



**CAPILANO**  
UNIVERSITY

## **Residence Standards**

2018 – 2019

## Preamble

This document outlines the expectations and responsibilities of all students who choose to live in residence at Capilano University. The standards contained here within are an extension of the legally binding Residence Agreement that all students must sign in order to live in residence.

Please be reminded that, in addition to these standards, all Capilano University policies apply to students and their guests when living in or visiting CapU Residence.

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# Welcome Message

## Welcome to the CapU Residence Community

On behalf of Student Housing Services and all of us here at CapU, welcome home!

Living in residence will be an opportunity for you learn and grow, build connections, and engage with your community while you study at Capilano University. Our team is here to support you in achieving academic and personal success, all while you take part in an exceptional experience at CapU Residence.

As a part of our residence program, you have the unique opportunity to help us create a community that is unlike any other at CapU. In doing so, we encourage you to take an active and engaged role in forming a community that is based on mutual respect and accountability.

The following standards outline the responsibilities and community values expected of all our community members. This document will also help guide your experience while in residence.

We look forward to seeing what you contribute to our community.

Best wishes for a great year,

Chad Johnstone  
Manager, Student Housing Services

# Move-In and Move-Out Procedures

## Moving In

Residents scheduled to move-in on Residence Move-In Day (August 31, 2018) will be able to check in at any time between 9:00 a.m. and 5:00 p.m. Residents moving in on any other date should ensure that they arrive and check in between 8:30 a.m. and 12:30 p.m. Student Housing Services is generally unable to accommodate weekend move-ins with the exception of September 1 – 3 (Labour Day long weekend). As stated in the Residence Agreement, all residents must check in no later than 7 calendar days past their scheduled move-in date. Requests to check-in outside of these dates/times (due to travel time, flight arrivals or other extenuating circumstances) must be sent to Student Housing Services in advance of arrival and cannot be guaranteed.

Personal belongings cannot be mailed to and/or stored by Student Housing Services in advance of a resident's scheduled move-in date.

Residence rooms are equipped with a bed, mattress, desk and closet. Residents should ensure that they bring essential items including bedding, toiletries and hygiene products and cleaning supplies. A more comprehensive list of what to bring and what not to bring to residence can be found at [www.capilanou.ca/What-To-Bring.html](http://www.capilanou.ca/What-To-Bring.html). A list of items prohibited in residence can be found on Page 12 of this document.

### Early Move-In Requests

Requests to move-in prior to Residence Move-In Day will be considered by Student Housing Services on a case-by-case basis and may include an additional per-night fee.

## Room Switches

During the application and offer process, we do our best to accommodate your identified preferences and match you with a suitable roommate.

Residents may request a room switch provided that they have exhausted all options for the resolution of their concern including, but not limited to, roommate agreements, mediation and maintenance requests. The Residence Life Facilitator is responsible for reviewing room switch requests and will make decisions based on the urgency of the situation and the availability of spaces in residence.

Residents should ensure that the room (or their section of the room) is clean and free of personal belongings after moving. Single rooms and empty double rooms will be cleaned by Student Housing Services prior to new move-ins, however double rooms that are half-occupied will not be cleaned by Student Housing Services. Issues with cleanliness or room condition should be reported immediately to Student Housing Services.

In certain situations, residents may be permitted to switch rooms with one another, provided that all parties involved (including roommates who are not moving) agree. This may only be done with the

express pre-approval of Student Housing Services. Students who initiate room switches without approval will be subject to additional charges.

## Winter Break

During the Winter Break Period (December 15, 2018 to January 4, 2019), residence will be operating at reduced service levels. The Dining Hall and Residence Desk will be closed during this time and students who are approved to stay will need to plan their own meals.

Only residents who have been approved and have paid the associated fee for residence during the Winter Break will be allowed into the buildings during this period. All other residents will be required to vacate their room. Personal belongings may be left in rooms, but cannot be accessed during this time. The buildings will open to all residents on January 4, 2019.

## Moving Out

Residents are required to vacate their assigned room and return all residence keys to Student Housing Services by 12:00 p.m. on their scheduled Move-Out Day. To avoid additional charges, all residents must check-out by this time.

Residents should ensure that their room is left clean and tidy at the time of check-out. Personal belongings must not be left in rooms or common areas. All garbage and recycling should be taken to the appropriate containers outside of the buildings. Roommates occupying double rooms are equally responsible for the condition of their room after move-out.

