

Woodsworth College

Residence Handbook



2025-2026

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0. Guiding Principles

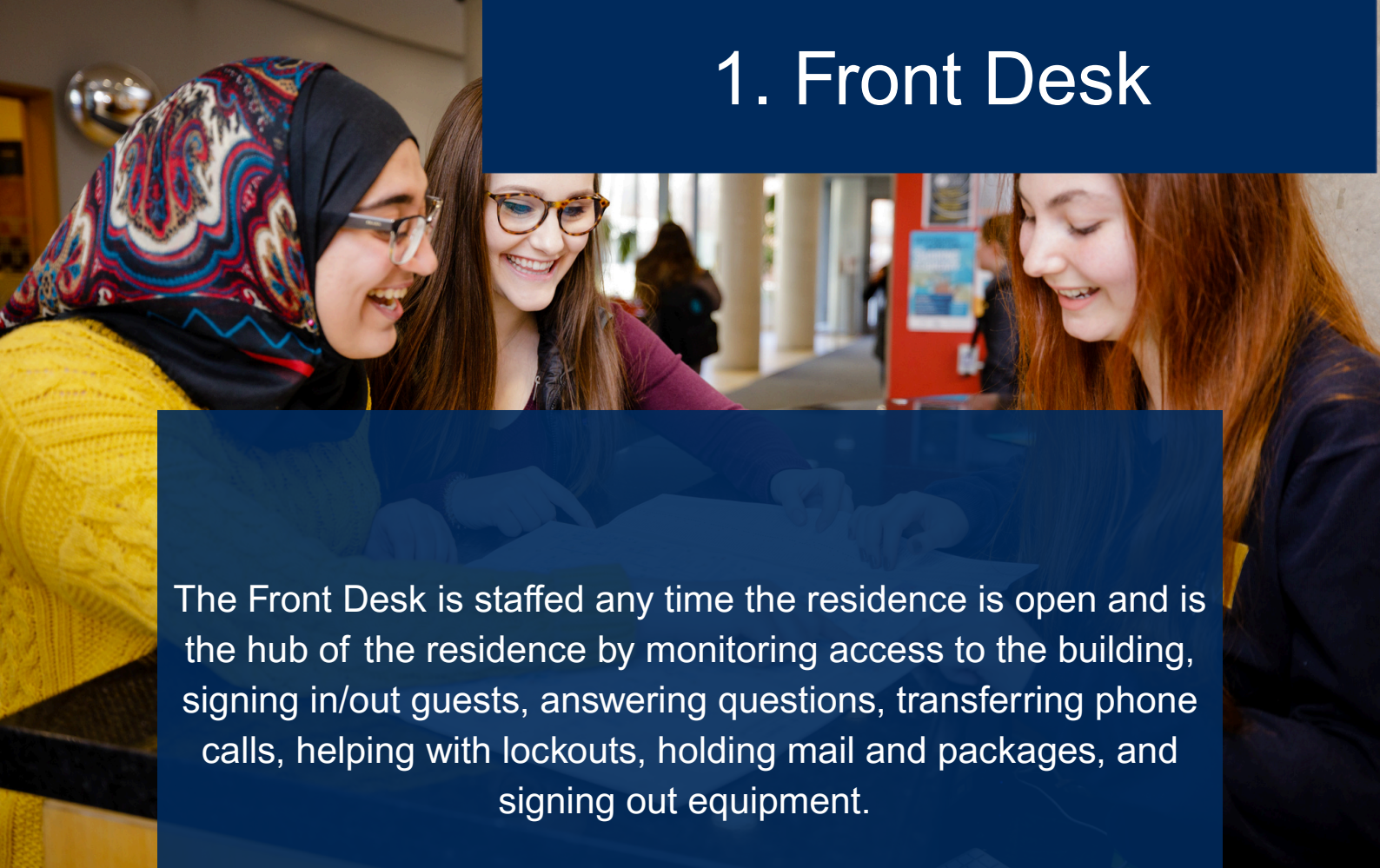
Woodsworth College Residence is committed to providing residents with a safe, secure, diverse, vibrant and cooperative community that is conducive to academic success and personal development. Living in residence means being dedicated to promoting a learning environment that will challenge you and support your growth. 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.

