



2024/2025

# Residence Handbook

# Contents

- 3 - Guiding Principles**
- 4 - The Front Desk**
- 5 - Residence Staff**
- 6 - Residence Dons**
- 7 - Moving In & What to Bring**
- 11 - Moving Out**
- 12 - Services & Facilities**
- 16 - Safety & Security**
- 17 - Emergencies**
- 18 - Community Standards**
- 28 - Conduct Process**

# Guiding Principles

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

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 will challenge and support you. 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.

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:**

- **11pm – 8am, Sunday through Thursday**
- **1am – 8am, Fridays and Saturdays**

## **Community Consideration 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 any time 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.

A team of **Front Desk Porters** staff the residence Front Desk providing a secure entry point for residents of Woodsworth College and the first point of contact for accessing support. Front Desk Porters assist in signing-in guests and provide support to residents in the lobby of the building. They are reachable by dialing ext. 2000 from your residence telephone or by visiting the Front Desk at any time.

**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.

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

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

## **Ben-chanowk Jamir | Residence Life Coordinator | [ben.jamir@utoronto.ca](mailto:ben.jamir@utoronto.ca)**

The RLC is a full-time staff member who lives in the residence and is responsible for supporting a safe and vibrant community, including after-hours support. The RLC meets with residents, oversees residence programming, and supports the Don Team, Woodsworth Residence Council, and the Work-Study Team.

## **| Residence Operations Coordinator |**

The ROC is responsible for managing the day-to-day operations of the residence office. The ROC coordinates residence communications, assists with admissions, and oversees the front desk.

## **Suzanne Cuneo Schwarzer | Assistant to the Dean, Residence Administration | [suzanne.cuneo@utoronto.ca](mailto:suzanne.cuneo@utoronto.ca)**

The ADRA is responsible for residence admissions, payments, summer residence, conferences, and all administrative systems at the Residence, such as the residence internet, telephone system, and operations databases.

## **Stuart Craddock | Manager, Residence Life | [stuart.craddock@utoronto.ca](mailto:stuart.craddock@utoronto.ca)**

The MRL is a full-time staff member who lives in the residence and is responsible for managing the residence life portfolio, including Residence Dons, Front Desk Porters and Work-Study Team. The MRL regularly meets with residents about a range of issues from personal support to conduct concerns, and provides after-hours support to students and staff.

## **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.

# Residence Dons



**Residence Dons** are upper-year or graduate students who assist residents with orientation and transition, create opportunities for social interaction and co-curricular learning. Your Residence Don is often your first point of contact for any questions or concerns you have about Residence and/or the University of Toronto.

Each House is assigned a Residence Don, but Dons also work as a team to support students and ensure that residence policies are understood. The Dons share an on-call “Don on Duty” schedule throughout the week, are available after hours to provide support and gather information when community standards are not met. If you need support, you can contact the Don on Duty or another staff member by stopping by, or calling, the Residence Front Desk (ext. 2000).



# Moving In



We're looking forward to welcoming you to Woodsworth College Residence. 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 [woodsworth.residence@utoronto.ca](mailto:woodsworth.residence@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, a 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. 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 before they occur and 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)
- Additional noise expectations within the suite
- Privacy and guests
- Borrowing/sharing of personal belongings
- 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 communicate your concerns directly. If you are unsure how to approach the conversation, Dons receive training on conflict resolution and will gladly offer their support. If the concerns continue, dons are available to mediate conversations in order to support you in creating an effective communication strategy.



## **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)

## **Prohibited Items:**

- Candles, incense, smoking materials
- Drapes, wall hangings, wallpaper, paint
- Halogen lamps or space heaters
- Pets (including fish)
- Mattresses & furniture items already provided by residence
  - See “your suite” for a list of items.
- Water coolers & portable dishwashers or washing machines
- Light bulbs (they are provided)
- Subwoofers/amps or other large speakers
- Instant hot pots/pressure cookers
- 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. Residents are strongly recommended to obtain person property/content insurance coverage before moving into residence.

## **Suite Assessment**

You are required to review the condition of your suite when you arrive and submit the **Suite Assessment Form** for any deficiencies, damages, or missing items within 48 hours of obtaining your keys. You can find an inventory of the furniture in your room on our website. It's important to 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. A list of common damages and ways to avoid those damages are included below. Here are some examples/guidelines:

- Fire Sprinkler System: Do not touch, crowd personal items around or hang items from the fire sprinklers in your room or suite. 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.
- Please refrain from using unapproved hanging methods such as nails, drywall screws, tape (including painters tape will damage the wall as tape is not intended for longer term use), etc. One of our staff can tell you what materials you can use to hang posters without damaging the walls.
- Do not paint or apply wallaper to your room, suite, common areas, or any of the doors.
- Do not take any action that compromises the security of the building: tampering/changing locks, adding additional locks, or duplicating keys.
- Do not alter the furniture or the structure of building.
- Refrain from moving common room furniture .