Items left in residence after 12:00 p.m. on the scheduled Move-Out Day will be removed and discarded, the cost charged back to the resident.

After residents have moved out, Student Housing Services will inspect rooms and common areas. The costs associated with cleaning, missing items and repairs (excluding those documented on the Room Condition Form) will be charged to residents in accordance with the Residence Agreement.

### Late Move-Out Requests

Requests to remain in residence after Spring Residence Move-Out Day (April 28, 2019) will be considered by Student Housing Services on a case-by-case basis and may include an additional per-night fee.

## **Dining and Meal Plan**

An all-you-care-to-eat meal plan is included in the residence fees that each resident pays upon moving into our community. Enrollment in the meal plan is mandatory to ensure that all residents have access to regular meals during a busy academic year. The residence meal plan provides unlimited access to the Dining Hall during opening hours. The Dining Hall provides a rotating menu of healthy and hearty options to ensure that students can choose from a variety of options during each meal time.

### **Dining Dollars**

As part of the residence meal plan, each resident receives \$500 dining dollars per term to cover meals on campus when residents are unable to return to residence during a meal time. Dining dollars can be used to purchase meals and snacks tax-free at any of the food vendors located on our North Vancouver campus. Dining dollars are for individual use only and cannot be used to purchase food items or provide Dining Hall access for friends or other parties. Unspent dining dollars remaining at the end of each term will expire and are non-transferrable.

### **Accessing the Meal Plan**

In order to access the meal plan and dining dollars, residents will need to present their CapCard (the photo student ID card that is issued to all students of Capilano University). The meal plan and dining dollars are stored on the card's barcode and can be scanned at any food vendor on campus, as well as in the residence dining hall. Lost or stolen cards should be reported to Student Housing Services immediately so that the card can be cancelled. Students must replace their card within one business day of losing their card. Upon receiving a new card, the student is responsible for updating Student Housing Services with the new barcode to transfer the balance of the meal plan and dining dollars to the new card. Any change in dining dollar balance as a result of the loss or theft of a CapCard are the responsibility of the resident.

### **Removal of Food**

Food served in the Dining Hall as part of our all-you-care-to-eat meal plan is intended to be consumed inside the Dining Hall and should not be removed for any reason. Students are permitted to bring one piece of fruit or one bakery/pastry item out of the dining hall per day. Any amount in excess of this will be considered a violation of these standards.

### **Dietary Restrictions**

The Residence Dining Hall is able to accommodate a number of different dietary restrictions and preferences. As the meal plan is mandatory, our dining services team works with residents to ensure that their requirements are met during each meal time. Incoming residents who have dietary restrictions or needs that may require additional consideration are encouraged to contact Student Housing Services prior to their arrival to arrange for a consultation with our dining services team.



## Maintenance and Cleaning

### Room Condition Form

Following move-in, residents will have seven calendar days to complete a Room Condition Form (instructions for which will be provided upon move-in). The Room Condition Form is an opportunity to document the condition of the room and any missing inventory items. It is essential that residents complete this form in order to avoid being charged for damages that existed previously, or items that were already missing at the time of move-in. Failure to complete this form before the deadline will result in the conditions most recently on file being recorded as the current condition of the room.

### Regular Repairs and Maintenance

Student Housing Services is responsible for maintaining the buildings within the residence community and responding to maintenance issues or required repairs. From time to time, building maintenance may result in unusual or unexpected noise or interruption for students. Student Housing Services will work to ensure that, whenever possible, interruptions are minimal and considerate of important student events such as the exam period.

Repairs, maintenance and alterations may only be completed by authorized University personnel. Residents are not permitted to repair or alter rooms and/or common spaces in any way.

#### Maintenance Requests

Residents are encouraged to promptly report any repair or maintenance issues to Student Housing Services by using the online maintenance request system which can be accessed by visiting [www.capilanou.ca/residence/forms](http://www.capilanou.ca/residence/forms).

### Locks and Keys

In order to respect the safety and security of the residences, keys are only to be possessed and used by residents to whom they are assigned and should not be shared for any reason. Keys to buildings and rooms are the property of Capilano University and may not be copied. Keys are only to be used in the locks to which they are assigned and locks may not be tampered with for any reason.

#### Lost or Misplaced Keys

In the event of a lost key or keys, Student Housing Services may be able to provide a temporary key for a period of 24 hours. If the lost key or keys are unable to be located within 24 hours, the resident will be charged for a replacement key in addition to any required lock changes.