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 your home.**

This Residence Handbook outlines important information about Woodsworth College Residence, residents are expected to familiarize themselves with this document prior to move-in. In the event of discrepancies between this document and the Occupancy Agreement, refer to the Occupancy Agreement.

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

1. Front Desk

A photograph of three young women in a residence hall. The woman on the left is wearing a colorful patterned hijab and a yellow sweater. The woman in the middle is wearing glasses and a maroon shirt. The woman on the right has long red hair and is wearing a dark blue shirt. They are all smiling and looking at a document or a screen together. The background shows a hallway with other people and a red wall.

The Front Desk is staffed any time the residence is open and is the hub of the residence by monitoring access to the building, signing in/out guests, answering questions, transferring phone calls, helping with lockouts, holding mail and packages, and signing out equipment.

Do you have a question or need help? Start with the Front Desk!

416-623-1685 ext 0

2. Residence Staff

Woodsworth College Residence employs a variety of part-time, student, and full-time staff to support residents throughout the academic year. We are here to help answer questions, find resources, and welcome you home!

Email us at: **Woodsworth.residence@utoronto.ca**
Call the front desk at: 416 623 1685 ext. 0

Part of what makes our community special is getting to know staff and residents, you will meet us all throughout your time in residence, in case you forget, more information about our team can be found below.

2.1 Residence Office 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

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.

Michaela Joseph | Residence Operations Coordinator | michaela.joseph@utoronto.ca

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

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.

2.1 Residence Office Staff

Stuart Craddock | Manager, Residence Life |
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

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 Office Location

Any resident is welcome to pop by the Residence Office (Room 145) any time our door is open. Come by with a question, a story, or an achievement that you would like to share! Our staff loves working with students and would love to meet you!

2.2 Residence Dons

Residence Dons are upper-year students who assist residents with their time in residence, create opportunities for social interaction and co-curricular learning on a part time basis. 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.

The Dons rotate through an after-hours support schedule and are available 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 (416-623-1685 x 0).

The Residence Don assigned to your House will reach out during the year to organize one on ones, community meetings and events. Residents are expected to attend one on ones and community meetings, and events while in residence

2.3 Residence Porters

A team of Front Desk Porters work from 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 can be reached by dialing 416-623-1685 x 0 from your cell phone or by visiting the Front Desk at any time.

3. Moving In

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

For for the kitchen and bathroom items you may wish to communicate with your suitemates in advance to coordinate the items you are bringing to residence.

Please review the Prohibited Items list in section [7.6] as you plan your move. 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

3.1 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.

3.1.1 Items to Pack

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

3.2. Living Together

You will share a suite with up to five other residents. Living with other people 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.

3.2.2 Storage

There is limited storage space in your suite and you will be living with three to five other people who will also be bringing their belongings. It is important to be mindful of the shared space. Residence is unable to offer additional storage or storage for items prior to move in/after move out

2.2 Suitemate Communication Plan

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 and to support you in creating an effective communication strategy.

Some of the things you will discuss during your Suitemate Communication Plan 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
 - Taking out the garbage, washing the dishes, etc
- A method for addressing concerns in a kind and considerate way
- A plan to revisit the communication plan if adjustments need to be made

3.3 Insuring Your Belongings

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**. Many residents choose to do this by purchasing private insurance through their bank, auto insurance provider or through the insurance of their parent(s) or guardian(s)

3.4 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 in section 3.1. 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 result in additional charges. 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.
- 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.
- Do not paint or apply wallpaper to any surface in residence
- 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

4. Services & Facilities

Woodsworth College Residence is more than just a place to live. In order to provide residents a positive place to live, we have a variety of services and amenities for you to enjoy during your time in residence.

As a resident you have a shared responsibility of keeping these services running by reporting damages, broken equipment, and treating the facilities with care. More information about the services and amenities offered in residence are included below.

4.1 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.

4.2 Mail & Packages

Residents' packages are stored at the front desk. The Front Desk Porter will email you when a delivery is made; due to processing times there may be a delay between your package arrival and pick-up notification. To retrieve your packages, please bring your T Card.

Letter mail can be found in your mailbox located on the first floor and can be accessed with a mailbox key provided to you upon move-in. 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 (Update this on StarPortal if it differs from your TCard)
Your suite and room number (e.g. 1305A)
321 Bloor Street West
Toronto, ON M5S 1S5

4.2.2 Food Delivery

There is a table located in the front vestibule for food deliveries. This operates independently from the Front Desk. It is strongly recommended that you meet your delivery in person when receiving food deliveries (e.g. UberEats, SkipTheDishes, Instacart, etc).

