

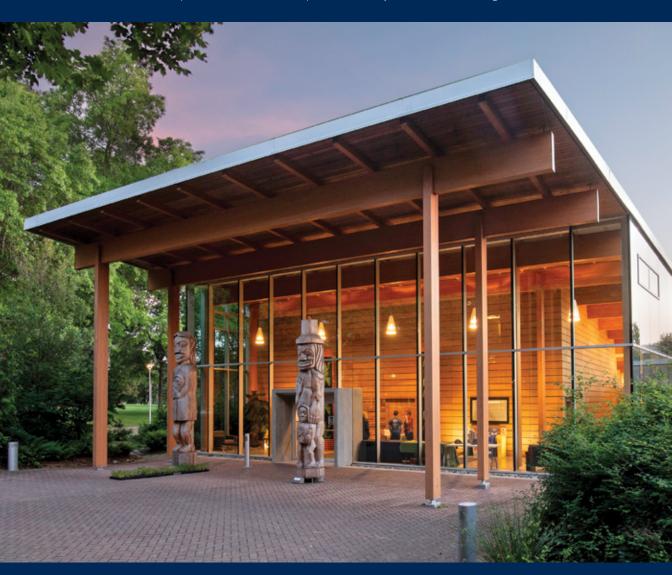
COMMUNITY LIVING HANDBOOK

Residence Services | 2023-24



We acknowledge and respect the lək wəŋən peoples on whose traditional territory the university stands and the Songhees, Esquimalt and WSÁNEĆ peoples whose historical relationships with the land continue to this day.

Designed by Indigenous architect Alfred Waugh, the First Peoples House is located in the heart of campus and features house poles carved by Tsawout artist Doug LaFortune.



The Residence Services Indigenous Student Lounge is located in the lower level Sŋéqə ʔéʔləŋ (Sngequ House). Designed to support Indigenous students by providing cultural, social and educational programming, it is a welcoming and safe space on campus to pop in for coffee and a chat, as well as to connect with other Indigenous students and staff.

TABLE OF CONTENTS

RESIDENCE SERVICES STAFF	2
DAILY LIFE	4
GARBAGE, RECYCLING & COMPOSTING	6
QUIET HOURS & RESPONSIBLE HOSTING	7
SAFETY & SECURITY	8
PROGRAMMING	9
HEALTH & WELLNESS	10
CAMPUS MAP	12
COMMUNITY STANDARDS	14
FREQUENTLY ASKED QUESTIONS	19
THE CONDUCT SYSTEM	20
APPEALS	22
HELPFUL CONTACT INFORMATION	24
CAMPUS RESOURCES	25
IMPORTANT DATES	26

If you would like additional support accessing the information in this handbook, please contact Residence Services at housing@uvic.ca or call 250-721-8395.



RESIDENCE SERVICES STAFF

Our staff team is here to help you have the best residence experience possible. Here is a list of some of the people who will be important to you while you are living here.

Front Desk

Front Desk Staff: your first point of contact when you enter the Craigdarroch Residence Services Office.

Front Desk Staff can help you with:

- Lock-outs / Lost keys
- Picking up special deliveries
- Fee payments
- General inquiries for all residence questions

Business Operations

Business Operations Staff: manages all processes related to housing applications, room offers and assignments and anything to do with students' housing accounts.

Admissions staff can answer questions about:

- Room applications
- Room assignments
- Room transfers
- Withdrawals

Accounting staff can answer questions about:

- Fee payments
- Account details
- Refund processes

Facilities

Residence Facilities: coordinates all housekeeping, maintenance and repairs.

The Facilities team:

- Completes the basic cleaning of common areas in the residence communities
- Coordinates the repair and maintenance of any items owned by the university in your room or residence building

Residence Life

Community Leaders (CLs) and Residence Education Community Leaders (RECLs): your primary resource for living in residence!

Senior Community Leaders (SCLs), RECLs and CLs are student staff who live in residence and can help you:

- Build community through programs and events
- Locate campus resources
- Understand community standards
- Work through community issues

Neighbourhood Managers (NMs): professional staff who oversee each of the residence neighbourhoods, support the residence experience and resolve conduct concerns.

Conduct and Student Support

The Residence Conduct Team Manager, Community Standards Specialist and Community Coordinators are here to facilitate a safe community for everyone, and support anyone involved in our conduct processes.

The Manager, Resident Support aims to connect with students experiencing difficulties and support them to connect with resources both on and off campus.

Residence Education

The Residence Education (REd) team works to ensure that all residents have an excellent personal experience by facilitating a number of programs and events throughout the year. The REd team oversees the programming and day-to-day operations of the Indigenous Student Lounge. We also support the Living Learning Communities (LLCs) in their educational programming and curriculum. As a team we oversee the training and ongoing development of all student-staff who work for Residence Services.

Indigenous Student Lounge Advisors (ISLAs): your primary resource for accessing the Indigenous Student Lounge, cultural programming and support.





DAILY LIFE



Keys

Locked out? Lose your key? If you're locked out of your residence, Front Desk Staff will lend you spare keys three times for free. After the third time, your residence account will be charged for each additional "lock-out". If you lose your keys, your lock will be changed and you will be charged the associated lock change fee. For information on fees associated with lock-outs or changes, visit: https://www.uvic.ca/residence/current-residents/living/lockouts-keys/index.php

For the safety and security of our residence communities, lending keys to others is strictly prohibited.

Please always lock doors and do not let others in to the building behind you.



Laundry

SmartCard-operated and app, pay laundry machines are available throughout the residence complex.

- First floor or basement of most residence buildings
- Cluster residents use the laundry rooms adjacent to blocks 54 & 58

For use, residents will need to use the CP Mobile app or purchase SmartCard for \$10 at dispenser machines in the Residence Services main office.

For more info visit: <u>uvic.ca/residence/</u> <u>current-residents/living/laundry</u>

NOTE: Residence Services will communicate with you through the email address you provided on your "Online Tools" page.

Please ensure this email is kept up-to-date and check it regularly.



OneCard

All students must carry their OneCard with them at all times. Be mindful to bring it with you whenever you leave your room.



Mail & Packages

Residents are assigned a mailbox with their room number.

- Cluster mailboxes are located outside Block 51
- Ring Road mailboxes are located in the building lobby
- All other mailboxes are located between the Residence Services main office and Čeqwəŋín ?é?ləŋ (Cheko'nien House)

Mailing Address

Student's Name
Building + Room #
UVIC Student Residences
PO Box 2100 Stn CSC
Victoria, BC V8W 3A4

Courier Address

Student's Name
Student's Phone Number
Building + Room #
University of Victoria
Craigdarroch Office Building
Parking Lot #5, Off Sinclair Rd
Victoria, BC V8P 5C2

Special Delivery

Parcels, large packages and boxes will be held at Residence Services office.