### Cleanliness

Residents are expected to keep the interior and exterior of their room clean and must contribute to the cleanliness of common areas and shared living spaces. This includes common rooms, hallways, washrooms, shower rooms and laundry rooms. All garbage and recycling should be disposed of in the appropriate bins outside of the building. At no time should garbage be left in shared hallways.

## Pest Control

Residents are expected to maintain a satisfactory standard of cleanliness in rooms and common spaces so as not to attract pests such as rodents, insects and other wildlife. Residents who suspect that their room or community is affected by pests should report this immediately to Student Housing Services. Student Housing Services, in partnership with our pest control providers, will take the necessary steps to address the problem and limit pest exposure within the community. Students should not tamper or interfere with any traps or devices designed for this purpose.

Residents whose cleanliness is found to have contributed to issues with pests in the community may be responsible for the costs associated with cleaning and control.

### Wildlife

CapU Residence is located in a forested area that is near many local parks. While this provides an excellent setting for our community, it also means wildlife such as raccoons, coyotes, bears, cougars, squirrels and deer may occur on the property. Residents are to refrain from feeding wildlife or leaving food and trash in areas that could attract these animals. In the event of sightings of dangerous or potentially dangerous animals in the area, Student Housing Services will ensure that students are notified of safety procedures and will work with conservation officials in the area as needed.

### Bed Bugs

CapU Residence is a high-density community with a high frequency of move-ins and move-outs. As a result, our community may occasionally become susceptible to bed bugs. Student Housing Services is committed to an effective and efficient response to residents who suspect they may have bed bugs.

Bed bugs are small insects that are typically reddish brown in color and are about the size and shape of an apple seed. Bed bugs do not have wings and are not able to fly. Though bed bugs do bite and feed on the blood of human hosts, they pose no threat to human health and have not been shown to spread disease. Signs that bed bugs may be present include:

- Small reddish bumps that are similar to a mosquito bite and appear in rows or clusters, usually on exposed areas of the body;
- Blood spots on bed sheets and linen;
- Dead or living bugs, molting or eggs.

If, at any time, a resident suspects that they may have bed bugs, Student Housing Services should be contacted immediately. Student Housing Services will then contact our pest control provider on the next business day to schedule an inspection of the room. Student Housing Services will follow the recommendations of our pest control provider in treating and addressing the issue as effectively as possible.

Student Housing Services will support and communicate frequently with any residents affected by bed bugs to ensure that the treatment is smooth and minimally impactful. Please note that Student Housing Services is unable to move residents who are affected by bed bugs before or during treatment as this poses a significant risk for the problem to spread to other rooms.

## Room Entry Protocol

Privacy is an important component of living in a community; however, there may be certain circumstances where entry into a resident's room is required.

Authorized University personnel may enter a room, at any time, without prior notice for any of the following reasons:

- a) to ensure the health and safety of any individual;
- b) to provide access to emergency responders such as police, fire and ambulance in the performance of their duties;
- c) when there is probable cause to believe that a violation of the Residence Standards, University policies and/or applicable laws and statutes is being committed;
- d) to investigate or take action to address an ongoing source of disruption or nuisance;
- e) to make or investigate the need to make emergency repairs and/or to take any necessary action to mitigate the need for future repairs (i.e. water clean-up during a flood);
- f) a resident has provided prior permission or requested that University personnel enter their room (i.e., through submission of a maintenance or repair request).

Residents will be provided with 24 hours notice in the event that authorized University personnel are to enter a room for any reason other than those listed above (such as regular facilities inspections, routine and preventative maintenance, etc.).

Outside of the circumstances listed above, anyone other than the current resident(s) of the room wishing to enter a residence room must have verifiable, written permission from the room's resident(s) and may only do so in the presence of a Student Housing Service staff member at the discretion of Student Housing Services.

# Residence Code of Conduct

The following standards are designed to support the building of respectful and safe residence communities at Capilano University. Student Housing Services promotes an environment that is focused on accountability, learning and growth. All residents have a responsibility to consider the impact of their actions on themselves, others and the community.

## 1. Alcohol

Student Housing Services supports responsible and safe practices regarding alcohol by students who are of legal drinking age and make the choice to consume alcohol. The following section exists to discourage high-risk activities related to alcohol and to reinforce provincial and federal laws regarding alcohol consumption.

