

# GEORGIAN

YOUR COLLEGE • YOUR FUTURE

HOUSING • RESIDENCE LIFE • CONFERENCE SERVICES



## Resident Handbook 2011 - 2012

*Dear Resident:*

*Welcome to Georgian College and the Georgian College student residence!*

*We are excited that you have chosen to attend Georgian College and to live in residence and experience all that on-campus living has to offer.*

*Living in residence provides so many opportunities for you to get involved in the residence and College community, and thereby enrich your academic experience! You can take an active leadership role in residence by applying to be a Residence Advisor, applying to work at the Front Desk, running for a position on the Residence Students' Council, organizing a club, participating in intramural sports, planning an outing and much more. You will meet people from around the world; have quick access to classes, the Student Life Centre, the Athletic Centre, and all of the various services available on the Barrie campus.*

*The Residence Handbook has been created to help you understand your rights and responsibilities as a member of the residence community. Please take the time to read it as there is valuable information that will help you when you have a question. If the answer is not in the Residence Handbook, the resources and contact information you will need to find the answer are! As a member of a large residential community, you have certain responsibilities to ensure your actions don't negatively impact others. This handbook explains those responsibilities and the consequences should you ignore them.*

*Living away from home and living in a large community is something new to most of our residents. We have staff and resources in place to help you with the transition to this new phase of your life.*

*If you have any questions or concerns please contact a staff member from the contact list at the end of this handbook. I will always make time to meet with students to address any concerns you may have and can be reached in my office at ext 7050 or by email at [bmuscat@georgianc.on.ca](mailto:bmuscat@georgianc.on.ca)*

*I wish you success in your academic endeavours and hope that you find your residence living experience to be a positive one.*

*Sincerely,*

*Brian Muscat*

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## Residence Staff

### Residence Advisors

Residence Advisors (RAs) are students that have been hired and trained to help students deal with problems; plan social, educational and cultural programs; and be a resource for students. Your RA will probably be one of the first people you meet when you move into residence and they are a great source of information not only about the residence, but about the College and the community. RAs are on duty each night throughout the building, so even if your RA is not on duty, there is always someone available to provide you assistance.

### Community Advisors

Community Advisors (CAs) are senior students that have been an RA for at least one year previously. The CAs perform the same role as the RAs, but have additional duties. The CAs are responsible to provide support and guidance to a team of RAs and also act as the Manager on Call (MOC). One of the CAs is always on duty to provide back up for the RAs and to deal with any emergencies.

### Front Desk Staff

The Front Desk is staffed 24 hours per day, 7 days per week. The Front Desk staff perform a variety of duties such as answering questions; checking ID, signing guests into the building; replacing lost key cards; distributing parcels; signing out equipment, etc.

The Front Desk is staffed by three different groups of staff. Weekdays during the day, the Front Desk is staffed by a full-time staff member; weekday evenings and on weekends, the Front Desk is staffed by students; and from Midnight until 8am the Front Desk is staffed by security.

### **Residence Finance & Admissions Officer**

Marina Tomchak is the Residence Finance & Admissions Officer and is responsible for tracking the data and finances of all the students that live in the residence. Marina manages the intake process and makes offers of accommodations to students who have applied to residence. Marina also coordinates the arrival and departure of students and handles both the accounts receivable and payable transactions pertaining to resident's accounts. In addition to these responsibilities, she handles all aspects of the departmental accounting needs. If you have any questions about your residence account please contact Marina at ext. 7054 or by email at [mtomchak@georgianc.on.ca](mailto:mtomchak@georgianc.on.ca)

### **Residence Life Manager**

Eric (EJ) Johnston is responsible for the Residence Life component of the department and lives in the building with the students throughout the year. He works with all residents to create a positive and productive community within the residence. He is also responsible for providing guidance, support and leadership to the Residence Advisors (RA's), Community Advisors (CA's), and the Residence Students' Council (RSC). Eric can be reached at ext. 7052 or by email at [ejohnston@georgianc.on.ca](mailto:ejohnston@georgianc.on.ca)

### **Residence Maintenance Staff**

Our maintenance staff is responsible for the maintenance and repair of the residence building and all of its systems, and their tasks include preventative maintenance, carpentry, electrical, plumbing, drywall, flooring, painting, and landscaping work. If you have any maintenance issues with your suite, you simply need to submit a work order and either Steve or Richard will be by to repair correct the problem.