The Residence will not be held liable for stolen personal property.

4.2.3 Verification of Age

The front desk is unable to accept packages that requires verification/proof of age (e.g. alcohol or cannabis), or payment of (e.g, duties, tip, etc.)

4.2.4 Return to Sender

If delivery attempts are made to the desk for non-residents or former residents they will not be accepted, returned to sender, or, disposed of. Letter mail will be Returned to Sender

4.3 Resource Sign Out

There are a number of items that residents can sign out at the front desk. Residents will be required to leave thier T Card while signing out item(s). 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.

4.3 Resource Sign Out

Residents will report any damage(s) 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 on StarPortal.

If you are unable to complete 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.)

4.5 Pest Control

In the unlikely event of a pest outbreak, or if a pest outbreak is suspected, residents are required to immediately contact the front desk so an inspection can be arranged. The residence engages in proactive pest control practices and regular inspections.

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 can be a lengthy process and it may take repeated actions to effectively eradicate them from the residence.

4.6 Suite Cleaning

Students are responsible for cleaning their individual bedrooms, including vacuuming, emptying the garbage, and keeping all surfaces clean. Residents also help ensure our community remains clean, pest and odour free.

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, the Residence will arrange for cleaners to provide additional cleaning and 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, please email the office at 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.

4.6.1 Suite Common Space Cleaning

Each suite is assigned a cleaning schedule. This schedule cannot be altered or skipped. Please follow the protocol to ensure effective suite cleaning:

- The suite common spaces are not in use
- Kitchen/Bathroom counters are clear and sinks are empty
- Bathrooms are not in use and the surfaces are uncluttered
- The hallway is clear of items
- 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.

4.7 Laundry

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 from the machine in the Laundry Room. These cards can be reloaded at the machine using 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.

4.8 Common Rooms

The Residence has several common spaces 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 them.

4.9 Exercise Room

There is an exercise room located on the 2nd floor that is available for light workouts. 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.

Please note, exercise equipment is not permitted to leave the exercise room

4.10 Bicycle Storage

The bicycle 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 and have bike room access added to your key fob, please visit the Residence Front Desk.

In order to avoid damages to suites, bicycles are not permitted in student suites. For alternative bicycle parking locations please visit the front desk.