Please be reminded that the legal drinking age in British Columbia is 19. The sale or distribution of alcohol to minors is illegal.

### Areas of Consumption:

Students who are of legal age may consume alcohol responsibly within private residence rooms. Alcohol transported outside of private rooms must adhere to provincial and federal legislation and be sealed in its original container of purchase.

Alcohol may not be opened or consumed in public residence spaces such as, but not limited to, common lounges, hallways, washrooms, the dining hall and outdoor spaces.

### Responsible Drinking:

All members of the CapU Residence community must take responsibility for their actions when consuming alcohol and refrain from any behaviour that causes a disturbance in the residences.

All residents who drink alcohol are responsible for practicing safe and moderate consumption habits. Activities or accessories that promote excessive, swift or immoderate consumption are not permitted within the residence community. Student Housing Services reserves the right to require removal of any accessories in order to minimize impact to the residence community.

In particular, it is expected that residents will not participate in, promote or spectate drinking games in the residences. Drinking games are defined as any activity, game or contest in which consumption of beverages is either a primary focus or used as a penalty, typically in response to a specified cue or prompt.

### Proper Containers:

Cans and bottles intended for individual consumption may not exceed 355 milliliters. Liquor and wine bottles may not exceed 1 litre. Kegs, mini-kegs, beer bongs, pitchers, Jell-O shooters and other sources/accessories designed for group or common consumption are not permitted in the residences.

## 2. Controlled or Illegal Substances

In accordance with federal law, the possession, use and/or distribution of illegal drugs and/or medication for the purposes other than those which they were prescribed is not permitted in the residences. Evidence in these cases may include drug traces, drug paraphernalia, and/or the distinct smell of prohibited substances. Members of the residence community are responsible for reporting any instances of inappropriate behaviour related to illegal or controlled substances.

## 3. Respectful Conduct Toward Staff

It is expected that all members of the residence community interact in a respectful manner. This includes interactions with University representatives (including, but not limited to, Student Housing Services staff, Security staff, Facilities staff and Dining Services staff) and emergency responders (including, but not limited to police, fire and ambulance). Residents and their guests are expected to cooperate with reasonable requests from those noted above. Providing false or misleading information or identification is also prohibited by these standards.

## 4. Respectful Conduct Toward Property

It is expected that residents treat all property within the residence community with respect and consideration. This includes property belonging to any community member and/or the University (including personal property, equipment, materials and building structures). Residents who are found responsible for or contribute to damages, whether intentional or unintentional, will be held accountable under these standards in addition to any replacement or repair costs deemed necessary.

Theft or unauthorized removal of property belonging to another community member or the University is prohibited by law and will result in follow up under these standards. Stolen items should be reported to Residence Security and the North Vancouver RCMP immediately.

## 5. Respectful Conduct Toward Community Members

All residents have a right to a community based on mutual respect and acceptance that is free from any form of harassment or discrimination. In keeping with this, all residents have a responsibility to treat all members of the community with respect, acceptance and understanding and to speak up when acts of harassment or discrimination are occurring in the residences.

In accordance with federal and provincial laws, the BC Human Rights Code, and University policies residents are expected to refrain from any activity, whether verbal, written, graphic or physical, that may be reasonably interpreted by another person as racist, sexist, homophobic or any other form of discrimination or harassment. Such activities may include, but are not limited to:

- a) posting or distributing material and/or behaving in a manner that is offensive and may contribute to an intimidating, hostile or uncomfortable environment;
- b) putting offensive posters or pictures in areas where they may be viewed by other community members;
- c) using email, phone, mail, social media or other mediums to convey nuisance, obscene or otherwise objectionable messages or materials;

- d) encouraging offensive acts or behavior;
- e) discriminating against or indicating an intent to discriminate against a person or a group or class of persons;
- f) following or attempting to make unwanted contact with another person;
- g) any behavior that could reasonably be interpreted as bullying or hazing; and/or
- h) pranks that jeopardize safety or may reasonably be interpreted as hostile or offensive.

## 6. Fire Safety

The residence community is a high-density living environment with increased risk of loss due to fire. As such, it is the responsibility of all residents to ensure that their actions do not impact the safety of those in the community.

### Fire Alarms and Evacuations

All residents are expected to evacuate a building during a fire alarm. Residents must evacuate immediately except in the case of those who require assistance to do so. Residents are expected to follow the direction of University representatives and emergency responders at all times during a fire alarm and should not return to the building until directed to do so by authorized personnel.