### **General Manager**

Brian Muscat is the General Manager of the Department of Housing, Residence Life & Conference Services. Brian is responsible for the overall operation of the department. If you have any questions, concerns, ideas on how we can improve the residence please contact Brian at ext. 7050 or by email at [bmuscat@georgianc.on.ca](mailto:bmuscat@georgianc.on.ca)

## **Residence Amenities/Services**

### **ATM Machine**

For your convenience an ATM machine is located in the lobby of the residence

### **Beach Volleyball Courts**

Located behind the residence are two (2) beach volleyball courts. Volleyballs can be signed out from the Front Desk.

### **Car Battery Booster**

Forget to turn your car lights off? If your car battery has died and you need a boost, you can sign out a portable car battery booster from the Front Desk.

### **Change Machine**

For your convenience a change machine is located in the lobby of the residence.

## Cleaning

We have 2 full-time cleaners that are employed to clean all of the common areas of the building (hallways, lounges, laundry room, etc.). You are responsible to clean the interior of your suite and bedroom.

## Common Kitchen

Located on the 1<sup>st</sup> floor of the residence next to the laundry room is a common kitchen. The kitchen has 2 full size stoves, a microwave /convection oven, and a large double sink. Please be respectful of others who would like to use the kitchen by cleaning up any mess you make.

## Common Lounges

Located near the middle of each floor is a large common lounge. The common lounges are equipped with a large television and several couches. It is prohibited to remove furniture from the common lounges.

## Equipment Sign Out

Available from the Front Desk are a number of useful pieces of equipment that can be signed out. To sign out any of the equipment you simply need to leave your Student ID at the desk. The following pieces of equipment are available for your use:

- Vacuum
- Iron and Ironing Board
- Mop and bucket
- Brooms and Dustpan
- Volleyball and basketball
- Car battery booster
- Snow shovel

## Garbage Room

At the far end of the hall on every floor (near the 01 rooms) is a garbage room. Inside the garbage room is the garbage chute. Please bag your garbage in bags no larger than a shopping bag and dispose of in the garbage chute. Please do not leave garbage bags in the hallway as this will result in a disposal and/or cleaning fee.

## Grocery Bus

One of the services that your Residence Students' Council (RSC) provides is a weekly grocery bus. Every week at 7:00 pm, a bus will pick students up from the front of the residence and take them to the Zehrs grocery store on Bayfield St. The grocery store is located next to Wal-Mart and directly across from the Georgian Mall. Please contact a member of the RSC or watch for their flyers for specific information on dates and pick up/drop off times.

## Laundry Room

Located on the first floor of the residence, next to the common kitchen, is a coin operated laundry room. Change is available from the change machine located in the main lobby.

## Laundry Refund Policy

In the event that you lose money or a laundry machine malfunctions, please go to the Front Desk immediately. The Front Desk staff member will have you complete a Laundry Refund form. After the form is completed, one of the maintenance staff will investigate the problem and if applicable your residence finance account will be credited.

## Mail Room

Every student is assigned a mailbox number which will remain the same every year that you live in residence. The mailboxes are located in 2 spots in the residence. Half of the mailboxes are located in the Study lounge which is located just off the main lobby of the residence. The other half of the mailboxes are located in the hallway just off the elevator lobby.

All mail should be addressed to you in the following format:

Your Name  
Mailbox #  
101 Georgian Drive  
Barrie, ON L4N 8S5

## Phones

Each bedroom is equipped with a telephone for your use. You may make local calls and receive calls free of charge. In order to make a long distance call you need to use a calling card, or prepaid card. Toll free numbers can be called free of charge. Your phone includes voicemail which you can access from your bedroom phone or any phone worldwide. For specific instructions on the features of your phone and how to setup and use your voicemail please see Appendix IV

## Recycling Centres

Located in the middle of the building on each floor, near the common floor lounge, is a recycling centre. Please help to protect our environment by recycling. For your convenience, each suite is provided with a recycling basket. Please sort your recycling into the appropriate recycling bins and don't contaminate the recycling by disposing of your garbage in the recycling bins. Above each recycling centre is a shelf for cardboard (pizza boxes etc.), please flatten any cardboard and place it on the shelf.

## SportCourt

Located behind the residence is a SportCourt facility for your enjoyment. The SportCourt is a multipurpose facility where you can play basketball or ball hockey. Please use care when using the facilities, and use the facilities in the manner they are intended. You are strongly encouraged to wear proper protective gear. Please note, use of these facilities is done at your own risk and Georgian College assumes no liability.