4.11 Recycling, Garbage, & Compost

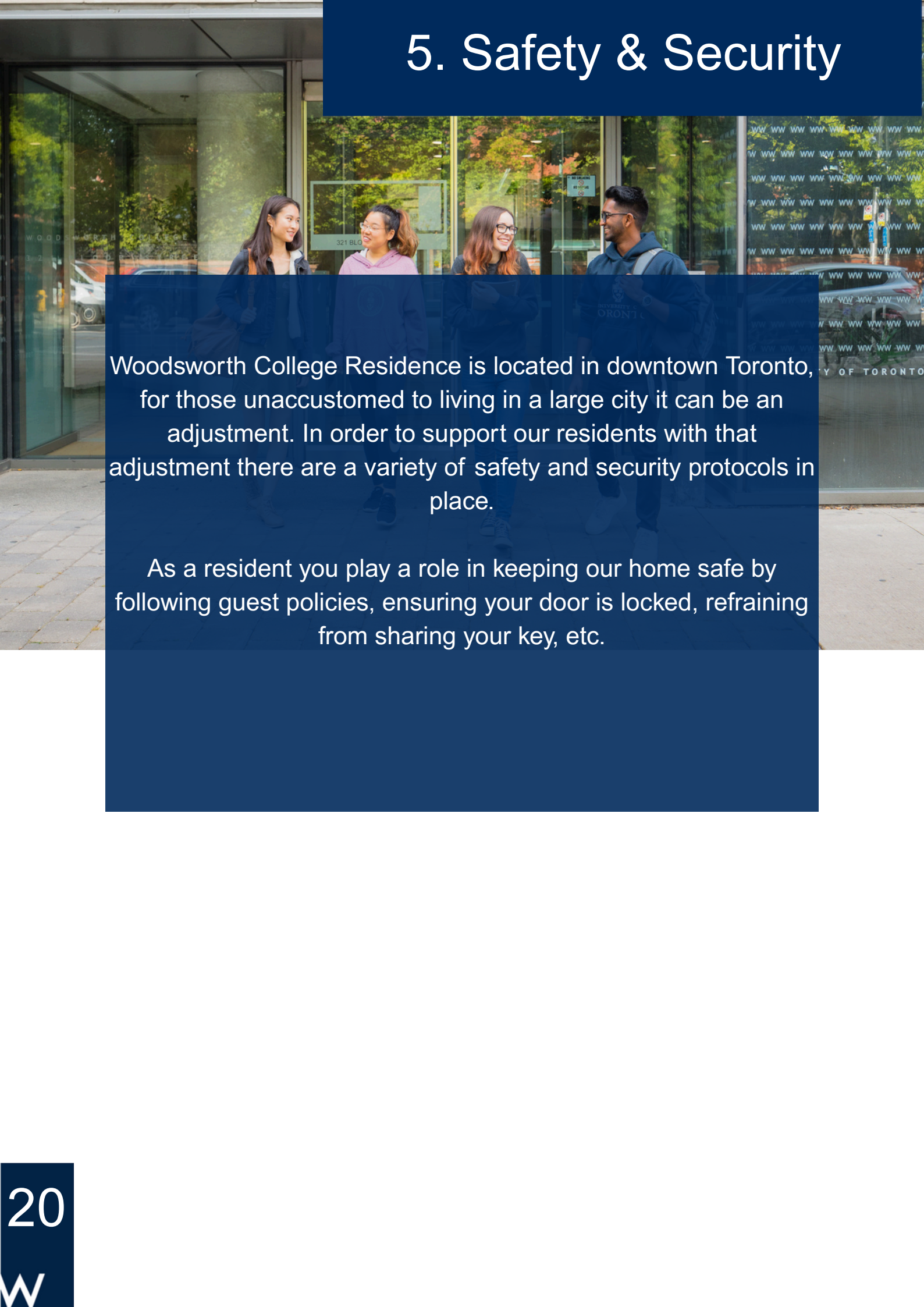
Located on each floor of the residence there is a room with garbage, recycling, and compost receptacles. Each suite is responsible for their own waste disposal. Free compost bags can be requested at the Front Desk. Please refer to the signs on each floor for the location and information about properly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

4.12 Climate Control

There are two thermostat controls in each suite. Thermostats located in the suites control the temperature for more than one bedroom. Air conditioning is typically active until mid-October, until the building switches to heat. The heat will typically stay on until the end of April.

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.

5. Safety & Security

A photograph of four students (three women and one man) walking and talking outside a modern building with large glass windows. The building is identified as Woodsworth College Residence. The students are dressed in casual attire, including jackets and hoodies. The background shows a city street with trees and a car.

Woodsworth College Residence is located in downtown Toronto, for those unaccustomed to living in a large city it can be an adjustment. In order to support our residents with that adjustment there are a variety of safety and security protocols in place.

As a resident you play a role in keeping our home safe by following guest policies, ensuring your door is locked, refraining from sharing your key, etc.

5.1 Access Control

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 8pm and 7am and a 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 can 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.

6. Emergency Response

While emergencies are rare, it is best to be prepared for them. Our residence staff are available to support residents through emergency situations with the support of emergency services. Residence staff can be reached 24/7 through the front desk.