### Fire Safety Equipment

The residences are equipped with a number of fire safety devices and systems to ensure the safety of the community. Discharging, tampering with or operating any fire safety devices or systems for any purposes other than those intended during an emergency may pose a significant risk to residents in the community. Any such actions will be considered to be a serious violation of the Residence Standards and may result in eviction.

### Open Flames, Smoke and Vapor

Open flames, smoke and/or vapor are not permitted inside or within 10 meters of any residence building. This includes, but is not limited to, candles, incense, cigarettes, vaporizers, hookahs and e-cigarettes. Cigarette butts may only be disposed of in designated smoker poles.

## 7. Guests

Hosting guests is an integral part of the residence experience but also a privilege extended to those who live in our community. A guest is defined as any person not holding a current residence agreement who has been invited into the residence community by a host who is a current resident.

### Responsibilities of a Host

Residents who make the decision to host a guest must accept responsibility for the behavior of their guests including any follow up as determined under these standards. As such, it is important that hosts ensure that their guests are aware of and abide by these standards and do not engage in any behavior that may result in harm to themselves, others, or the community.

Hosts must accompany their guests at all times within the residence community. Unattended guests will be asked to leave the residence community.

### Guest Limits

Residents are limited to hosting a maximum of two guests at any one time. Each resident may host an overnight guest for a maximum of seven nights each semester, not to exceed three consecutive nights per visit.

Overnight guests are not permitted during Orientation from August 31, 2018 to September 5, 2018. To ensure a safe and study-focused environment, overnight guests are also not permitted during the December and April final examination periods.

Student Housing Services reserves the right to revoke or modify guest privileges at any time to ensure the safety and security of the residence community.

## 8. Noise

All residents within our community have the right to an environment that is conducive to studying and sleep. Additionally, all members of the community have the right to request that excessive or unreasonable noise is minimized to a non-disruptive level. In keeping with this, all members of our community have a responsibility to ensure that noise is kept at a level that does not have a significant impact in the residence community.

Consideration hours are in effect at all times within the residence community, including the exterior and common areas of buildings. At any given time, it is expected that noise will be kept to a level that contributes to an environment that is conducive to sleep and study. This means that volume should be limited to a level in which it cannot be heard clearly outside of a residence room.

### Designated Quieter Communities

Additional consideration related to noise within the community is expected of those living in or visiting designated quieter communities. Staff who work in these communities are responsible for working with all members of the community to define these additional expectations at the start of the academic year.

### Examination Periods

Additional consideration related to noise is a responsibility of all within the residence community during the December and April examination periods to ensure that the environment is conducive to studying.

## 9. Parties and Gatherings

Any gathering that is deemed to be unsafe or disruptive to the community by University staff is prohibited. This includes, but is not limited to, events where alcohol is the focus.

## 10. Pets

No animals of any kind are permitted inside resident rooms or interior public spaces in the residences. Exceptions will be made in the case of service animals and emotional support animals provided that they are registered with Accessibility Services and approved by Student Housing Services.

## 11. Policies, Laws and Statutes

All residents and guests are responsible for upholding and abiding by all municipal, provincial, and federal laws and statutes, and all applicable Capilano University Policies including, but not limited to, Capilano's Student Code of Conduct and Sexual Violence and Misconduct Policies. Follow up, under these standards, to violations of these policies, laws or statutes may occur concurrently to any other University or external processes and proceedings.

## 12. Prohibited Items

All residents have a responsibility to ensure that all items brought into residence do not impact or have the potential to impact the safety, security and comfort of the community. As such, the following items should not be stored or used in residence and may be subject to removal by Student Housing Services.

### Weapons

To ensure the safety of the residence community, possession/storage of any weapons, ammunition, or items resembling weapons, whether legal or illegal, is strictly prohibited in the residences. This includes weapons used or kept for the purposes of sport.

### Heating Devices and Appliances

Appliances, other than those provided by Student Housing Services, such as, but not limited to, microwaves, toasters, hot plates, barbecues/grills, rice cookers, air conditioners and/or space heaters are not permitted to be used or stored anywhere in the residences. Canadian Standard Association (CSA) approved kettles and coffee makers may be stored in student rooms and used only in common lounges in the presence of the resident.

Small (no greater than 4 cubic feet) refrigerators are permitted, provided that they are purchased or rented new and are Canadian Standard Association (CSA) compliant. Only one refrigerator is permitted in each room. We recommend speaking to your roommate before making a purchase or rental.