Students are responsible for grocery/ food deliveries and must arrange pick-up location near their location. Students will be notified of special deliveries via email.

Pick up: bring photo ID to Residence Services Front Desk



Garbage & Recycling

Residents are required to take their own garbage, compost and recycling to the proper refuse compounds located throughout residence. See the Recycling and Composting chart on page 6 to quide you.



Smoking, Vaping and Cannabis

Smoking on the UVic campus is only permitted in designated smoking areas. Smoking and vaping outside these areas are violations of Community Standards and will be followed up under the Conduct System. This includes the use of e-cigarettes, vapourizers and other smoking apparatuses.

Smoking cannabis is only permitted in designated cannabis smoking areas.

Please see page 16 for further information on expectations related to cannabis use and storage in residence.



Programming

Your Community Leader will run programs and facilitate events for your community. Participating in programming is a great way to meet your fellow residents and learn something new. Please see page 9 for more information.



Cleaning

Residents are responsible for the cleanliness of their own personal living area. The upkeep of shared spaces is the joint responsibility of all residents living in the same unit or area.

Housekeeping staff clean the residence common areas including: hallways, washrooms, lounges and laundry rooms in all residence buildings except Cluster, where Housekeeping cleans only walkways and laundry facilities.



Maintenance

If something in your room or building needs repairs, report it on the Housing Portal ress.uvic.ca/StarRezPortal.



Roommates

Mutual respect and open communication make for positive roommate experiences. You will develop a Roommate Agreement outlining what the coming year will look like in your shared space. Community Leaders will support you in making the Agreement.



Meal Plans

All students living in residence, with the exception of students living in Cluster, apartments or on pod floors are required to be on a meal plan.

For more information visit uvic.ca/food.



Room Transfers

Seeking to change rooms? Following a settling-in period at the start of the term, room transfer requests are considered between September 15 – December 1 for the Fall Term and January 15 – March 1 for the Spring Term.

Please note that room transfers are subject to availability and have associated costs. Transfer requests are considered for students who have paid their fees in full. Please refer to Schedule B 4.9 of the Residence Contract for instructions and fee information

GARBAGE, RECYCLING & COMPOSTING

Here's a handy reference of what gets sorted where in our main enclosure areas. Remember it's up to YOU to make the system work—a contaminated bin goes straight to the landfill!

BLUE TOTE MIXED PAPER



ACCEPTABLE ✓

- White paper
- Cereal boxes (remove inserts)
- · FLATTENED cardboard
- Magazines
- Newspapers
- Books
- Pizza boxes

UNACCEPTABLE X

- Bottles and cans
- Hard plastics (#1-7)
- · Soft plastics (e.g., plastic bags)
- COFFEE CUPS
- Food waste
- · General 'garbage'

BROWN TOTE





ACCEPTABLE ✓

- Plastic bottles
- Hard plastics #1, 2, 3, 4, 5 and 7 (e.g., sushi and yogurt containers, coffee cup LIDS)
- Aluminum and tin cans
- Aluminum foil
- · Juice & milk cartons
- COFFEE CUPS

UNACCEPTABLE X

- Styrofoam
- Soft plastics (e.g., plastic bags)
- Mixed paper
- Cardboard
- · General 'garbage'
- Food waste
- Liquids

GREEN TOTE COMPOSTABLE WASTE



ACCEPTABLE ✓

- · All food waste
- Paper towels
- Paper plates
- COFFEE CUPS
- Compostable items (e.g., bags, cutlery)

UNACCEPTABLE X

- Bottles and cans
- Hard plastics (#1-7)
- Cardboard
- Soft plastics (e.g., plastic bags)
- General 'garbage'

YELLOW TOTE GLASS



ACCEPTABLE ✓

- All glass bottles
- All glass jars
- No lids (please recycle in brown tote)
- · Please empty and rinse containers

UNACCEPTABLE X

- Drinking glasses
- Dishes
- Cookware
- · Window glass or mirrors
- Ceramic products
- Plastics/Metal/Paper containers
- Food waste
- Liquids

GREY TOTE



ACCEPTABLE ✓

- Foil lined bags
- · Chip bags
- Soft plastics
- Styrofoam
- Non-recyclables and non-compostables

UNACCEPTABLE X

- Paper
- Cardboard
- Bottles and cans
- Hard plastics (#1,2,3,4,5 and 7)
- Food waste
- · Glass bottles and jars





Any questions please contact the Waste Reduction Unit at wastenot@uvic.ca. For more info, see uvic.ca/sustainability.

QUIET HOURS & RESPONSIBLE HOSTING



QUIET HOURS

At all times, no individual or group should cause noise which interferes with a resident's right to reasonable quiet for sleep and study. Additionally, Quiet Hours during the year for all residence areas are:

Sunday to Thursday 9 pm – 8 am Friday to Saturday 12 am (midnight) – 10 am

During December and April exam periods, extended Quiet Hours will be in effect.

Hosting Guests

When hosting guests in your residence room or unit, the Community Standards must be upheld at all times, including the expectations regarding guests, noise, fire safety and substance use.

In addition, the following guidelines must be followed:

- Hosts must be present, sober and available to speak with university personnel if requested.
- Hosts are responsible for the behaviour and actions of those in attendance.
- Roommates must give advance permission for a social gathering to be held in the room/unit.
- The gathering must remain contained to your room/ unit, and should not impact communal space (e.g., hallways, walkways, balconies).
- All functions and social gatherings must adhere to fire code regulations and occupancy limits.
- Alcohol and other regulated or illegal substances may not be sold, and all provincial, residence and campus liquor policies must be respected.
- Hosts must end social gatherings and have all guests vacated by Quiet Hours.
- Parties/social gatherings are not permitted during the during exam periods, holiday closures, and additional dates like Halloween. Additional dates will be communicated in advance to residents via email.
- There may be situations when you may not host non-resident guests in the residence complex. Be mindful to check your email for all updates.
- Call the CL Help Phone or Campus Security if you need assistance (see "Helpful Contact Information" on page 24).

HOSTING & OCCUPANCY LIMITS

The Residence Contract stipulates maximum occupancy limits or the number of people permitted in a room or unit during a social gathering.

Cluster: 16 people Double rooms: 8 people Single rooms: 4 people

Please note that the university may change these limits during the year in order to uphold Community Standards. Changes may also occur in response to public health orders or legal requirements to restrict the size of gatherings or impose physical distancing measures.