## Study Lounge

The Study Lounge is located just off the main lobby on the first floor and is available for your use. The Study Lounge has internet access, your guests do not need to be signed in and there are dry erase boards for your use.

## Tutoring

One of the services provided jointly by the Residence Students' Council, the Department of Housing, Residence Life & Conference Services, and the Student Success department is free group tutoring. Check your floor bulletin boards for details on what days/time free group tutoring will be available. The free group tutoring is held in the Study Lounge.

## Vending Machines

Pop machines are located on every floor near the recycling centres. A snack machine is located on the first floor across from the common floor lounge.

## **Vending Machine Refund Policy**

The vending machines are owned and operated by an outside company. If you experience any problems with a machine (lost money, product not dispensed, etc) please contact the company at the number listed on the machine.

## **Residence Student Council (RSC)**

### **Vice-President of Residence Life**

In collaboration with the Students' Administrative Council (SAC) the VP of Residence Life leads the Residence Hall government and facilitates all meetings. The VP is elected through SAC but must have lived in Residence for at least one academic semester. The VP of Residence Life is responsible for hall government training, all programs and events, as well as upholding the Residence Student Council (RSC) Constitution. Ultimately the hall government is accountable to the students paying their residence fees and they must strive (with the leadership of the VP) to change life for the better in our building

### **Director of Public Relations**

The Director of Public Relations is the second in command to the VP and must act as a liaison to staff members by attending meetings, and to the building itself through the monthly newsletter.

### **Director of Internal Relations**

The Director of Internal Relation runs staff development programs for the hall government members themselves, as well as recording and distributing meeting minutes.

### **Director of Athletics**

The Director of athletics plans two building wide athletic programs each semester.

### **Director of Activities**

The Director of Activities plans two building wide social programs each semester.

### **Director of Residence Advisory Board**

The Director of the Residence Advisory Board trains and leads the Judicial Board called RAC

### **Residence Advisory Committee**

RAC members are nominated by their Residence Advisor (RA) and if they desire, may join the Residence Advisory Council for the year. They will meet twice a semester for training, hear any appeals for judicial incidents, help improve life in residence, and conduct an annual review of the Residence Community Standards

### **Wing Reps**

There are two wing representatives for each floor totaling eight in the building. These positions vote on how to spend residence fees, run programs that they want to see, and engage in student leadership conferences both on campus and at other institutions. Wing reps are generally voted upon at a floor meeting in early October or acclaimed in late October and each must follow the Residence Community Standards to remain a voting member of the Hall Government

## RSC RA

The Residence Student Council has a Residence Advisor called the RSC RA. This RA is specifically selected to lead all members of the RSC from the VP to the Wing Reps. They are responsible for ensuring that the programming is appropriate in quality and quantity, they track points for residence rivalry (our between floor spirit competition), and act as an advisor for each student leader in the building. The RSC RA participates in regular desk and duty rotation but instead of having a floor of their own; all the council members could be considered the RSC RA's students

## Policies & Procedures

### Academic Year Contract – Breaks

There are three (3) breaks during the academic year. During the Fall Study Break (Oct 24 – 28, 2011) and the Winter Study Break (Feb 27 – March 2, 2012) the residence remains open. During the break between semesters (Dec 17, 2011 – Jan 8, 2012) the residence closes and all students must vacate the premises. Please note you do not have to remove your belongings, but the building and the campus shut down for part of the break and no access is available. During each of these breaks, staff will enter each suite to complete regular maintenance (replace filters, fire alarm testing, etc.) as well as to inspect the facilities for damage etc.

### Bicycle Storage

If you bring a bicycle with you, you may store the bicycle in your bedroom. Please use caution when bringing your bike in and out of the residence, especially when in the elevator so as not to injure anyone or cause any damage. Please do not ride your bicycle inside the residence.

### Checking In

If you check into residence during the main check-in day process you will follow the instructions that are included in the welcome newsletter that you will receive in August. If you are checking into residence at any other time there will be a check-in package for you at the Residence Front Desk. Included in the check-in package will be the following:

- Room key
- Mailbox key
- Parking pass and windshield parking tag (if you purchased parking)
- Room condition inventory forms for your bedroom and common areas of your suite
- Various information sheets

After receiving your check-in package you should introduce yourself to your roommate and your RA. The RAs are located in the \*15 and \*25 rooms on each floor. If you live on the first floor your RA is located in room 115. The first task you should do after meeting your roommate is to complete the two (2) room condition inventory forms. After completing the forms give them to your RA so they can be added to your file for the check-out process.