Residence Front Desk: 416-623-1685 ext 0

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

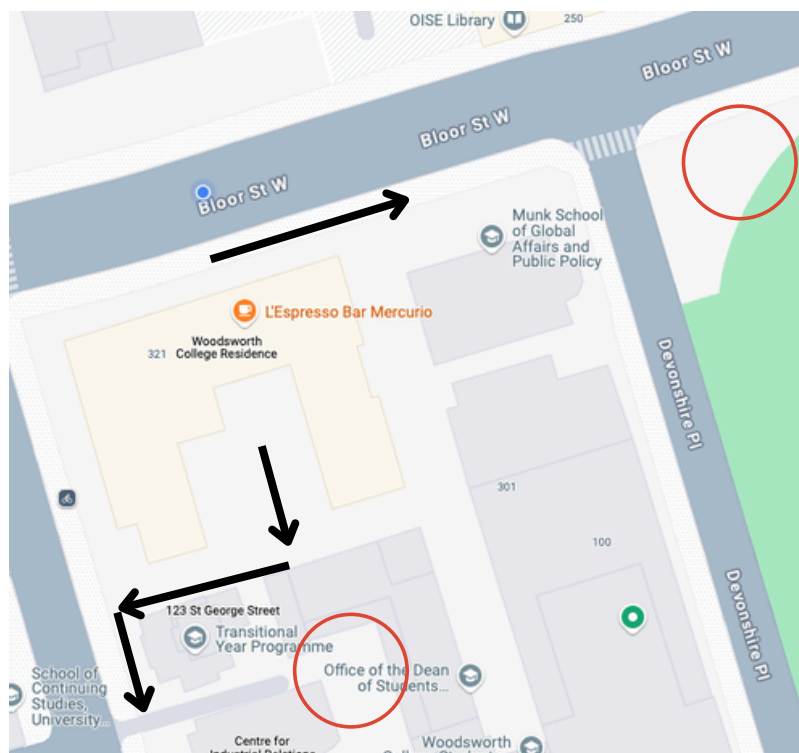
6.1 Fire Alarm/Evacuation

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

- **Stage one** (intermittent chime) : When you hear the first alarm, **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 along St. George Street to the Woodsworth College Building or East in front of Varsity Field while waiting for the Fire Department to arrive (see red circles below). 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.



6.2 Individual Emergencies

In the event of an emergency, dial 911 from your cellphone. After you have made this call, contact the Residence Front Desk at 416 623 1685 ext 0. 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.

6.3 State 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.

7. Community Standards



As a resident, it is your responsibility to comply with the behavioural standards outlined here. 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!

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.

7.0.1 Core 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



7.1 Quiet & Consideration Hours



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 help ensure all residents can study and sleep without interruptions.

Reasonable amounts of noise are permitted outside of quiet hours, these times are referred to as Consideration 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 period will be amended to 23 hours of quiet hours. Residents are encouraged to have discussions with their suitemates if there are additional considerations for noise.

Quiet hours:

- 11pm – 8am, Sunday through Thursday
- 1am – 8am, Friday and Saturday

Consideration hours are in place 24/7, please be mindful of your volume and how it might impact those around you.

7.2 Taking Care of Your Home



As a resident you have a shared responsibility of maintaining residence spaces. To ensure that residence is a safe and comfortable place to live it is expected that you take care of the facilities while you reside in them.

7.2.1 Borrowed Equipment



The front desk has a variety of resources that you can sign out, whether it is ironing an outfit for an interview, or pool cues for a game. Please make note of the condition of these items before and after using them, if there are any concerns please raise them to the front desk promptly.

7.2.2 Room Alteration



Residence staff understand that decorating is important in making your room feel like home. Visit the front desk before putting up posters or photos for approved post mounts. The use of paint, wallpaper, nails, screws, self-adhering LED strips, tape or gel stickers on residence walls, doors, and furniture is prohibited.

Use of prohibited items that result in damage to walls, furniture, and doors will be assessed and corresponding restitution 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!

7.2.4 Appliances & Equipment



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.

7.2.4 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.

7.3 Interactions 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. Verbal or physical harassment, abuse, or bullying towards any Residence staff will not be tolerated.

Residence staff reserve the right to end an interaction if there are concerns or threats for physical or verbal harassment or abuse. Residents are responsible for the behaviour and conduct of themselves, their guests, and/or support persons while interacting with Campus Housing staff. In situations involving aggressive or threatening behaviour, Residence staff will seek support from Campus Safety.

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



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 should take reasonable steps to prevent a problem situation from occurring or, if it occurs, a resident should 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.

7.4 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 give 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.

7.4.1 Filming/Photography/ Recording



Videotaping, recording, or photographing residents, staff, or visitors without their consent in any area of the residence is not permitted, this includes cameras or other recording devices in resident bedrooms or suites. Posting videos, recordings, or photographs on any website, file-sharing software, or anywhere else without the resident or staff permission is not permitted.

7.5 Weapons & Prohibited Items



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

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
- Cannabis plants
- Alcohol containers exceeding 1L

7.6 Safety & Residence Security



All residents play a role in ensuring that Residence is a safe and secure place. While living with us please ensure that you do not undermine the safety and security of any residents, including yourself.

7.6.1 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. Residents should keep 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 purpose of collecting a personal item locked in a bedroom.