For more details, please see Schedule D 4.4 of the Residence Contract.

A Neighbourhood Manager is available to meet with you to discuss these guidelines if necessary. University and Emergency personnel will use discretion in responding to any concerns. You will be asked to end a social gathering if it requires continuous staff presence or violates Community Standards.

SAFETY & SECURITY

Personal Safety

For your safety:

- Keep your doors and windows locked, especially when you are sleeping or not occupying the room.
- Carry your keys with you and do not lend your keys to others.
- Do not allow strangers to enter the building.
- Secure your valuables with locks.
- Have your valuables engraved by Campus Security.
- Do not have open flames anywhere in residence buildings.
- Avoid attracting pests by keeping the building clean. Do not leave open food in your room and take garbage or recycling to the refuse area compound regularly.
- Report any suspicious activities, persons or hazards to your Community Leader or Campus Security.

Fire Safety

When a fire alarm sounds, you and all other occupants must evacuate the residence and follow the Evacuation Procedures listed below.

Campus Safety Programs

Safe Walk: Campus Security will accompany you anywhere within the boundaries of campus 24 hours a day, 7 days a week.

Request a Safe Walk or Security Officer check in by:

- Calling 250-721-7599.
- Using Campus Security Direct Dial phones.
- Using the UVic Mobile app.

For more information go to <u>uvic.ca/security/home/</u> safewalk.

Privacy, Room Access & Inspections

Your room is considered a personal, private space and this privacy will be respected.

Residence Services staff and/or authorized personnel of the university may access your room without prior notice or permission if they have reason to believe there is:

- Something in your room creating noise or odour and is interfering with others' ability to sleep or study.
- Something in your room that could be a fire hazard or other danger.
- An emergency that requires attention.

24 HOUR CAMPUS SECURITY **250-721-7599**

9-1-1

EVACUATION PROCEDURES

- Always evacuate the building when you hear the fire alarm. Never treat it as a false alarm.
- When you hear the alarm, close all windows and leave your unit, closing and locking the door behind you.



- Alert your neighbours on either side of you as you immediately leave the building.
- Move quickly away from the building to your designated meeting/muster point (ask your Community Leader if you are unsure of this location).
- If you know people have been unable to evacuate the building, inform a Residence Services staff member and any emergency personnel on site.
- Do not re-enter the building until emergency personnel have instructed it is safe to do so even if the alarm bells stop ringing.

PROGRAMMING

Residence Services provides many opportunities for students to learn, develop and engage with their communities. Your Community Leader will run programs and facilitate events to make your floor feel like home. Programming will help you make friends, learn something new and get to know your neighbours. Programs could be small-group outings with your floor community, one-on-one interactions with your Community Leader or the chance to have fun with a group of people who share your interests.

Programming, Activities & Events

Community Leaders facilitate residence programs and events to help students transition to university life. As a new student you can participate in activities that allow you to:

- Decorate your floor
- Contribute to your residence community
- Learn about living on your own
- Try out a skill or create something new
- Get to know campus
- Socialize with your community
- Build skills for academic success
- Explore Victoria

And lots more!

Talk to your Community Leader for more information or to share what you'd like to see happen in your community!

Keep an eye out for posters such as the ones below that provide educational information and program registration opportunities. Some posters also invite your in-themoment response and engagement with a programming idea or question of interest to your community.







HEALTH & WELLNESS

As a student at the University of Victoria, you have access to on campus health and wellness resources. Please see pages 24 and 25 for a list and contact details. Residence Services staff can assist you if would like more information.

Your Physical Health

Living in close proximity to others comes with many benefits and responsibilities. Every resident plays a vital role in protecting our communities by attending to their personal health and hygiene.

If you develop a contagious health condition that can be spread to others through close living conditions:

- Contact the Student Wellness Centre and follow all subsequent medical recommendations.
- A Neighbourhood Manager may reach out to you to confirm if you require any further residence-based support.

In keeping with our goal to maintain safe and healthy communities, all residents are to uphold any guidelines as recommended by the university and provincial and/or health authorities.

Residence Services is committed to communicating information about communicable illnesses if they may impact you. Please check your email regularly for communication from us

Your Mental Health

The transition to campus life brings many changes. Most students will experience stress as they transition into and through residence and their university careers. It is natural to experience variance in your mental health. UVic has many avenues of support and we can help you navigate the resource options to find the ones that best fit your individual needs.

If you are concerned about your mental health, are experiencing distress or prolonged difficulties, support is available. We encourage you to access campus or community resources. Residence Services staff can help you get connected.

Residence staff will respond to incidents involving significant behavioural and/or mental/physical health concerns to help reduce immediate risks to health and safety of an individual or community. We work closely with campus resources to help students quickly connect to resources.

SUPPORTING YOUR	SIGNS SOMEONE	HELPING A FRIEND
MENTAL HEALTH	MAY BE STRUGGLING	WHO IS STRUGGLING
 Set reasonable expectations for yourself Maintain routines that support your wellness such as trying to get enough sleep, and moderating your substance use Foster connections; communicate with friends and family Access campus for support 	 Loss of interest in activities they usually enjoy Saying they feel sad or helpless Big changes in daily habits Concerning communications in person or on social media Withdrawal or isolation 	 Express your concern Take time to listen Ask how you can help Avoid trying to fix the problem or assume you know what's best for them Set healthy boundaries; be realistic about the support you can provide Remind them that help is available



