



COMMUNITY LIVING HANDBOOK

Residence Services | 2024-25



We acknowledge and respect the ɫəkʷəŋən peoples on whose traditional territory the university stands and the Songhees, Esquimalt and W̱SÁNEĆ 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 ʔé!ləŋ (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.

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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 deliveries
- Fee payments
- General inquiries for all residence questions

Business Operations

Business Operations: 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 seven 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 Supports operates separately from other residence teams and processes. This role aims to connect any residence student experiencing difficulties with support resources both on and off campus.

Residence Education

The Residence Education (REd) team works to ensure that all residents have a positive 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: 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.

- Lower 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: uvic.ca/residence/current-residents/living/laundry

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. You may be asked to present it to confirm identification.



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

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. Personal garbage must not be deposited in lounge or washroom bins. See the Recycling and Composting chart on page 9 to guide 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 8 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.

SUBSTANCE USE AND HARM REDUCTION

Fentanyl, an opioid, is a strong pain killer that is being mixed into the unregulated drug supply in Victoria and is leading to an increase in accidental drug poisonings. A very small amount of Fentanyl can be fatal. If you are using drugs it is important to try and reduce possible harms.

If someone is accidentally poisoned by drugs:



Call 9-1-1, stay with them. Then, call Campus Security.



If available, use Naloxone, a medication that can reverse drug poisoning from Fentanyl and other opioids.

Harm Reduction Tips:

Be Cautious

- Mixing or using substances together
- Start slow with small amounts
- Know your tolerance (this can change if you're sick or haven't used recently)
- Stagger use with a friend so someone can respond if needed

Carry Naloxone and Take Training

- Training provided by UVic or by visiting naloxonetraining.com

One substance at a time

- Mixing or using substances together increases the risk of overdose. This includes alcohol and prescription drugs.

If using alone, let someone know & ask them to check on you

- Download Connect by Lifeguard: lifeguarddh.com

UVic Harm Reduction Resources

<https://www.uvic.ca/student-wellness/wellness-resources/harm-reduction/index.php>

- Harm Reduction Centre (including supplies)
- Naloxone Training
- Community Resources

Get your drugs checked:

- <https://substance.uvic.ca/>
- **Substance 1802 Cook St.**
Open Monday – Friday,
12pm – 7pm
Hours may be subject to change

SAFETY & SECURITY

EMERGENCIES
9-1-1
AMBULANCE/FIRE/POLICE

24 HOUR CAMPUS SECURITY
250-721-7599

Medical Incident

- Contact 911 for medical emergencies.
- Then, contact Campus Security.
- For non-urgent inquiries, connect with the Student Wellness Centre during their business hours.

Personal Safety

For your safety:

- Contact 911 for safety emergencies, then Campus Security
- Report any suspicious activities, persons or hazards to Campus Security.
- 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.
- Do not have open flames, including anything lit, anywhere in your 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.

Fire Safety

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

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

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 SafetyApp.

For more information go to uvic.ca/security/home/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.
- Alleged Contract or Community Standards violations.

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 AND EVENTS

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

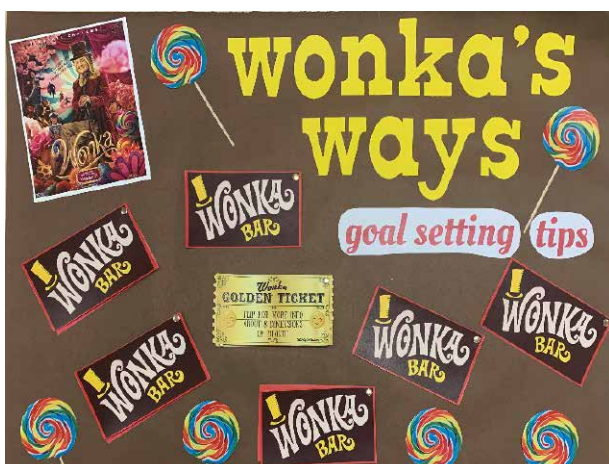
Community Leaders facilitate residence programs and events to help students transition to university life. As a new student you can participate in activities that allow you to:

- 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-the-moment response and engagement with a programming idea or question of interest to your community.