### Checking Out

If you are checking out of residence at the end of the year (April) you will follow the instructions that will be distributed at the time. If you are checking out of residence at any other time of year you need to do the follow:

- Complete a residence Withdrawal Form (available at the Front Desk)
- Make an appointment with the Finance and Admissions Officer

- Make an appointment with your RA to complete the check-out portion of your room/suite condition inventory forms. The forms are completed after you have moved all of your belongings out of your suite
- Turn in your room key, mailbox key (parking pass and windshield tag if applicable) to your RA

## Community Damage

All charges for damage or extraordinary maintenance or janitorial services required for residence common areas shall be apportioned equally among the occupants of a section or the entire residence building, whichever is deemed appropriate at the sole discretion of the College. Residence common areas are any areas outside of the suites. Charges for community damages will be billed on an approximately monthly basis and are due within two weeks of billing. The \$200 community damage deposit that is part of your fees is used for damages that occur after the final billing (late March) and for any damages in your suite after you have moved out. After move-out, your account is credited the initial \$200 community damage deposit.

## Consolidation Policy

Consolidation is the process of combining students who are in 2 or 3 bedroom suites that are not full with other students who are in a similar situation to create suites without vacancies. This process provides us with the flexibility to change the gender status of a suite if needed to increase the building occupancy rate.

## Discrimination

Every individual has the right to an environment characterized by equal opportunity and equitable access to College goods and services. Every individual has the responsibility to treat all members of the College community without discrimination. Discrimination is defined as any conduct that results in adverse treatment of an individual or group on the basis of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed/religion, sex, sexual orientation, disability, age, marital status, record of offences, or receipt of public assistance.

## Financial Account

Each resident has a residence financial account. It is your responsibility to review your account and keep your balance at zero. You may review your account at anytime by logging into the residence portal and then selecting web accounts.

## Firearms or Weapons

Firearms and any other weapon or item that is created/intended to cause harm, or could be seen as intimidating, are strictly prohibited. These may include, but are not limited to paintball guns, air soft guns, bear spray, pepper spray, etc.

## Freedom of Information & Protection of Privacy Act

It is important for you to understand that all College staff must comply with the Freedom of Information and Protection of Privacy Act. Consequently, without written permission from you we can not release information about you or even acknowledge that you live here. That means that if a friend or your parents come to visit you and they do not know your extension we can't give it to them.

## GConnect Policy

The residence network is known as GConnect. Users connecting to the residence network agree to comply with the Georgian College Acceptable Use Policy which can be found at <http://www.georgianc.on.ca/it/2-117-acceptable-use.php> as well as the terms and conditions of the [GConnect policy](#) which can be found on our web site under Important Documents.

## Guest Policy

A guest is any non-resident or non-staff member. A guest can be someone who was formally invited by a resident or someone that a resident invites, accepts or admits into the residence whether or not the resident has previously met that person. In either circumstance, the resident/host is responsible, at all times, for the behaviour of his or her guest, and the host must accompany his/her guest throughout the building at all times. This includes informing them of any relevant policies or standards. Students are not permitted to host overnight guests during Registration/Orientation Week or any time during 24 hour quiet hours unless written permission is granted from the Residence Life Manager or General Manager of Housing and Residence Life. Residents may host a maximum of 2 guests at any one time and residents are entitled to host their guest(s) to a maximum of eight (8) "guest" nights per calendar-month (one guest staying one night shall constitute one "guest night"). Hosts must also have obtained permission from their suite-mate within a reasonable time frame prior to the arrival of a guest(s). Any guest that stays past 11:00 pm is considered to be an overnight guest. Guests must sign in and provide picture identification to the Front Desk upon arrival. Guests may check in at anytime (ex. If you know your guest will be staying the night and they arrive at 2pm, you may sign the guest in at that time; you do not have to wait until 5pm). Guests in the residence must wear a wristband between 5 PM and 8 AM. Hosts must have obtained permission from their suite-mate within a reasonable time frame prior to the arrival of a guest(s). Acting as a host for a posted individual and/or a person whose visiting privileges have been revoked, is prohibited. Please see Appendix I for full details of the Guest Policy.

## Harassment

Every individual has the right to an environment characterized by mutual respect. Every individual has the responsibility to treat all members of the College community with respect and without harassment. Harassment is defined as any attention or conduct (oral, written, graphic, or physical) by an individual or group who knows, or ought reasonably to know, that such attention or conduct is unwelcome/unwanted, offensive or intimidating.