Student Wellness Centre

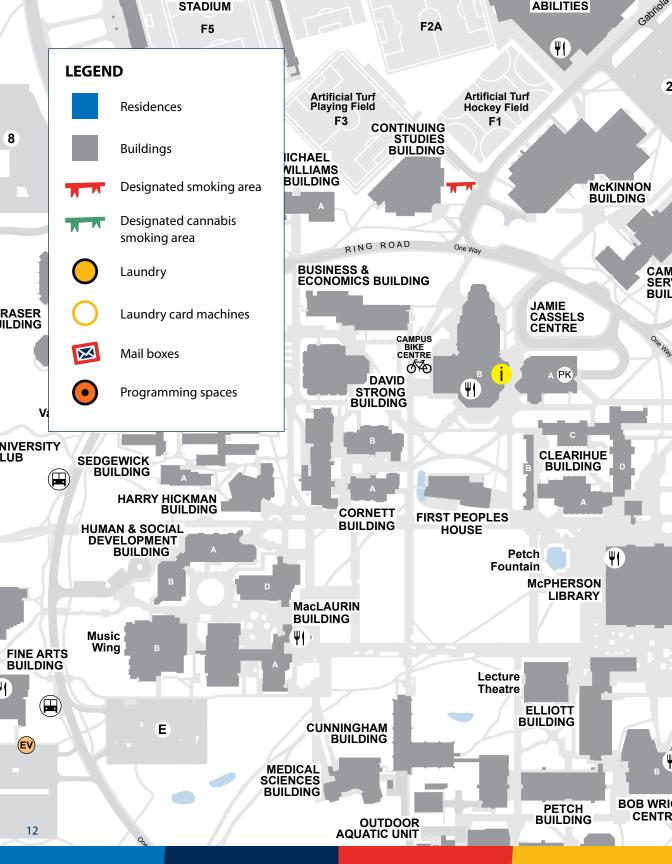
The Student Wellness Centre (SWC) combines three different services for students: Counselling, Health and Multifaith. The SWC aims to provide holistic care to support UVic students' wellbeing: emotionally, physically and spiritually. The SWC team includes counsellors, doctors, nurses, administrative staff, spiritual care providers and other practitioners.

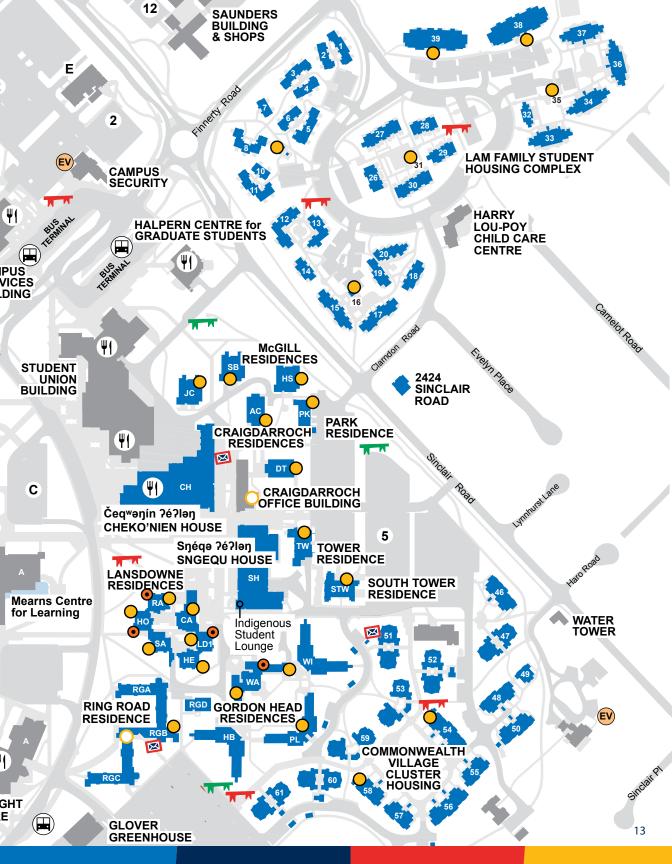
At the Student Wellness Centre students can book appointments with Counsellors, Nurses, Physicians and/or Spiritual Care providers. The SWC is located at the Health and Wellness Building. Appointment booking details, hours and location information can be found at uvic.ca/student-wellness.

Multifaith offers a range of community, spiritual and faith programming, from prayer, meditation and yoga to a weekly Pet Café with friendly therapy dogs. Multifaith is located at the Multifaith Centre.

Priority Consideration Related to Disability or a Chronic Health Condition

If you have a disability or chronic health condition that requires access to a specific type of housing, you are welcome to submit a request through our Priority Consideration process if you haven't already done so: uvic.ca/residence/future-residents/apply/students-with-disabilities





COMMUNITY STANDARDS

Community Standards are the expectations for everyone living in residence in order to maintain positive, respectful and safe neighbourhoods. Following the Standards while you are here will help you to have the best possible experience. You are responsible for understanding the Standards.

- The Community Standards are detailed in this handbook and Schedule D of your Residence Contract.
- Some of our residence communities also include a Roommate Agreement created by those living in the same room or unit.

Philosophy & Guiding Principles

The well-being of the residence community rests on the balance of the community's ability to respect the needs of the individual and vice versa. The following table describes your rights, responsibilities and privileges as a resident.

PRIVILEGES & RESPONSIBILITIES

GUIDELINES	PRIVILEGES	RESPONSIBILITIES
Housing	You have the privilege of having housing on campus	You have the responsibility to respect the Community Standards and live within their guidelines in order to maintain this privilege
Guests	You have the privilege of having guests visit you in residence	You have the responsibility to (a) ensure that you have the permission of your roommates to host the guest(s), and (b) ensure that your guest(s) respect and abide by the Residence Community Standards, university policies, and the law

RIGHTS & RESPONSIBILITIES

GUIDELINES	RIGHTS	RESPONSIBILITIES
Safety	You have the right to feel safe here	You have the responsibility to act in a way that does not endanger yourself or others
Respect	You can expect consideration and respect for your feelings and needs	You have the responsibility to act in a civil manner and to show respect for the rights of every other person in the community

GUIDELINES	RIGHTS	RESPONSIBILITIES
Fairness & Support	You have the right to expect fair and consistent service from Residence Services staff	You have a responsibility to address any questions or concerns directly with Residence Services staff
Clarity of Standards	You have the right to expect that the Community Standards outlined in this handbook and in the Residence Contract are clear	You have the responsibility to know the Community Standards and ask questions if you do not understand them
Cleanliness	You have a right to a living space that is clean and kept in good condition	You have the responsibility to assist in the upkeep of common areas by not leaving garbage or dishes in lounges, kitchens, or common areas, by using appropriate disposal and recycling receptacles, and to keep your own room clean and in good condition
Autonomy in Managing Personal Health	You have the right to manage your own health and wellness	You have the responsibility to work with UVic staff and health providers to ensure your personal physical and/or mental health does not negatively impact the residence community or yourself
Consideration	You have a right to enjoy your living space	You have the responsibility to follow the standards regarding Quiet Hours, and allow others a reasonable level of conversation and visiting during consideration hours as well as the responsibility to keep your own visiting and conversation during these times at a reasonable level
Security of Property/Belongings	You can expect to live in an environment where your possessions and the communal spaces are shown respect	You have the responsibility to show everyone respect and to respect the property of others and the university

Community Standards

The following table outlines the Community Standards within the Residence Contract. Residence Services staff reserve the right to address issues not explicitly defined here and/or to alter sanctions as required to maintain the overall integrity and safety of the community and UVic property.