LANDFILL, RECYCLING, **Sort IT OUT** AND COMPOSTING



COMPOST	CONTAINERS	PAPER	LANDFILL	GLASS
<p>WOODEN CUTLERY PAPER STRAWS</p> <p>FOOD WASTE</p> <p>PAPER WRAPPERS</p> <p>TO GO CONTAINERS</p>	<p>WAX LINED PAPER CARTONS</p> <p>RIGID PLASTIC CONTAINERS</p> <p>CANS</p> <p>COFFEE CUPS</p> <p>*CLEAN AND EMPTY*</p>	<p>NEWSPAPER</p> <p>PAPER</p> <p>FLATTENED CARBOARD</p> <p>OFFICE PAPER</p> <p>*CLEAN ONLY*</p>	<p>CHIP BAGS</p> <p>FOIL-LINED WRAPPERS</p> <p>GRANOLA BAR WRAPPERS</p> <p>*HEAVILY SOILED ITEMS BELONG HERE*</p>	<p>GLASS PRODUCT PACKAGING</p> <p>GLASS BOTTLES</p> <p>*CLEAN AND RINSED* *NO BROKEN GLASS*</p>

Use this reference to see where waste belongs in our main Sort-it-Out Stations. Remember, it's up to YOU to make the system work—a contaminated bin goes straight to the landfill!

YOUR WASTE, YOUR RESPONSIBILITY

Illegal dumping is a serious offense. If you're unsure about how to dispose of your waste, use this QR code map of expanded recycling features on campus. It's a simple way to ensure your item doesn't end up in the landfill.



LOW WASTE TIPS

- Reduce single-use, with the Eco-Box reusable container program.
- Borrow a bike from Bike HUB.
- Bring your reusable mug and get \$0.25 off at UVic Food Service locations and the SUB!
- Visit the Free Store located in the SUB.

ADDITIONAL RESOURCES

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

HEALTH & WELLNESS

University and living in residence can be both exciting and stressful. It can be easy to find yourself feeling overwhelmed. If you are feeling lonely, worried about the future or struggling with your mental health, UVic has many resources that can help. **Please see pages 24 and 25 for a list and contact details.**

Your Mental Health

University and living in residence can be both exciting and stressful. It can be easy to find yourself feeling overwhelmed. If you are feeling lonely, worried about the future or struggling with your mental health, UVic has many resources that can help. Students can access doctors, nurses, counselors and spiritual leaders through the Student Wellness Centre. You can also access individual or group sessions, workshops and self-help resources.

Your Physical Health

Living in high density housing comes with many benefits and responsibilities. Every resident plays a key 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.

Residence staff may reach out to you to check 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.

Free 24/7 Mental Health Supports are Available:

SupportConnect is a free, confidential mental health support service for UVic students. Get connected with qualified counsellors, anytime, anywhere. You can get real-time support or request scheduled appointments. Download the Telus Health Student Support app to get started. No problem is too big or too small!

1-844-773-1427

Here2Talk connects post secondary students with mental health support when they need it. Access free, confidential counselling and community referral services, conveniently available 24/7 via app, phone and web.