## Keys

When you check into residence you are given a room key and a mailbox key. These keys remain the property of Georgian College and must be returned at the end of your contract period or earlier if so requested. Both keys must be returned in working condition or a charge of \$25/key will be levied.

## Lock Out Policy

All residents are provided with a lanyard to hang their residence keycard from to help prevent lost, misplaced or forgotten keys. In the event that a student locks him/herself out, the resident is issued a "temporary" keycard and levied a charge for the temporary keycard. In the event the resident fails to return the keycard within the allotted 15 minutes that is allowed, the resident is charged \$25. The cost of a lockout is \$3 for the first three instances and then increases by \$3 for each subsequent 3 lockouts (ie \$3, \$3, \$3, \$6, \$6, \$6, \$9.....). The money from lockouts is used to fund a variety of programs that are run by the RAs.

## Maintenance Requests

In the event that you require repairs or maintenance to your suite, you simply complete an online maintenance request form. By completing a maintenance request form, you provide permission for our maintenance staff to enter your suite to make the repair. Maintenance will not enter your suite unless you have completed a maintenance request form except in the case of an emergency. For detailed instructions on how to complete an online maintenance request form, please refer to Appendix III

## Parking

There is no overnight parking at Georgian College except for in the residence parking lot. All residents and their guests must have a valid parking permit which is clearly visible or their vehicle will be ticketed or towed. Parking passes for the academic year may be purchased by downloading the residence parking pass application available from the residence web site under Important Documents. If you have a guest visiting or you will have a vehicle for a few days, you may purchase an overnight parking pass from the Residence Front Desk. The metered parking spots in front of the residence are short term parking for residence visitors (ex friends, parents, etc.). Having a residence parking pass does not provide permission to park in the metered area.

## Personalizing Your Room/Suite

While you are attending Georgian College and living in residence, your suite is your home away from home. As such we want you to be able to personalize your room and make it a comfortable environment for you. However there are a few simple rules to follow to avoid damage charges and to ensure you don't put yourself or others at risk:

- If you want to mount pictures, posters, etc on the wall do not use nails, screws, or peel and stick type of mounting tabs as this is damage that you will be billed for. Instead, we have purchased a large number of special magic mounting tabs that do not damage the wallpaper or paint, and best of all we give them to you for FREE! If you need some of these tabs simply ask for some at the Front Desk.
- When covering your walls with posters, etc try and leave space between each one, don't cover more than 50% of your walls and think about the placement of them. If one of your posters were to catch on fire you don't want it to spread to all the other posters etc on your wall. Again, because of the risk of fire, placing a poster right by the head of your bed is probably not a great spot.
- All of the furniture in your room can be moved so you can reconfigure your room to a way that works for you, just make sure you don't block or impede the egress from your room/suite. Please return your furniture to the original configuration to avoid having a labour charge added to your account to reconfigure the room.
- When reconfiguring your room please be careful as the furniture is quite heavy and you could easily get hurt.
- Never hang anything from or decorate your ceiling
- Never hang, paint or decorate the smoke detectors

## Personal Property

Georgian College and the Department of Housing, Residence Life & Conference Services are NOT responsible for a resident's personal belongings/items inside any area of the residence or on College property. It is strongly recommended that the Resident obtain their own insurance coverage for their personal articles effective for the duration of their residency.

## Pets

Students are NOT PERMITTED to bring into or keep pets in the residence. This includes, but is not limited to, hamsters, mice, gerbils, guinea pigs, rabbits, cats, dogs, insects and reptiles. Students MAY bring in to the residence plants and non-dangerous fish in aquariums no larger than 10 gallons. Housing & Residence Life retains absolute discretion to decide what constitutes a permitted pet.

## Posting & Solicitation Policy

Georgian College has a strict posting and solicitation policy which prohibits companies from coming on campus and trying to sell or promote their products. If you ever have someone knock on your door or approach you in

the hallway, please contact your RA or the Front Desk right away so we can escort the person(s) out of the residence. Additionally, the City of Barrie Fire Department does not allow us to post paper on walls in public areas, so all posters must be located in one of the glass enclosed bulletin boards.

## Quiet Hours

Quiet Hours are in effect during the following times:

Sunday through Thursday evenings from 11:00 PM to 8:00 AM the following morning.

Saturday and Sunday mornings from 1:00 AM to 10:00 AM that morning.