STANDARD	DESCRIPTION
	Open Alcohol Alcohol may only be consumed within a resident's room/apartment/Cluster unit. Consuming/serving alcohol or carrying unsealed liquor is not permitted in public spaces including but not limited to: lounges, patios, balconies, Cluster walkways, elevators, washrooms, laundry rooms, hallways, stairwells, main floor foyers, programming space, and any outdoor residence space. Consumption by a Minor Residents who are under the age of 19 may not possess or consume alcohol in residence.
Alcohol Use	Mass Consumption Participating in a game or activity that promotes or mimics the mass consumption of alcohol, which includes but is not limited to, high risk drinking activities and/or the use of a drinking apparatus that promotes mass consumption (e.g., beer funnels), is not permitted. Kegs or other high volume containers (more than 2L) are not permitted within residence. Participating in an activity that can be construed to promote mass consumption is also prohibited.
	Overintoxication Drinking to excess and/or consuming an amount of alcohol which leaves a person unable to care for their own health and safety is not permitted. Alcohol is not an excuse for disruptive or unacceptable behaviour.
Threat to the Dignity and Security of an Individual	Activity (verbal, written, electronic, graphic, physical) that is threatening, racist, sexist, homophobic or any form of discrimination, harassment, sexual harassment or unwanted sexual attention is prohibited. Incidents will be referred to the Equity and Human Rights Office (EQHR) as appropriate.
	Consumption Consuming, serving cannabis or carrying unsealed cannabis is not permitted in any areas including, but not limited to: lounges, patios, balconies, cluster walkways, elevators, washrooms, laundry rooms, hallways, stairwells, main floor foyers, lounges and any outdoor residence space other than the designated smoking areas.
	Possession or Cultivation The possession or cultivation of cannabis plants in your accommodation or elsewhere in the residence complex is prohibited.
	Manufacturing Manufacturing of cannabis oil in a residence for the purpose of producing edibles for self or distribution, or other uses, is strictly prohibited.
Cannabis	Consumption by a Minor Residents who are under the age of 19 may not possess or consume cannabis in residence.
	Storage Cannabis products and equipment must be stored in a sealed container in your private space in your bedroom with labels clearing indicating they contain cannabis or are used to prepare or consume cannabis. It is important that any odour is undetectable inside or outside of your residence room.
	Odour You are responsible to manage the odour or residual odour on your person or personal affects that may negatively impact others in the residence community. Residence Services expects that you will make every possible effort to conceal the detectible odour of cannabis anywhere within the residence complex.

STANDARD	DESCRIPTION
Cleanliness Standards	Residents are expected to keep shared living areas, including common lounges, kitchens, double rooms, Cluster units, toilets and showers, and the exterior of their room/unit doors clean. This includes not leaving dishes and/or garbage in public spaces of the Residence complex, including stairwells, hallways and the exterior. Residents are responsible for keeping the interior of their room reasonably clean so that its conditions do not interfere with others' right to a clean, healthy space.
Cooperation with Staff and Others	Residents and guests shall cooperate with requests from staff members, Campus Security, emergency personnel and the Saanich Police Department. Failure to cooperate with, and/or verbal or physical harassment or abuse of a staff member may result in university action, eviction from residence and/or referral to the Office of Student Life for Non-Academic Student Misconduct Policy follow-up. Misleading or providing false identification to staff will also result in Residence Community Standard action.
Damage to Property/Vandalism	Damage to the personal property of other residents or damage to residence property is strictly prohibited. Any wilful, malicious or negligent destruction of public or private property in or around residence and/or failure to uphold reasonable standards of cleanliness is prohibited. Being present while vandalism occurs and failing to report such acts will be treated as vandalism.
Dangerous Activity/Material	Activities that are considered dangerous or potentially harmful to any person, including the resident engaging in the activities, are prohibited and may result in eviction. Possession or use of explosive or flammable material including, but not limited to firecrackers, fireworks, dynamite, gasoline, propane or other such materials, is not permitted in residence property. Propane tanks are not permitted in residence.
Drugs	Any possession or involvement, whether direct or indirect, in any illegal drug or drug-related activity is prohibited. Possession of drug-related paraphernalia that is associated with the possession, use or trafficking of illegal or prescription drugs/medication is strictly prohibited.
Flames and Incense	Open flames, such as burning candles or incense, are not permitted in residence.
Functions and Social Gatherings	At all times when hosting guests in a residence room/apartment/Cluster unit, all Community Standards must be upheld; specifically those that pertain to alcohol, guests and noise. All functions and social gatherings must adhere to fire code regulations and public health orders.
Guests or Visitors	Residents are responsible for the actions of their guests. Guests must be accompanied by their host at all times. Prior to having a guest, residents who share a room/Cluster unit must have the permission of their roommate(s). Residents are permitted to have an overnight guest for no more than three consecutive nights and no more than nine nights total per semester unless given written permission from a Neighborhood Manager. Each host must have the permission of their roommate (if applicable) to host overnight guests. Overnight guests are not permitted during December and April exam periods, during the first month following move-in day, and other dates as communicated by Residence Services. Room or unit owners who leave their door unsecured will be considered the host of any individuals who access the room or unit.
Inappropriate Behaviour	Acting, intentionally or recklessly, in a manner which threatens the personal safety, health or well being of any person, either directly or indirectly, is prohibited. Inappropriate or disruptive behaviour, including but not limited to public urination and the use of residence facilities outside of their intended use, is prohibited.
Initiations/Hazing	Activities that single out particular residents, expose them to undue embarrassment or ridicule or cause physical or emotional harm are prohibited. This includes actions and behaviours in an online environment.
Kitchen Use	Residents are required to remain present in the shared kitchens when cooking, baking, preparing food, or cleaning. Residents are required to turn off all appliances (eg. stoves and ovens) when not in use. Deep frying food in shared kitchens is prohibited.
Noise	Residents must abide by designated quiet hours in residence. See page 7 under Quiet Hours for more information. Subwoofers (bass amplifiers) are not permitted in residence.