Candles, whether lit or unlit, are not permitted in the residences. In addition, Halogen lights/lamps are not permitted to be used or stored anywhere in the residences.

### Explosive and/or Flammable Materials

Items that are highly flammable or explosive are not permitted in residence. This includes, but is not limited to, firecrackers, fireworks, propane tanks, lighter fluid and/or gasoline canisters.

### Scented Products

Strongly scented items including, but not limited to, mothballs, camphor, incense, diffusers, personal scents or fragrances and some aerosol products, may trigger allergies and sensitivities in some community members. As such, we ask that all residents refrain from using these products and follow any additional directions from Student Housing Services regarding scents.



### Sound Systems

Speakers and sound systems designed to produce excessively loud music or bass such as subwoofers are not permitted to be used in the residences. Student Housing Services may require that such items be removed immediately.

### Outside Furniture

Furniture that is not provided or pre-approved by Student Housing Services including, but not limited to, mattresses, chairs and couches are not permitted in the residences. Thin mattress pads/toppers may be used provided that they are purchased new.

## **13. Solicitation, Commercial Use and Advertising**

It is an expectation that residence rooms, commons spaces, telephones and internet connections are not used for commercial purposes. In keeping with this, solicitation is not permitted at any time within residence buildings. Student Housing Services may, from time to time, permit authorized groups to solicit in designated residence spaces.

Any and all advertising within the residence community must be approved by Student Housing Services. Print advertisements, notices and/or posters may only be posted by Student Housing Services.

## **14. Sports and Physical Activities in Residence**

Residents are not permitted to engage in physically active games/activities inside residence buildings, including hallways and common rooms, and in exterior residence parking lots. These activities are permitted in other outdoor spaces provided that they do not impact the safety of persons or property and/or result in excessive noise in the community.

## **15. Unauthorized Entry**

All residents and their guests have a responsibility to respect the personal space of others. As such, it is an expectation that residents and guests do not enter or remain in residence rooms that are not their own without the permission of the occupant(s).

Restricted premises such as, but not limited to, rooftops, maintenance rooms, and offices, should not be entered, whether locked or unlocked, without authorization from Student Housing Services.

Guests of residents living on single-gender floors should refrain from using washrooms designated for gender identities that do not match their own.

## **16. Use of Information Technology**

The standards outlined in this document extend to actions that include the use of information technology including, but not limited to, computers, tablets, mobile devices, gaming consoles, and/or connected accessories.

The use of Internet services provided by the University to students in residence for the purposes of downloading content that is considered illegal or infringes on copyright is strictly prohibited. In addition, high-bandwidth activities, such as torrenting, are not permitted in residence as they may impact internet connectivity for others in the community. Residents found to have misused Internet services may receive temporary or permanent device bans as deemed necessary by Student Housing Services.

## The Residence Conduct Process

The Residence Conduct process exists to ensure a meaningful and appropriate response for addressing actions that negatively affect or threaten the safety of individuals or the community. Whenever possible (i.e., when safety and/or significant disruption are not a concern), this process will place a focus on the learning and growth of those who participate in it for the betterment of individuals and the community.

### Decision Making and Standard of Evidence

When a report of a violation of the Residence Standards is received, Student Housing Services is responsible for ensuring that the incident is addressed with the resident(s) involved. Residents who are involved in an incident will be contacted by email by a Student Housing Services representative requiring them to attend a meeting. Residents will have the opportunity to respond to the reported violations and discuss their involvement and responsibility. The focus of the conversation will be on the impact of the behavior on the community. In most cases, residents will be given the opportunity to show accountability for their actions and take part in the decision making process related to outcomes and next steps.

At each stage in the decision-making process, Student Housing Services is responsible for establishing that there has been a violation of these standards by a student. Decisions will be based on the balance of probabilities, which means that the evidence shows that it is more likely than not that the behavior occurred. The principles of natural justice and procedural fairness will be followed at all times during the Residence Conduct process.

### Outcomes and Sanctions

Wherever possible, residents will have the opportunity to contribute to the discussion regarding their own outcomes and sanctions. Outcomes should always be educational in nature and focus on opportunities to address community and personal impact. In addition to a number of creative and learning-focused outcomes that may be suggested by a resident, the following are sanctions that may be commonly agreed upon or imposed:

- Community engagement sanctions such as event planning, community service and apology letters that focus on opportunities to repair or offset harm done to the community;
- Educational sanctions such as posters, workshops and presentations that focus on opportunities for both the resident and the community to learn from a behavior or choice;
- Reflective sanctions such as journaling, reflection activities and mentorship that allow the resident to engage in further reflection related to the behavior and incident(s) in question.