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, opening your windows and lowering your blinds is an effective way to reduce the temperature. To conserve energy and keep the system running effectively, please do not open the windows if you are not present or if you have the heat/air conditioning operating. Instructions for control are located on the thermostat. Please be aware that the thermostat is unable to provide heat and air conditioning concurrently.

## **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. Residence is unable to offer storage for items prior to move in, or after move out.



# 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:

- 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 fob and mailbox key to the front desk
  
- Once these steps are complete you will be able to vacate the room

*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 “moved 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 ([woodsworth.residence@utoronto.ca](mailto:woodsworth.residence@utoronto.ca)) as early as possible to avoid unnecessary financial implications. To officially withdraw from residence, you will need to email the Residence Office ([woodsworth.residence@utoronto.ca](mailto:woodsworth.residence@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 to connect to the internet, an ethernet cord and virus protection software are required. A router may be used if you wish for your devices to connect wirelessly to the internet. All residents have been provided with a welcome package with additional internet access information that must be read over to understand the policies and procedures of internet use. This information sheet will show you how to connect to the Woodsworth Residence Network and what to do if you are having difficulties. If you are having difficulties with the internet or your computer at any time, please file a maintenance request.

## **Mail & Packages**

Residents' 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, government please bring photo identification. Letter mail can be found in your mailbox located on the first floor. Note that the front desk does not facilitate mail or courier pick-ups/returns. Please ensure that your mailing address contains the following information:

*Your name on file*

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

*321 Bloor Street West*

*Toronto, ON M5S 1S5*

## **Food Delivery**

There is a table located in the lobby for food deliveries. This operates independently from the Front Desk. It is strongly recommended that you meet your delivery person in the lobby when receiving food deliveries (e.g. UberEats, SkipTheDishes, Instacart, etc). The Residence will not be held liable for stolen personal property.

## **Equipment Sign-Out**

The Front Desk has a number of items that 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, and pool cues. For the full list please visit the front desk.

## **Maintenance Requests**

Residents are expected 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. A restitution charge may be applied to repair damage to a room, suite, the residence or any furnishing or equipment caused by residents or their visitors that falls outside normal wear and tear. Repairs that cannot be charged to a specific resident will be distributed proportionately to the suite or floor, as each community shares the responsibility for maintaining the residence space.

In the event of a major maintenance issue, please call the Front Desk immediately. Major maintenance issues impact multiple suites on a floor, or may cause damage if left unaddressed (flood, fire, mould, pests, etc.)

## **Pest Control**

Unfortunately, residential buildings are occasionally subject to pest outbreaks. 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 empty.

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, including vacuuming, emptying the garbage, and keeping all surfaces clean.*

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.

You may be notified that the level of cleanliness in your room requires improvement, you will be given 48 hours to clean it. If it is not clean in that time, we will arrange for cleaners to provide additional cleaning and you will be charged accordingly. You will be charged proportionally for additional 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. Should the cleanliness of your suite or bedroom impact other residents or staff, it may result in an outcome under the conduct process.

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 [woodsworth.residence@utoronto.ca](mailto:woodsworth.residence@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 who prefer not to use the app may also obtain a laundry card at the Front Desk 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 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 who access these spaces have a role in taking care of common rooms.

## **Gym**

There is a gym located on the 2nd floor that is available for residents' use. 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 allocated first come, first served. To register your bicycle, please email the Residence Front Desk at [woodsworthres.frontdesk@utoronto.ca](mailto:woodsworthres.frontdesk@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

Woodsworth College Residence has a number of security protocols in place to ensure the residence remains safe and secure.

Residents are responsible for working with the Front Desk as they control access into the building. Prior to entering the elevator vestibule or stairwell, residents must identify themselves to the Front Desk by showing the porter their residence key fob. For security purposes, the building's exterior doors are locked each night between 10pm and 7am and key fob must be used to gain entry. If a resident forgets/loses their key fob, they must speak to the porter about a temporary or replacement key fob. Residents will be required to verify their identity to the porter before receiving a replacement key fob.

