must email the Residence Office ([summer.residence@wdw.utoronto.ca](mailto:summer.residence@wdw.utoronto.ca)) as early as possible to avoid unnecessary financial implications. To officially withdraw from residence, you will need to email the Residence Office ([summer.residence@wdw.utoronto.ca](mailto:summer.residence@wdw.utoronto.ca)) expressing your intent to withdraw, your full name, and the date you will vacate your room. Please note that withdrawing from residence early does not guarantee a return of your residence fees – refer to the Occupancy Agreement for further details.



# Services & Facilities

## 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 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 maintenance request, or email [mauricio.rodriguez@utoronto.ca](mailto:mauricio.rodriguez@utoronto.ca). We attempt to follow up with all requests within four business days.

## Mail & Packages

During the summer months, packages are stored at the front desk. The Front Desk Porter will email you if you receive such items; due to processing times there may be a delay between your package arrival and pick-up notification. To retrieve your packages, you will need to show your identification. Please note that the front desk does not facilitate mail or courier pick-ups/returns.

*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.

- Dial 7000
- Enter your mailbox number (this will be your extension number) followed by the # key
- Enter your temporary password (by default, this is 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, and a foosball kit.

## 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 maintenance request. To access this form, 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. 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.

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.



## Cleaning

Each suite is assigned a cleaning schedule. Should any of the suite common areas be in use during the scheduled cleaning time, cleaning in your suite will not take place. The missed cleaning will not be rescheduled. Your next cleaning time will be the following scheduled time.

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 not overflowing

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.

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 [summer.residence@wdw.utoronto.ca](mailto:summer.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.

## **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 may use the Coinamatic app. (Residents may also purchase a laundry card and load it with funds. To do so, there are machines in the laundry room itself through which residents can use cash, credit, and/or debit to make their purchase.)

Should you have any problems with the laundry, Coinamatic app, 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 to the front desk.

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



# 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 9pm and 7am and keys must be used to gain entry. If a resident forgets/loses their key, 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. 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.

## Emergency Contacts

Residence Front Desk: 416-623-1685 ext 2000

Campus Safety Urgent Line: 416-978-2222

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

Emergency Medical Services: 9-1-1

Fire Department: 9-1-1

Toronto Police: 9-1-1

*From your room phone, you must dial 9 first for outside calls, including 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 evacuate the residence. Keep your suite door closed. Please be 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.





**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 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: 12am – 8am, Sunday through Thursday and 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 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 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 seven day 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 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, and one mailbox key. 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 request assistance with a lockout 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 key fob or mailbox key, 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 a replacement key fob or mailbox key.

## **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 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**

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.

- 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. Residents 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. 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**

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.

## **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.

## **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**

- 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.
- 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.

## **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.

## **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 alarms.

## **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.



## **Decorations & Alterations**

Residence staff understand that decorating is important in making your room feel like home. However, the use of paint, wallpaper, nails, screws, self-adhering LED strips, 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/toaster ovens are permitted in kitchens. Cooking/kitchen appliance use is not permitted in bedrooms. 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. Any furniture/appliances brought into the residence must be clean and in a state of good repair.

The residence reserves the right to inspect any permitted appliances or furniture for safety reasons and ask for them to be removed based on these requirements.

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.

## **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, staff will knock and announce themselves. In case of emergency or perceived emergency, staff may enter more quickly when needed.



## Conduct Process

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 (Lead Porters, 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:

- When a breach of the Resident Handbook or Occupancy Agreement is found, the incident is documented and submitted to the ADRL.
- Based on the Balance of Probability (preponderance of evidence), the ADRL decides whether or not an infraction has occurred and contacts the resident. If an infraction has been committed, and uncontested, the ADRL will decide on the appropriate sanctions.
- If contested, the ADRL, or their designate, reviews the documentation, conducts an investigation, and meets with the resident(s) involved.
- Considerations may be given to the following factors when deciding on sanctions:
  - The extent of the misconduct and impact on community.
  - The inadvertent or the deliberate nature of the misconduct.
  - Whether the act in question is an isolated incident or part of a series or repeated acts of misconduct.
  - Whether the resident involved was up front, truthful, and cooperative.
  - Whether the resident involved has demonstrated learning based on the incident.
  - Prior sanctions assigned for past incidents, whether or not the past incidents were similar in nature to the incident under consideration.
- 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.

- Verbal Warning:
  - A verbal 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.
- 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.

- 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.
- 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 Safety will be called should a banned resident enter the residence property and/or building.

## 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 may 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.
- 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, 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 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 Principal of the College, 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 Principal will move forward with the appeal and strike an appeal committee as part of the appellate process.

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.

## Common 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 account, due immediately, and can be paid online via a resident's StarRez 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 account and is non-refundable.

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 Fob
  - \$100
- Replacement Mailbox Key
  - \$100
- Smoking damage assessment fee
  - \$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
  - \$250





UNIVERSITY OF TORONTO  
WOODSWORTH COLLEGE

# YOU BELONG HERE

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