STANDARD	DESCRIPTION
Pets and Service Animals	Pets are not allowed in residence. Service animals are permitted in residence if the resident has submitted appropriate documentation and received prior approval by Residence Services.
Playing Sports or Sporting Activities in Residence Buildings	Residents are not permitted to engage in physically active games/activities inside residence complex buildings, including hallways and common rooms.
Pranks: Inappropriate or Destructive	Initiating, encouraging, supporting or participating in pranks that are inappropriate, disruptive, offensive, and/or hostile toward residents and/or staff, or that jeopardize the safety and security of others is prohibited.
Prohibited Areas	Residents are not permitted to access unauthorized areas, including but not limited to roof tops, the top of covered walkways and construction zones. Unauthorized access to residence rooms, apartments or Cluster units is also prohibited.
Removal of University Property	Removing furniture or property from rooms, individual units, lounges and other common areas is not permitted. Taking university property out of residence is considered theft.
Safety/Security/Fire Equipment	Activating, handling, using, covering, disengaging or otherwise interfering with any fire or safety equipment for any reason other than an emergency is prohibited whether such actions were intentional or not. Residents must follow all fire regulations, the directions of staff, and keep walkways, stairwells and fire exits clear at all times. Residents are required to evacuate buildings in the event of a fire alarm or other emergency. Failure to evacuate during these situations is prohibited.
Signs	No signs (electric or otherwise), posters, banners or flags of any size may be hung outside, or around the residence complex, unless prior approval is obtained from Residence Services.
Smoking and Vapourizers	Smoking and vaping are not permitted in residence buildings or on residence balconies and walkways; this includes the use of hookahs, pipes, vapourizers, e-cigarettes and/or any other smoking device. Cigarette smoking on residence property is only permitted at the designated smoking benches.
Theft	Theft or possession of another person's property without permission is prohibited.
Throwing or Falling Objects	Throwing, dropping, knocking or ejecting objects from residence buildings, windows, walkways, balconies or stairwells, whether intentionally or unintentionally is prohibited. Throwing objects within or at a residence building is prohibited.
Unauthorized Assignment	Your accommodation cannot be assigned, "sublet", lent or otherwise shared with another person.
Unauthorized Key Possession, Use and/or Unauthorized Entry	Unauthorized possession or use (including lending) of Residence Complex keys is prohibited. Residents are not permitted to copy any key or keycard provided by Residence Services.
Violence/Physical Aggression/Sexualized Violence	Physical aggression, violence to self or others, and/or sexualized violence or sexually inappropriate behavior are not tolerated. Incidents will be referred to the Office of Student Life or EQHR/SVRO as appropriate.
Weapons	Possession of real or replica weapons of any kind in residence including but not limited to firearms (including air guns and paintball guns), swords, hunting equipment, throwing or sporting knives, sling shots and archery equipment is prohibited. Wielding and/or using any object in a threatening or aggressive manner is prohibited.

FREQUENTLY ASKED QUESTIONS

Do the Community Standards apply anywhere other than residence buildings?

Yes. Residence Services staff may follow up regarding incidents occurring anywhere on residence property, including areas such as the Cove and parking lots. The Standards also apply at endorsed Residence Services events off-campus.

What if I disagree with a Community Standard?

Come and talk to us about it. We welcome you respectfully sharing your opinion. However, violating a Standard as a way to question it is not acceptable and could impact your ability to live here.

What happens when there is a conduct concern related to the Community Standards?

In most instances, a CL will directly approach those involved to address the issue. The CL may write an Incident Report (IR) to submit to Residence Services. Campus Security may also provide a report to Residence Services when they respond to concerns.

What is an Incident Report?

An IR is a confidential written record of a conduct-related concern made by a Residence Services staff member. IRs provide the basis for staff to follow up and resolve the concern.

How does Residence Services follow up on an IR?

The information in the IR is evaluated to determine what follow up is most appropriate. Next steps may include email communication from Residence Life, and/or a meeting with one of our staff.

Are meetings about an incident confidential?

Yes, within the limits of the law. The information you provide is part of a confidential record and shared only on a need-to-know basis. Information you may choose to share during meetings may be shared and used in a review of reported concerns under appropriate university policies.

Are all incidents treated in the same way?

Incidents are addressed on a case-by-case basis. This means that decisions take into account the specific circumstances of each situation.

What happens when I meet with staff about an IR?

The meeting is an opportunity to review the information in the IR, provide your point of view, and ask any questions. Sometimes no further follow-up is required. Depending on the situation, an outcome of incident follow up may be the assignment of a sanction or conduct status.

What is a sanction?

A sanction is a consequence applied to a resident to support education and accountability for their role in an incident.

Is a conduct status removed from my record at the end of the academic year?

No. Statuses applied in one year are carried over into any subsequent years you live in residence. Your conduct status may affect your eligibility to return to residence. Please see the Appeals section of this handbook for how to appeal a status from a previous year.

Can an incident be referred to another office?

Yes. Incidents may be referred to the Office of Student Life, Campus Security, the Sexualized Violence Resource Office, Equity and Human Rights or police. Your behaviour in residence can have significant impacts outside of the residence environment and may affect your status as a student or Vikes athlete at the university.

What if I believe a sanction decision is unfair?

We encourage you to express your concern to the appropriate staff member to see if you can resolve the issue directly. You also have the option of appealing a decision. Please see the Appeals section of this handbook.

What if I want to express a concern about fairness to someone other than a Residence Services staff member?

The UVic Office of the Ombudsperson is an independent, impartial and confidential resource for students if they have concerns about fairness and due process. Please see uvicombudsperson.ca for more information.

THE CONDUCT SYSTEM

The Conduct System is a procedural framework for responding to behaviours or circumstances that are not in keeping with the Community Standards. Typically, behavioural concerns are reported through an Incident Report (IR) and addressed through our conduct follow up process.

Using the Residence Contract and the Community Standards as a foundation, the key goals of the Conduct System are to:

- Support individual and neighbourhood wellbeing
- Provide a fair, impartial, and transparent process
- Provide opportunities for learning and growth
- Ensure the safety and protection of residents and residence property

Conduct Follow Up & Outcomes

The Conduct System is intended to be supportive and to help you succeed living here according to the Community Standards. Our processes also allow for the opportunity to repair harm that may have been caused to an individual or community.

Community Leaders (CLs), Senior Community Leaders (SCLs) and Neighbourhood Managers (NMs) are key resources in incident follow up. Other professional staff may be involved when necessary.

Incident outcomes are assessed on a case-by-case basis and through an evaluation of factors including, but not limited to:

- The nature of the conduct
- The level of risk posed by the conduct
- Individual and community impact
- Previous conduct history

Outcomes may include the following, at the discretion of Residence Life staff:

Educational Information & Dialogue: Clarification of Community Standards and support in identifying strategies for living in a high-density communal environment.

Sanctions: Sanctions may be educational, restorative, financial or disciplinary in nature. Sanction decisions are based on factors related to the incident, such as those described above.

Residence Conduct Status: Residence conduct statuses include On Notice, On Probation and Eviction. Depending on the incident, statuses may not progress in the order as listed. Conduct statuses can be appealed. Please see pages 21 & 22 for more information.