In order to maintain safety and security, anyone who is not a resident of the building is not able to access the Residence without a resident hosting and escorting them. Residents are able to register guests using our online guestbook, available here: <https://wdw.utoronto.ca/woodsworth-residence/services>

Residents and their guests 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

Suicide Crisis Hotline: 9-8-8

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, prepare to evacuate (e.g. get a jacket, your phone) but do not leave your suite. Keep your suite door closed.
- Stage two (rapid alarm): When you hear the second stage of the alarm, **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. The fire alarm system is tested monthly; residents will be notified in advance. There is no need to evacuate during a fire alarm system test.

## 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 assist emergency services in gaining 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, residents are encouraged to obtain renter/content insurance.





## Community Standards

**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. To be an active participant in this process, be proactive, ask questions, and engage in learning opportunities while in residence!

In addition to the standards outlined below, 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 an outcome as outlined below, up to and including 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

contact the Residence Office.

# Our Values

We are committed to providing you with a safe, diverse, vibrant and cooperative community that is conducive to both your academic success and personal growth. We are dedicated to promoting a living-learning environment that is both challenging and supportive, while cultivating a community of scholars that is inclusive, globally-minded and service-oriented. **Our core values stem from this commitment, and our community standards are linked to these values.**



## Safety & Wellness

## Academic Success



## Community & Belonging





## 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. Please reach out to a member of Residence Staff or a don if you would like to learn strategies to take care of your space.

## Noise

Woodsworth Residence is a congregate living setting, it is important to be aware of the impact noise can have on our community. In addition to local by-laws, 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 instruments, use of speakers, or other noise-related behaviours that infringes on another's reasonable enjoyment of their space is not permitted. During exam seasons, the quiet hour periods may be amended. Residents are encouraged to have discussions with their suitemates if there are additional considerations for noise.

Quiet hours: 11pm – 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:

- Guests are not permitted during certain times of the year (Orientation Week, St.Patrick's day, etc.)
  - Guests are not permitted to stay overnight during the exam season, but may visit to study/work on group projects.
- 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 guest(s);
- All guests to the residence must be signed in and out;
- Guests can be registered 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 is encouraged to contact the Manager, 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 their 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 a written request from you in advance to do so. This access is provided at the discretion of the Manager, Residence Life or their designate, and access is supervised by a staff member for the purposes of collecting a personal item locked in a bedroom.

## Lockouts & Temporary Keys

If you happen to find yourself locked out, please visit the front desk to receive a temporary key.

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 and will result in an outcome.

## 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.

Due to safety concerns and impact on the greater community, 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.

## Drugs

Possession, use, or solicitation of illegal drugs and/or controlled substances is strictly forbidden. The possession of drug paraphernalia or items associated with trafficking (including, but not limited to “dime bags”, scales, etc.) 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. Glassware (pipes, bongs, etc.) used to consume cannabis should be washed thoroughly after use 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 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/Use of Smoke

Open flame or the creation of smoke of any kind, including candles, incense, etc., is not permitted in the building. If you require the use of candles or smoke (e.g. smudging) for religious purposes, please contact the Manager, 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. The Dean or their designate reserve the right to determine what behaviours compromise the safety or wellbeing of the residence community. Examples of this include; sports on residence property, pranks, water fights, and failure to adhere to public health guidelines.

Exhibition of behaviour that causes risk to an individual of the community (including oneself) may result in an outcome under the community standards, if a resident does not engage in the community standards process or presents concerns that surpass the Residence's support it may result in an assessment as to the resident's ability to remain in the residence community.

## Harassment/Abuse

Freedom from harassment and abuse is a legislated right. 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 or 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/substances, institutional chemicals, other lethal weapons, object that creates cause for alarm, or any replicas of the above weapons are not permitted on residence property.





## 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 with 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 permitted on residence property, should you have questions about what constitutes gambling please reach out to a member of residence staff.

## 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.

## Theft

Theft, possession of stolen property or illegal possession of property is not permitted. This includes, but is



not limited to, common lounge furniture, construction pylons & signage, street signage, etc.

## 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 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.

If you are looking for inspiration on how to make your room feel like home, speak to a porter, don or staff in the Residence Office!

## Appliances & Furniture

Small kitchen appliances such as blenders, coffee makers, toasters/toaster ovens, air fryers and rice cookers are permitted in kitchens. Cooking/kitchen appliance use is not permitted in bedrooms; they should only be used in the kitchen under the exhaust fan. Other appliances such as dehumidifiers, dishwashers, washing machines, hot plates, etc. are not permitted in the building. Mini-fridges must be under three years old, certified energy efficient, and remain in 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 are not permitted in the residence (fish, insects, arachnids, reptiles, dogs, cats, etc.) Registered service animals are an exception to this standard. 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. Below are examples of expected behaviours of residents, failing to meet these expectations may be considered a failure to cooperate with staff.:

- Residents will 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 should support Residence Staff in the performance of their duties in relation to any possible offence. These include, but are not limited to:
  - Providing proper identification of oneself or one's guest to the Residence Staff upon request;
  - Sharing pertinent information that may assist Residence Staff in supporting community members through reporting incidents, identifying residents involved, etc.
  - Remaining at a situation to speak with Residence Staff
  - Reporting damages witnessed by a resident to Residence Staff.
  - Completing assigned outcomes as part of the conduct process
  - Attending meetings as requested by the MRL or their designate.