24-hour quiet hours for the Fall begin at 11:00 pm on December 8, 2011 and end after the residence closes in December. 24-hour quiet hours for the Winter begin at 11:00 pm on April 12, 2012 and end after the residence closes in April.

All other hours are considered to be courtesy hours, that is, all residents are expected to be courteous towards other members of the surrounding community if they are engaged in an activity that generates noise. These guidelines are meant to act as a minimum standard and may be enhanced through consultations with the floor, residence community, Residence Students' Council and Residence Life Staff. Noise levels at any times should not detract from any resident's ability to pursue academic endeavours or to enjoy their living environment. An individual's right to reasonable quiet supersedes another's right to make noise. If you are being disturbed by noise the first step is to let your neighbour know the noise and bothering you and ask them to be quieter or to turn the volume down, etc. If your neighbour doesn't comply, or you aren't comfortable approaching your neighbour (ex neighbour is having a party with 10 people in his/her room) then contact your RA or call the Front Desk and ask them to contact the RA on duty to address the situation.

## Renters Insurance

Georgian College does not provide insurance for damage to or theft of personal property. We strongly recommend that you purchase renter's insurance or verify coverage of your belongings by an applicable homeowner's policy.

## Residence Community Standards

The Residence Community Standards set out clear expectations of acceptable behaviour within the residence community and the consequences for behaviour that is contrary to these expectations.

To be consistent with Georgian College's core mandate of teaching and learning, the aim of these standards is to further a student's development and enhances their academic experience. The system has been created to differentiate actions based on three levels, while at the same time being progressive in order to discourage repetitive unacceptable behaviour. Residents who have engaged in unacceptable behaviour will be assigned points. The greater number of points a resident is assigned, the more serious the consequences are for that resident. Ultimately, a resident who has repeatedly engaged in unacceptable behaviour or has engaged in a serious offence will be removed from the residence community all together.

The full Residence Community Standards policy is attached to this document as Appendix II. The residence Community Standards policy can also be downloaded from our web site under the Important Documents section.

## Room Changes

Residents must receive written permission from the Residence Life Manager to change or switch rooms. Forms can be obtained from the Front Desk to initiate a room change, but the Residence Life Manager has the authority to grant or deny such a request. To allow sufficient time for roommates to develop an understanding of each other and their surroundings, no room change requests will be granted during the first 21 days that roommates are matched up.

## Room Condition/Inventory Report

Each resident will be required to complete a Bedroom & Suite Condition Form upon arrival to his or her suite. The resident is responsible for completing the form accurately and submitting it to their RA within 72 hours of move-in day. The form is kept on file by Housing, Residence Life & Conference Services to compare the suite and room condition after checkout time at the end of this contract. Any changes to the physical condition of the suite or bedroom may result in additional charges to the resident. Residents that fail to submit their Bedroom & Suite Condition Form on time, accept the accuracy of the records maintained by the Department of Housing, Residence Life & Conference Services

## Room Entry

Department of Housing, Residence Life & Conference Services reserves the right to enter a suite and/or bedroom to repair or clean. Save and except in situations of emergency as determined in the absolute discretion of the College, the resident shall be provided at least 24 hours prior notice of intent to enter for any such repair or cleaning. A resident submitting a work request form is deemed to have given permission for Department of Housing, Residence Life & Conference Services to enter the suite to effect repairs without providing 24 hours prior notice.

## Smoking

The College is a smoke free property with the exception of a couple of designated smoking areas. One of these areas is near the front of the residence on the south side of the building near the blue roofed shelter. Please do not smoke near the front doors of the residence and please place your cigarette butts in the receptacles provided, not on the ground. Smoking is prohibited inside the residence

## Summer Housing

A number of our students will remain in Barrie for the summer either for either academic reasons or to complete a co-op term. During the summer we reserve one wing of the 8<sup>th</sup> floor for students staying during the summer. Details and application forms will be available from our web site in January.

## Theft

Although the residence is a community with limited access, we still do unfortunately have thefts occur. Many thefts are simply a crime of opportunity and you can help reduce your risk of being a victim of theft by simply keeping your door closed. All of the bedroom doors and main suite doors lock automatically for your safety and protection. The main suite door has an automatic door closure which is required by the fire code, so please do not prop this door open. Within a very short time you will recognize most of the people who live in the building, if you see a stranger walking around (guests are supposed to be escorted by the person who signed them in), please ask them if you can help them or contact an RA. Often by just asking if you can help them, it lets them know people are watching and may deter them from doing anything.