1-877-857-3397



Student Wellness Centre

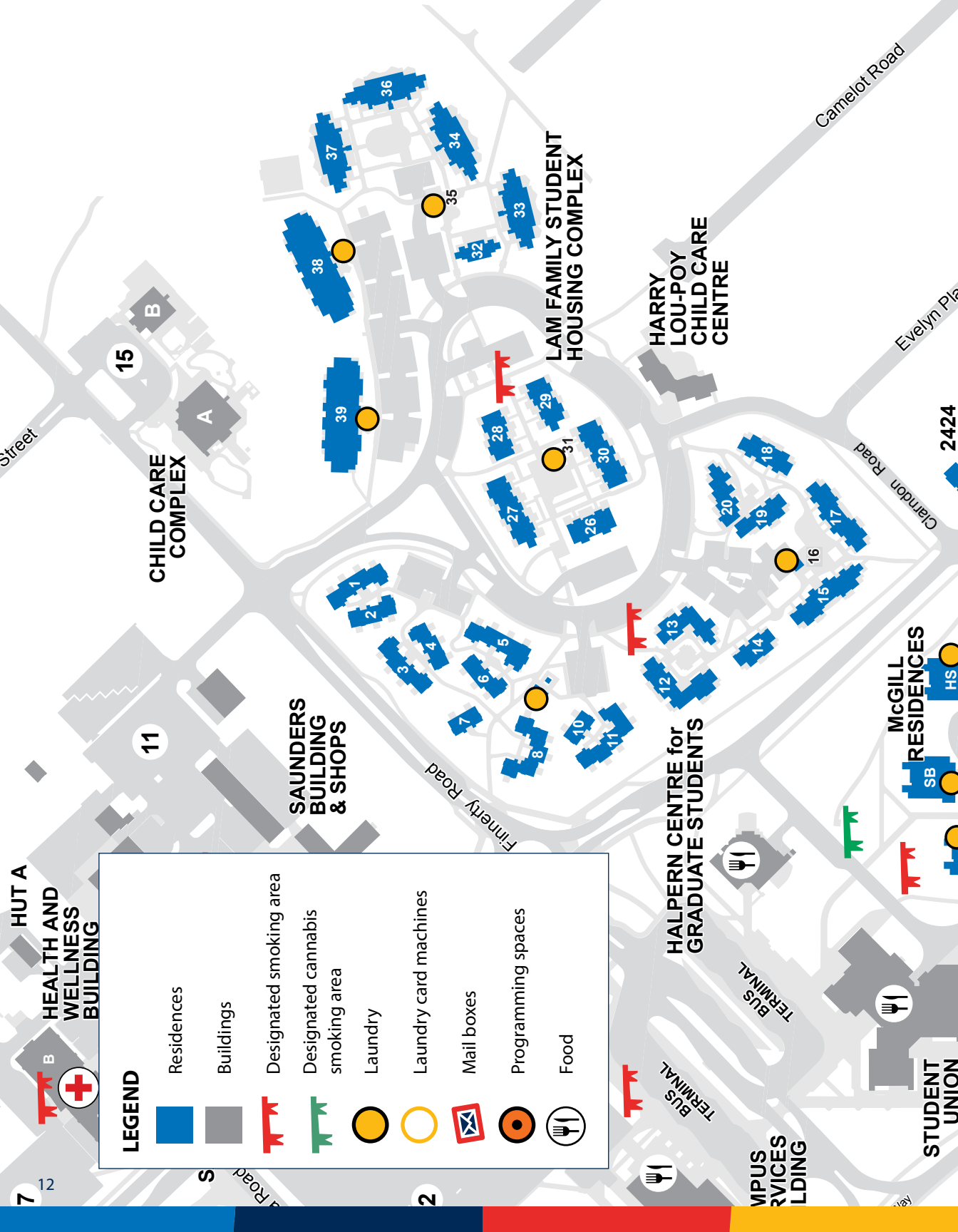
The Student Wellness Centre (SWC) combines three different services for students: Counselling, Health and Multifaith. The SWC aims to provide holistic care to support UVic students' wellbeing: emotionally, physically and spiritually. The SWC team includes counsellors, doctors, nurses, administrative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



LEGEND

-  Residences
-  Buildings
-  Designated smoking area
-  Designated cannabis smoking area
-  Laundry
-  Laundry card machines
-  Mail boxes
-  Programming spaces
-  Food

HUT A
HEALTH AND WELLNESS BUILDING

CHILD CARE COMPLEX

SAUNDERS BUILDING & SHOPS

LAM FAMILY STUDENT HOUSING COMPLEX

HARRY LOU-POY CHILD CARE CENTRE

HALPERN CENTRE for GRADUATE STUDENTS

McGILL RESIDENCES

STUDENT UNION

Street

Camelot Road

Evelyn Pl

Clardon Road

Finerty Road

15

11

2424

7

2

BUS TERMINAL

BUS TERMINAL

MPUS SERVICES BLDG

SB

HS

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
Alcohol Use	<p>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.</p>
	<p>Consumption by a Minor Residents who are under the age of 19 may not possess or consume alcohol in residence.</p>
	<p>Mass Consumption Participating in a game or activity that promotes or mimics the mass consumption of alcohol, such as cup pong or beer pong, regardless of liquid in cup, 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.</p>
	<p>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.</p>
Threat to the Dignity and Security of an Individual	<p>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.</p>
Cannabis	<p>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.</p>
	<p>Possession or Cultivation The possession or cultivation of cannabis plants in your accommodation or elsewhere in the residence complex is prohibited.</p>
	<p>Manufacturing Manufacturing of cannabis oil in a residence for the purpose of producing edibles for self or distribution, or other uses, is strictly prohibited.</p>
	<p>Consumption by a Minor Residents who are under the age of 19 may not possess or consume cannabis in residence.</p>
	<p>Storage Cannabis products and equipment must be stored in a sealed container in your private space in your bedroom with labels clearly 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.</p>
	<p>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.</p>