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. 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.
- As part of an assigned outcome
- To silence an alarm

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 report 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 monitoring and/or addressing behaviour that does not align with 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, name-tag, or by verbal identification.

The Manager, Residence Life (MRL), or their designate, is responsible for ensuring that an investigation is conducted, and for deciding, when necessary, upon the appropriate outcome.





## 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/Occupancy Agreement is found, or a community/individual concern is raised to Residence Staff it is documented and submitted to the MRL
- The MRL, or their designate, reviews the documentation, investigates, and meets with the resident(s) involved to gather their perspective(s).
  - Should a resident not engage in the standard process within five (5) business days, the MRL or their designate will move forward with the next step based on the information available at that time.
- Based on the Balance of Probability (preponderance of evidence), the MRL, or their designate, determines if an infraction occurred. If an infraction has occurred, the MRL, or their designate, will decide on the appropriate outcome.
- Considerations may be given to the following factors when deciding on outcomes:
  - The extent of the impact on the community.
  - The intentions that led to the incident.
  - If the incident is part of a pattern of behaviour.
  - The active engagement of a resident in the conduct process.
  - The demonstrated learning/reflection of the resident(s) involved.
  - Prior sanctions assigned for past incidents
- The resident(s) involved accepts the decision or can choose to write an appeal within five (5) business days.

## Outcomes

There are two types of Outcomes that a resident may receive due to involvement with an incident: Formal Outcome and Educational Outcome. A failure to complete an Educational Outcome may result in an elevated Formal Outcome. Please note that these outcomes may not be applied in the order listed below.

- Educational Conversation (Educational Outcome)
  - A verbal reminder of the policies/procedures that were breached, and expectations on how to adhere to those expectations moving forward
- Letter in Lieu of a Meeting (Formal Outcome):
  - A written letter which informs a resident of relevant community standards or language from the Residence Handbook/Occupancy agreement and expectations moving forward
- Educational Outcome (Educational Outcome)
  - Educational Outcomes are designed to help facilitate an understanding of the community standards, policies, and procedures upon which the Community Living Standards are placed. They are often assigned in addition to a Formal Outcome.

- Educational Outcomes include reflections, letters of apology, written assignments, presentations, community service, mediated conversations, etc. relating to an incident.

- Restitution Charges (Formal Outcome)
  - A resident may be assigned a monetary charge in order to repair damage or harm to the community. This charge is associated with the cost to return the condition of the residence building to the state prior to the damage or harm. Please refer to the Occupancy Agreement and the final page of the Handbook for common charge amounts.
- Loss of privileges (Formal Outcome)
  - 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 (Formal Outcome)
  - 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 (Educational Outcome)
  - 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. This outcome allows for you to make a fresh start in a new community.
- Disciplinary Probation (Formal Outcome):
  - 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 (Formal Outcome):
  - This outcome 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 (Formal Outcome):
  - 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 MRL, or a designate acting under the MRL's authority, must be made in writing within five calendar days' notice of an Outcome. Outcomes 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 assigned outcome.
- The given outcome is disproportionate 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 outcome(s) will stand. The MRL'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 outcome 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 MRL has five (5) 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.

The Dean of Students 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 outcome(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
- Outcomes can be modified, which may include increasing the Outcomes originally levied.

## 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 Outcome(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.
- Outcomes can be modified, which may include increasing the Outcomes originally levied.

The decision at the second stage of appeals is final.

## Common Restitution Charges

The following is a non-exhaustive list of common charges at Woodsworth College Residence for replacements, repairs, and/or conduct related to facilities. If the charges listed below differ from those in the Occupancy Agreement, the Occupancy Agreement will be deemed the correct charge amount. 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, including materials and labour costs. 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
  - \$75
- 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
  - \$200
- Returning common room furniture from suite/bedroom
  - \$25/piece
- Replacing wall-mounted light covering
  - \$50
- Room change fee
  - \$250



UNIVERSITY OF TORONTO  
WOODSWORTH COLLEGE

**YOU  
BELONG  
HERE**

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