## Vandalism

The residence is your home away from home and we hope you will treat it as your home. If you see someone causing vandalism (ripping wallpaper off the wall, breaking ceiling tiles, etc.) let a staff member know right away so we can charge that individual the repair/replacement cost. If you see someone damaging the building and you don't tell us, the repair/replacement cost will be billed as community damage and you will be responsible for paying a portion of it. Help us stop the vandalism by reporting it when you see it.

## Windows & Window Screens

The windows and screens are in place for your safety and security. Anyone removing a window or screen is subject to disciplinary action and a billing charge.

## Safety, Security & Emergencies

### Campus Security

Campus Safety and Security can be reached 24 hours/day by dialing ext 5100 from any residence or campus phone or by calling 728-1968 and then pressing 4.

### Code Red

The College's Code Red – Lockdown policy can be found here

<http://www.georgianc.on.ca/admissions/announcements/19-code-red-lockdown-procedure>

### Elevator Entrapment

In the event that you are trapped in an elevator in the residence, simply press the emergency button to be contacted with the Front Desk. The Front Desk staff member answering the call will ensure you are okay and will then contact the elevator company emergency # to have personnel dispatched to free you from the elevator. If there is a risk to your health while you are in the elevator, call the Front Desk and let the staff member know, s/he will then call 911 and have emergency personnel dispatched to assist you. **Do Not** attempt to free yourself from the elevator, if the elevator should start to move while you are extricating yourself, you could be severely injured or killed.

### Fire Safety

Fire safety should be of utmost importance to everyone living in residence. Although the building and the furnishings used in the building are made of fire resistant and/or fire retardant materials wherever possible, there is always a risk of fire. Please do your part to keep yourself and the other students who live here safe by following these simple rules:

- No candles or other open flames are permitted
- Smoking in the building is not allowed
- Do not neglect cooking appliances when using them and make sure they are unplugged and/or cooled off before leaving your suite
- Do not over more than 50% of your walls with posters/decorations and never decorate your ceiling
- Do not overload electrical outlets
- Do not cover your smoke detector, it is against the law! Smoke detectors are sensitive devices that will go off if there is too much smoke, or if aerosol sprays are used near it etc.

- Do not remove the battery from your smoke detector, it is against the law! If your smoke detector is beeping/chirping, the battery needs to be replaced. Simply complete a work order and we will have the battery changed. The smoke detectors are hard wired, but if you remove the battery and there is a power failure you have put your life and the lives of everyone else in the building in jeopardy.
- Do not discharge a fire extinguisher unless it is to put out a fire. Using a fire extinguisher or any other fire apparatus for other than its intended use is against the law!
- Do not use or remove a fire hose from a fire hose cabinet ever. Only trained, authorized personnel (ie fire fighters) are allowed to use a fire hose.

Anyone found to tamper with the fire safety systems in the residence will face disciplinary action which may include eviction from residence.

## **Fire Alarms**

When the fire alarm system is activated, everyone is required to immediately leave the building. Failure to do so will result in disciplinary action as well as possible fines/charges from the residence and the fire department. During a fire alarm, the elevators automatically ground to the 1<sup>st</sup> floor and shut down. Please use the stairs nearest you and vacate the building immediately. Should you have a disability that impairs you from using the stairs, please notify the residence management on or before moving into residence. We will provide your location to the Fire Department and instruct you on what to do during a fire alarm.

## **Medical Emergencies**

In the event of a medical emergency please contact a res staff member and/or dial 5100. Campus Safety and Security are all trained in first aid and will dispatch medical personnel.

## **Power Outage**

In the event of a power outage make sure you unplug items that are sensitive to a power surge such as computers. Do not use candles.

## **Security Cameras**

Security cameras are located in various locations in and around the residence as well as on campus. The security cameras are installed to help increase the safety and security of residents and the building. Information captured on the security cameras may be used and/or displayed in public areas to help in identifying individuals and/or as evidence of residents or guests violating the residence community standards.

## **Smoke Detectors**

Every suite is equipped with a smoke detector that is hard wired into the building's electrical system and has a battery back-up system in case of a power outage. Smoke detectors are sensitive devices and will be set off if there is too much smoke or if aerosol sprays are sprayed near them. Do not cover your smoke detector or remove the battery. If your smoke detector is chirping/beeping, the battery needs to be replaced. Simply complete a work order and maintenance will replace the battery for you.