Referrals to Other Offices

The immediate referral of case/file records from Residence Services to other campus and community resources may be appropriate in some instances. These include the following:

- Office of Student Life (<u>uvic.ca/studentlife</u>): A resident's conduct records may be referred to the Office of Student Life, for further investigation and action under the university's Non-Academic Misconduct Policy (AC1300),
- Sexualized Violence Resource Office: A resident's conduct records may be referred to the SVRO, for further investigation and action under the university's Sexualized Violence Prevention and Response Policy (GV0245),
- Equity and Human Rights Office (uvic.ca/equity),
- Campus Security (<u>uvic.ca/security</u>), Saanich Police and/or other law enforcement agencies in cases of illegal activity,
- Investigation under any other applicable policy of the university, or
- Alternative university discipline procedures.

PLEASE NOTE:

Your conduct status will remain in place for the duration of your stay and will be carried over to any subsequent years you live in residence. This may affect your eligibility to return to residence in future years. To appeal the carry over of your assigned conduct status please see the Appeals section of this handbook.

This table outlines:

- The conduct statuses that can be applied to a student
- The Residence Services staff who may be involved in providing conduct follow up
- Typical outcomes of conduct follow up
- Avenues of appeal and appeal deadlines

FOLLOW UP/ CONDUCT STATUS	FOLLOW UP/CONDUCT STATUS DESCRIPTION	FOLLOW UP FACILITATED BY	ОИТСОМЕ	AVENUE OF APPEAL	DEADLINE FOR REQUESTING AN APPEAL
Educational Information & Dialogue (No Conduct Status Applied)	a. The student's conduct has been identified as inappropriate for the residence community, or may have impacted the community or the resident themselves, and/or b. Education regarding the Community Standards as well as support and resource information is provided.	CL/RECL, Senior Community Leader and/ or Community coordinator	Educational information provided by email and/or meeting with Staff	N/A	N/A
On Notice	a. The student's conduct has negatively impacted the residence community, and/or the student themselves, and/or b. The student continues to engage in conduct that is not a fit for the residence community. The assignment of educational sanctions is likely.	NM, Senior CL/ RECL and/or Community coordinator	Meeting with Staff, Decision Letter, Possible Sanctions	Director, Residence Services (or designate)	5 university business days after assignment of conduct status. More information about requesting an appeal can be found in the Appeals section of this handbook.
On Probation	a. The student's conduct has had a major negative impact on the residence community, and/or the student themselves, and/or b. The student continues to engage in conduct that is not a fit for the residence community. The assignment of educational sanctions and restrictions to their residency is possible (e.g., guest restrictions).	NM, Community Standards Specialist, and/ or Residence Conduct Team Manager and/ or Community coordinator	Meeting with Staff, Decision Letter, Possible Sanctions		
Eviction from Residence (Termination of Residence Contract)	a. The student continues to engage in conduct that is not a fit for the residence community. The student has exhausted all of their options within the residence Conduct System, and/or b. The student's conduct has been identified as dangerous and/or illegal, and is a risk to the safety of the residence community.	Community Standards Specialist, Residence Conduct Team Manager and/ or Associate Director, Residence Life and Education (or designate)	Residence Contract is terminated. Student is not welcome back in the residence for the next academic year.	Residence Services Judicial Appeal Board Chair: Director, Residence Services (or designate)	3 university business days from the receipt of eviction notice. More information about requesting an appeal can be found in the Appeals section of this handbook.

APPEALS

Appealing On Notice and/or On Probation Sanctions

Deadline for Appeal

 Five (5) university business days from the receipt of follow up letter

Avenue of Appeal

Director, Residence Services (or designate)

Process

- 1. A resident may appeal a status and/or assigned sanctions on the following grounds:
 - a. There is clear evidence of lack of procedural fairness and/or bias or unfair treatment in the process
 - b. Relevant information has emerged that was not available at the time of the original decision
 - c. The severity of the sanction imposed reasonably exceeds the nature of the misconduct
- 2. To initiate this process, the resident must email Residence Services (reslife@uvic.ca).
 - a. Ensure the title of the email is: Residence Community Standards Appeal
 - b. In the body of the email:
 - i. Indicate your full name, building/Cluster unit and room number
 - ii. Indicate your reason for entering an appeal (based on the requirements above)
- Once your email has been received, the Director, Residence Services will contact you within five (5) university business days with a decision as to whether an appeal meeting will be scheduled.
- If an appeal meeting is scheduled, you will be invited to discuss your case with the Director, Residence Services.
 - a. Your case will be considered in conjunction with other reports and information presented by Residence Life & Education staff or other university staff
- 5. You will be informed of the outcome of the appeal meeting within three (3) university business days.
- 6. The decision of the Director, Residence Services (or designate) is final and not subject to further appeal.

Appealing the Eviction from Residence (Termination of Residence Contract)

Deadline for Appeal

 Three (3) university business days from the receipt of an eviction notice

Avenue of Appeal

- Residence Services Judicial Appeal Board, which consists of:
 - Director of Residence Services (or designate)
 - Two student representatives
 - Two university administrators

Process

- 1. A Resident may appeal the eviction on the following grounds only:
 - a. There is clear indication of a lack of procedural fairness and/or bias or unfair treatment in the process
 - b. Relevant information has emerged that was not available at the time of the original decision
 - c. The severity of the sanction imposed reasonably exceeds the nature of the misconduct
- 2. To initiate this process, please complete the appeal form available at uvic.ca/residence/assets/docs/EvictionAppealForm.pdf. The document must be clearly marked "Eviction Appeal" and delivered to the Residence Services main office in Craigdarroch Office Building or emailed to resappeals@uvic.ca. The Manager, Resident Support will contact you via email to arrange an optional appeal process orientation meeting.
- 3. The Director of Residence Services (or designate) will call an Appeal Board hearing within five (5) university business days of the receipt of the appeal.
- 4. You will attend the appeal board hearing. You will then be informed of the decision of the Appeal Board within 24 hours.
- 5. A Resident is required to vacate the residence community by the deadline indicated in their eviction notice. This requirement will not be altered except in cases where the Appeal Committee overturns the eviction or modifies the deadline due to exceptional circumstances.