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 food, 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 including Community Leaders, 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, termination of residence contract, and/or referral to campus partners. 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/illicit 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 the first month following move-in day, during December and April exam periods, 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, humiliation, 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. When using stove, use of fan is required.
Noise	Residents must abide by designated quiet hours in residence. See page 19 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. Smoking on residence property is only permitted at the designated smoking benches.
Theft	Theft or possession of another person's property or University 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. Propping open doors, tailgating, and letting others in is prohibited.
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, water guns, paintball guns, 'Nerf' guns, and other projectiles), swords, hunting equipment, throwing or sporting knives, sling shots and archery equipment is prohibited. In addition, wielding and/or using any object in a threatening or aggressive manner is prohibited and may be referred to appropriate authorities. Edged weapons, including cooking and multitool, are not permitted outside of designated cooking spaces..

QUIET HOURS & RESPONSIBLE HOSTING



QUIET HOURS

At all times, it is your responsibility as an individual or in a group to not 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 consult in advance and agree 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 exam periods, holiday closures, and additional dates like Halloween. Off campus guests are not permitted for the duration of September. Further 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.

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)' Neighbourhood Managers (NMs) and conduct team staff 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: Engagement with our conduct system may result in conversations, sanctions, or your contract receiving a provisional status or being terminated. Depending on the incident, statuses may not progress in the order as listed. Conduct statuses can be appealed. Please see following pages 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 (uvic.ca/studentlife):** 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 (uvic.ca/security),** 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.

This table outlines:

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

FOLLOW UP	DESCRIPTION	FACILITATED BY	OUTCOME	AVENUE OF APPEAL	DEADLINE FOR REQUESTING AN APPEAL
Rights and Responsibilities Conversation	<p>a. The student's conduct has been identified as not a fit for the residence community, or may have impacted the community or the resident themselves, and/or</p> <p>b. A conversation pertaining to the expectation to adhere and uphold the Residence Contract as well as support and resource information is provided</p>	Any Residence Life and Education student-staff or professional staff member	Educational and support information provided in conversation, meeting, and/or email with Staff	N/A	N/A
Sanction	<p>a. The student's conduct has been identified as not a fit for the residence community, or may have impacted the community or the resident themselves, and/or</p> <p>b. Educational activity agreed to and assigned to demonstrate a willingness to address behaviour and/or knowledge of Community Standards and/or agency to live in high-density living as well as support and resource information is provided.</p>	Neighbourhood Manager, Community Coordinator, Community Standards Specialist, Residence Conduct Team Manager	Educational engagement completed and support information provided in conversation, meeting, and/or email with Staff	N/A	N/A
Provisional Status	<p>a. The student's conduct has negatively impacted the residence community, and/or the student themselves, and/or</p> <p>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).</p> <p>c. Education about the expectation to adhere and uphold the Residence Contract as well as support and resource information is provided</p>	Neighbourhood Manager, Community Coordinator, Community Standards Specialist, Residence Conduct Team Manager	Meeting with Staff, Outcome Letter, Possible Sanctions	Director of Residence Services (or designate)	5 university business days after assignment of status on Residence Contract. More information can be found in the Appeals section of this handbook.
Termination of the Residence Contract (Eviction from Residence)	<p>a. The student's conduct has been identified as inappropriate for the residence community, has had significant impacts on the community or the resident themselves, and/or has shown a pattern of unacceptable behaviour that is reoccurring and resistant to adhering to the Community Standards.</p>	Neighbourhood Manager, Community Standards Specialist, Residence Conduct Team Manager and/or Associate Director of Residence Life and Education (or designate)	Residence Contract is terminated. Student is not welcome in the residence precinct for two years from date of eviction.	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.

FREQUENTLY ASKED QUESTIONS

Where do the Community Standards apply?

The Community Standards apply on all residence property including buildings, outdoor areas, parking lots (numbers 1 and 5 along with connecting fire lanes), and The Cove.

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

In many instances, a Community Leader (CL) will directly approach those involved to address the issue. CLs are trained to write Incident Reports (IRs) and confidentially submit them to Residence Services. Those reports are followed up by our Conduct and Support Systems. Campus and community partners (such as Campus Security) may also provide a report to Residence Services when they respond to concerns.