In certain situations, sanctions may need to be imposed by Student Housing Services in order to address continued, escalating or serious behavior. These sanctions include, but are not limited to;

- Behavioural Contract – A formal document that outlines specific conditions under which the resident will be permitted to continue living in residence. Conditions of a behavioural contract may include, but are not limited to, restriction of access, guest privileges and/or alcohol consumption;
- Monetary Restitution – A charge for repair, cleaning or replacement allocated to the resident’s student account;
- Relocation / Required Room Transfer – A requirement, either immediate or with some notice, for a resident to move to another room, floor and/or building in residence. This sanction may be temporary or permanent and may include a ban from accessing the previous community;
- Eviction – Termination of the resident’s Residence Agreement and a requirement to permanently vacate residence. Residents who are evicted will be automatically banned from residence for a period of 1 calendar year. At the discretion of Student Housing Services, the resident may be ineligible to apply to live in residence in the future.

Student Housing Services reserves the right to, at any time, refer a violation of these standards to the Office of Student Affairs and/or any other appropriate body for further review.

## Appeals

Appeals of decisions made under the Residence Standards can be made in writing to the Manager, Student Housing Services, within five (5) calendar days of the receipt of the decision in writing.

Appeals of evictions or other sanctions imposed by the Manager, Student Housing Services can be made in writing to the Associate Vice-President, Student Success (or designate) within five (5) calendar days of the receipt of the decision in writing.

Residents may appeal decisions made on the following grounds:

- a) Lack of procedural fairness or bias/unfair treatment or discrimination;
- b) The sanction is not proportionate to the violation/behavior; and/or
- c) New evidence has become available that renders the original decision unreasonable (in such cases, evidence must not have been reasonably available during the original investigation).

## Limitations of Support

When a resident exhibits unacceptable behavior and/or psychological needs that are beyond the scope and expertise of what may reasonably be provided, Student Housing Services will consult with the Violence Threat and Risk Assessment (V-TRA) team regarding next steps. Where it is deemed that a resident’s continued occupancy could place the resident or others at risk, Student Housing Services may be required to relocate or evict (either temporarily or permanently) the resident.

## Additional Fees and Charges

In addition to the fees contained in an Offer of Residence, the following additional fees and charges may be applied to a student's account during or after the term of their agreement.

ITEM	FEE	DESCRIPTION
<b>Improper Move-Out</b>	\$50 (+ any additional costs)	<p><i>Charged in the event that a student fails to move-out on time or leaves the room in very poor condition as assessed by Student Housing Services.</i></p> <p><i>This charge will also be applied in situations relating to room switches.</i></p> <p><i>Removal and disposal of items left behind by a student will be included in this charge.</i></p> <p><i>In situations where an improper checkout results in the displacement of an incoming resident, the costs of this displacement will be included in this charge.</i></p>
<b>Cleaning and Damages</b>	<p><u>The greater of:</u></p> <p>The actual cost OR \$50 (minimum charge)</p>	<p><i>The actual cost includes any labour and materials cost associated with cleaning, repair and/or replacement.</i></p> <p><i>Damage charges are applied regardless of intention.</i></p>
<b>Lost Keys</b>	<p><u>The greater of:</u></p> <p>The actual cost OR \$50 (minimum charge)</p>	<p><i>A charge will be for the cost of a replacement key or set of keys and any lock changes deemed necessary by Student Housing Services.</i></p>
<b>Early Move-In / Late Move-Out Fee</b>	<p>\$50 per night</p> <p>OR \$75 per night (without approval)</p>	<p><i>Without approval means that the resident has not received prior approval from Student Housing Services.</i></p> <p><i>Student Housing Services reserves the right to waive this fee for students participating in approved University activities.</i></p>
<b>Winter Break Fee</b>	\$200	<p><i>Charged to students who are approved to stay during the Winter Break as per the Residence Agreement payment. Due December 1<sup>st</sup>.</i></p>
<b>Late Cancellation Fee</b>	\$500	<p><i>Charged to students who cancel their contract for the Spring 2019 semester after December 1, 2018 as per the Residence Agreement.</i></p>