Appealing the Carryover of On Notice and/or On Probation Standings

Deadline for Appeal

 Up until September 30 from the time of receipt of the housing offer

Avenue of Appeal

Associate Director, Residence Life and Education (or designate)

Process

- 1. You may appeal the carryover of assigned sanctions from one academic year to a following academic year. Please note this appeal process is not applicable for a resident who disagrees with the assigned Conduct Status as part of the original conduct follow-up process. For information on this process, please refer to the appeal process for On Notice and/or On Probation sanctions.
- 2. A resident may appeal on the following grounds:
 - a. Demonstrated willingness to repair harm to the community
 - b. Desire to contribute positively to the residence community
 - c. Demonstrated learning from past conduct
 - d. Clear action plan to initiate and/or participate in positive contribution
- To initiate the appeal process, you must email reslife@uvic.ca with the following information:
 - a. Ensure the title of the email is: Appeal Sanction Carryover
 - b. In the body of the email, indicate your full name and incoming building/Cluster unit and room number

- c Describe
 - iii. Your reason for appealing the sanction carryover
 - iv. The steps you have taken to remedy the harm caused to the community and how you have positively contributed to the community since your sanction was received and your proposed action plan
- 4. Once your email has been received, the Associate Director, Residence Life and Education (or designate) will contact you within three (3) university business days. In most cases, you will be notified of the decision at this time. In some cases, you may be required to meet with the Associate Director, Residence Life and Education before an appeal decision has been made.
 - a. If an appeal meeting is scheduled, you will be invited to discuss your case with the Associate Director, Residence Life and Education (or designate). If you are unavailable to meet during the summer months, a meeting will be scheduled in the month of September.
 - b. The outcome of the appeal is final and not subject to further appeal
 - c. Sanctions may be reinstated if the action plan is not completed
 - d. In the event that the appeal process is successfully completed, past conduct may still be considered in future investigations if the behaviour in question is relevant

CONCERNS ABOUT OUR APPEALS PROCESS?

The Office of the Ombudsperson is an independent, impartial and confidential resource for students and may be able to help. For more information, please go to **uvicombudsperson.ca**.



HELPFUL CONTACT INFORMATION



CL Help Phones

8 pm - 11 pm (Sun-Thurs) 8 pm - 1 am (l	Fri-Sati

CL Help Phone numbers are available across residence. The number for your community will be posted on our website and in your buildings, or ask your CL!

Residence Services Front Desk

Email	housing@uvic.ca
Phone	250-721-8395
Other Health Numbers	
BC Non-Emergency Health Information	8-1-1
Student Wellness Centre	250-721-8563

24 Hour Emergency Assistance

Police/Fire/Ambulance	9-1-1
Campus Security	250-721-7599
Vancouver Island Crisis Line	1-888-494-3888
Poison Control	1-800-567-8911

Self-Serve Online Services

Housing Portal and
Maintenance Requests <u>ress.uvic.</u>

ress.uvic.ca/StarRezPortal

250-721-7599

24 hours, please contact Campus Security for

- A power outage
- · Substantial water on the floor
- · Urgent facility concerns
- · Threat to someone's safety or well-being



EMERGENCY

9-1-1

Call 911 for medical emergencies, fire, or immediate threats to safety or well-being

CAMPUS RESOURCES

The following is a list of commonly used campus resources.

For information on additional resources, check with your Community Leader.

Academic Advising

Jamie Cassels Centre, Room A203 250-721-7567

uvic.ca/advising

Campus Recreation

CARSA 250-472-4000 **uvic.ca/vikes**

Campus Security

Campus Security Building 250-721-7599 (emergency) **uvic.ca/security**

Centre for Accessible Learning

Campus Services Building, Room 150 250-472-4947

Equity and Human Rights

Sedgewick Building, Room C115 250-721-8488 **uvic.ca/equity**

Food Services

uvic.ca/cal

Carroll Building (CA) 1-250-472-4777 Email: eat@uvic.ca uvic.ca/food

Indigenous Student Support Centre

Human and Social Development Building, Room B211 250-721-6005

uvic.ca/hsd/undergraduate/indigenous/issc

International Centre for Students

Jamie Cassels Centre, Room B272 250-721-6361

uvic.ca/international

Multifaith Services

Multifaith Centre 250-721-8338 uvic.ca/multifaith

Office of Indigenous Academic & Community Engagement

First Peoples House 250-472-4913 uvic.ca/iace

Office of Student Life

Jamie Cassels Centre, Room B202 250-472-5617 **uvic.ca/studentlife**

Ombudsperson

Student Union Building, Room B 205 250-721-8357 ombuddy@uvic.ca

Sexualized Violence Resource Office

Sedgewick Building, Room C115 250-721-8021 uvic.ca/equity/sexualized-violence

Students' Society (UVSS)

Student Union Building Room B128 250-472-4317

uvss.ca

Student Wellness: Mental, Physical and Spiritual Health

Health and Wellness Building 250-721-8563

uvic.ca/student-wellness



IMPORTANT DATES



September – December 2023

September 4	University Closed (Labour Day)
September 6	First term classes begin for all faculties
September 19	Last day for 100% reduction of tuition fees for standard first term and full year courses
September 22	Last day for adding courses that begin in the first term
September 30	Last day for paying first term fees without penalty
October 2	University Closed (National Day for Truth and Reconciliation, September 30th)
October 9	University Closed (Thanksgiving Day)
October 10	Last day for 50% reduction of tuition fees for standard courses
October 31	Last day for withdrawing from first term courses without penalty of failure
November 13	University Closed (Remembrance Day, Nov 11th)
November 13–15	Reading Break for all faculties
November 14–15	Fall Convocation
December 4	Last day of classes in first term for all faculties
	National Day of Remembrance and Action on Violence Against Women Classes and exams cancelled from 11:30am – 12:30pm
December 7	First-term examinations begin for all faculties
December 21	First term examinations end for all faculties
December 25–31	Residences close

January – April 2024

January 1	University closed (Winter Break)
January 5	Residences open
January 8	Second term classes begin for all faculties
January 21	Last day for 100% reduction of second term fees for standard courses
January 24	Last day for adding courses that begin in the second term (except for Faculty of Law)
January 31	Last day for paying second term fees without penalty
February 11	Last day for 50% reduction of tuition fees for standard courses
February 19	University Closed (Family Day)
February 19–23	Reading Break for all faculties
February 29	Last day for withdrawing from full year and second term courses without penalty of failure
March 29	University Closed (Good Friday)
April 1	University Closed (Easter Monday)
April 8	Last day of classes for all faculties
April 11	Examinations begin for all faculties
April 26	Examinations end for all faculties
April 27	Residence close

May – August 2024

ТВС	Residence summer move in
May 20	University Closed (Victoria Day)
June 10-14	Spring Convocation
July 1	University Closed (Canada Day)
August 5	University Closed (British Columbia Day)



uvic.ca/residence