7.6.1.1 Lockout/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 provide temporary access to your unit, you are required to return the temporary key immediately after opening your door. Failure to return a temporary key will result in a replacement key charge.

7.6.1.2 Lockout/Temporary 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 \$75 for a replacement mailbox key

7.6.2 Restricted Areas



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

7.6.3 Trespassing



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.

7.6.4 Fire Safety



Residence is considered a congregate living setting; this means that the fire department may prioritize responding to our building over other active fires. As Woodsworth College Residence is part of the wider city of Toronto, it is important that we strive to limit false or otherwise avoidable alarms.

7.6.4.1 Open Flame/Use of Smoke



Open flames or the creation of smoke of any kind, including candles, incense, etc., is not permitted in the building. If you would like to request the use of candles or smoke (e.g. smudging)

7.6.4.2 Fire Safety Equipment



Tampering with, damaging, 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.

7.6.5 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.

7.6.6 Harrassment/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.

7.6.7 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.

7.6.8 Laws & University Policies



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.

7.6.9 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.

7.7 Guests



Bringing guests into the residence community is a privilege and a responsibility. Guests must present a physical piece of government issued or student 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). When a guest leaves residence, they must "sign out" with the front desk.

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

- The Residence will not restrict guests on the basis of gender.
- Guests may not be permitted during certain times of the year.
- 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.

7.8 Substance Use



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.

7.8.1 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 shots, 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.

7.8.2 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
- 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.
- 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.

7.8.3 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

7.8.3 Decoration



Residents are not permitted to alter the furniture or fixtures while in residence. This includes paint, outlet covers, furniture, etc. When putting up decor Poster Mounts from the front desk should be used, tapes, putties, etc. are not to be used.

7.8.3.1 Pornography & Objectional Material



Displaying or making pornographic, discriminatory, or other objectionable material available for viewing from common areas in residence is not permitted. This includes but is not limited to: posters, flags, projected images, symbols, etc.

7.8.3.2 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.

7.9 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.

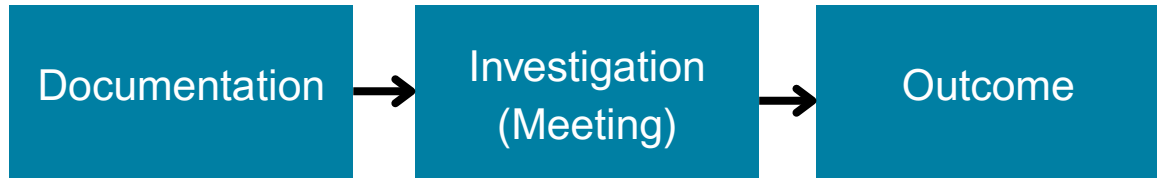
8. Conduct Process

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.

8.1 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 Residence Handbook/Occupancy Agreement is found, or a community/individual concern is raised to Residence Staff it is documented and submitted to the Manager Residence Life (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 to the next step based on the information available. 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.

8.2 Outcomes

There are two types of Outcomes that a resident may receive due to involvement with an incident a Formal Outcome and an 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.

8.2.1 Formal Outcomes

- 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
- 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.

- 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.

8.2.2 Educational Outcomes

- 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
- 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.

- 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 you to make a fresh start in a new community.

8.3 Appeals

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

8.3.1 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.

8.3.2 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.

9.0 Moving Out

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

- 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

Until all these steps are taken, a resident is still considered to be occupying the unit and is not considered to have moved out.

If the resident abandons their room, they are not considered to be “moved out”.

9.1 Early Withdrawals

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) to inquire as to the possible financial implications. To officially withdraw from residence, you will need to email the Residence Office (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.

9.2 Winter Closure

Woodsworth College Residence does not operate during the University Winter Closure, during this time the building will not be accessible to residents. You are encouraged to make arrangements for the winter closure in advance.

Before residence closes, Residence Staff (Dons or Office staff) will enter each individual bedroom for an inspection. This inspection allows residence staff to remove waste, close windows, open blinds, etc. These steps are taken to address concerns that would otherwise go unnoticed until January.

9.3 Example 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.

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
 - \$250
- Returning common room furniture from suite/bedroom
 - \$25/piece
- Replacing wall-mounted light covering
 - \$50
- Room change fee
 - \$250