How do I report Community Standards concerns in my community?

You can talk to your CL, or email reslife@uvic.ca for non-urgent concerns. Campus Security can also be contacted for Community Standard concerns.

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 with campus partners when necessary. Information you may choose to share during meetings may be shared and used in a review of reported concerns under appropriate university policies.

I broke a Community Standard. Will I be evicted?

All incidents are reviewed and followed up with on a case-by-case basis. Our system assesses risk, impact, previous history, nature of conduct, as well as learning and accountability to determine possible next steps. Our system is not a strike system. We are mindful of every student's unique participation in each alleged violation, and overall totality of incident involvement. Terminating a residence contract is as a last resort.

What happens when I meet with staff about an IR?

The meeting is an opportunity to review the information in the IR, provide your perspective, experience, 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.

What does Provisional Status mean?

When your Contract is assigned Provisional Status it means your demonstrated choices and actions currently do not align with Community Standards and impact your community, other residents, and/or yourself. It signals we have offered platforms to learn, address behaviour, and/or resolve concerns.

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.

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 or status decision is unfair?

We encourage you to express your concern in a respectful manner 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.

APPEALS

Appealing Provisional Status

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 (resappeals@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)
3. 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.
4. 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 Termination of Residence Contract (Eviction)

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.

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



EMERGENCY

9-1-1

Call 911 for medical emergencies,
fire, or police

CAMPUS SECURITY SERVICES 250-721-7599

24 hours, please contact
Campus Security for

- Emergency assistance after calling 911
- Community Standard concern
- Non-urgent safety concern
- A power outage
- Substantial water on the floor
- Urgent facility concerns

CL Help Phones

8 pm – 11 pm (Sun-Thurs) 8 pm – 1 am (Fri-Sat)

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
SupportConnect 1-844-773-1427

24 Hour Emergency Assistance

Ambulance/Fire/Police	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

Residence Services,
Housing Portal
and Maintenance Requests ress.uvic.ca/StarRezPortal

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
uvic.ca/security

Centre for Accessible Learning

Campus Services Building, Room 150
250-472-4947
uvic.ca/cal

Equity and Human Rights

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

Food Services

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

Anonymous Disclosure:

<https://www.uvic.ca/sexualizedviolence/policy/anonymous-disclosure/>

SupportConnect

Toll-free (calls from North America):
1-844-773-1427

International collect calls:
1-250-999-7621

<https://www.uvic.ca/student-wellness/wellness-resources/supportconnect/index.php>



IMPORTANT DATES



Please check the university calendar for any updates.

September – December 2024

September 1–2	Residence Term 1 Move-in
September 2	University Closed (Labour Day)
September 4	First term classes begin for all faculties
September 17	Last day for 100% reduction of tuition fees for standard first term and full year courses
September 20	Last day for adding courses that begin in the first term
September 30	Last day for paying first term fees without penalty
September 30	University Closed (National Day for Truth and Reconciliation, September 30th)
October 14	University Closed (Thanksgiving Day)
October 8	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 11	University Closed (Remembrance Day, Nov 11th)
November 11–13	Reading Break for all faculties
November 12–13	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 20	First term examinations end for all faculties
December 25–31	University closed (Winter Break)

January – April 2025

January 1	University closed (Winter Break)
January 3	Residence Term 2 Move-in
January 6	Classes begin for all faculties
January 19	Last day for 100% reduction of second term fees for standard courses
January 22	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 9	Last day for 50% reduction of tuition fees for standard courses
February 17	University Closed (Family Day)
February 17–21	Reading Break for all faculties
February 28	Last day for withdrawing from full year and second term courses without penalty of failure
April 4	Last day of classes for all faculties
April 7	Examinations begin for all faculties
April 18	University Closed (Good Friday)
April 21	University Closed (Easter Monday)
April 25	Examinations end for all faculties
April 26	Residence closed

May – August 2025

TBC	Residence summer move in
May 19	University Closed (Victoria Day)
June 9–13	Spring Convocation
July 1	University Closed (Canada Day)
August 4	University Closed (British Columbia Day)

 uvic.ca/residence

 facebook.com/universityofvictoria

 [@uviccampuslife](https://twitter.com/uviccampuslife)



University
of Victoria

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