## Contact Information – Housing & Residence Life

### RESIDENCE OFFICE STAFF

| Name                 | Position             | Phone #  | Location             | Email Address  |
|----------------------|----------------------|----------|----------------------|--|
| Residence Front Desk |                      | 730-5600 |                      | <a href="mailto:housing@georgianc.on.ca">housing@georgianc.on.ca</a>       |
| Romy Boorman         | Front Desk           | X7078    | Residence Front Desk | <a href="mailto:rboorman@georgianc.on.ca">rboorman@georgianc.on.ca</a>     |
| Eric Johnston        | Res. Life Manager    | X7052    | Rm 136               | <a href="mailto:ejohnston@georgianc.on.ca">ejohnston@georgianc.on.ca</a>   |
| Brian Muscat         | General Mgr          | 7050     | Rm 136               | <a href="mailto:bmuscat@georgianc.on.ca">bmuscat@georgianc.on.ca</a>       |
| Tania McDermott      | Admissions & Finance | 7054     | Rm 136               | <a href="mailto:tmcdermott@georgianc.on.ca">tmcdermott@georgianc.on.ca</a> |

### RESIDENCE LIFE STAFF

| Name              | Position                 | Phone # | Location |
|-------------------|--------------------------|---------|----------|
| Vicky Noseworthy  | 1 <sup>st</sup> Floor RA | 7101    | 115      |
| Jaclyn Seifried   | 2 <sup>nd</sup> Floor RA | 7105    | 215      |
| Liam Stimpson     | CA                       | 7106    | 225      |
| Rachel Hinsperger | 3 <sup>rd</sup> Floor RA | 7109    | 315      |
| Sandrea Dietrich  | 3 <sup>rd</sup> Floor RA | 7110    | 325      |
| TBD               | 4 <sup>th</sup> Floor RA | 7113    | 415      |
| Rusty Tedball     | CA                       | 7114    | 425      |
| Chelsea Kraft     | 5 <sup>th</sup> Floor RA | 7435    | 515      |
| Travis Nelson     | 5 <sup>th</sup> Floor RA | 7118    | 525      |
| Allan Thurman     | 6 <sup>th</sup> Floor RA | 7121    | 615      |
| Martina Fisher    | CA                       | 7122    | 625      |
| Krysten Zwaagstra | 7 <sup>th</sup> Floor RA | 7125    | 715      |
| Karla Seymour     | 7 <sup>th</sup> Floor RA | 7126    | 725      |
| TBD               | 8 <sup>th</sup> Floor RA | 7129    | 815      |
| Shaun McCracken   | CA                       | 7130    | 825      |

### RESIDENCE COUNCIL MEMBERS

| Name            | Position | Phone # | Location |
|-----------------|----------|---------|----------|
| Gillian Odlum   |          |         | 722      |
| Allana McDevitt |          |         | 322      |
| Emily Boardman  |          |         | 722      |

## Appendix I – Guest Policy

### Guest Policy & Procedures

#### Importance

In an effort to maintain control over the residence environment a sound guest policy with effective procedures is crucial. Since guests will likely not be known in the community by staff or most of the residents they will feel less accountable for their actions which in turn can lead to problems. For example, guests have been known to cause false fire alarms, be involved in sexual harassment or assault and vandalize the building to name just a few. These types of behaviours have a negative impact on everyone living and working in the residence and generally put a strain on the entire community. While residents have been involved in these activities too, it is easier to respond to a resident because they are known to others in the building, staff can educate residents and consequences directly affecting a resident's living status can be put into place.

The following Guest Policy & Procedures are meant to manage the residence environment with the hopes of eliminating or at the very least minimizing the negative impacts that guests can cause.

#### Guest Policy

A guest is any non-resident or non-staff member. A guest can be someone who was formally invited by a resident or someone that a resident invites, accepts or admits into the residence whether or not the resident has previously met that person. In either circumstance, the resident/host is responsible, at all times, for the behaviour of his or her guest, and the host must accompany his/her guest throughout the building at all times. This includes informing them of any relevant policies or standards. Students are not permitted to host overnight guests during Registration/Orientation Week or any time during 24 hour quiet hours unless written permission is granted from the Residence Life Manager or General Manager of Housing and Residence Life. Residents may host a maximum of 2 guests at any one time and residents are entitled to host their guest(s) to a maximum of eight (8) "guest" nights per calendar-month (one guest staying one night shall constitute one "guest night"). Hosts must also have obtained permission from their suite-mate within a reasonable time frame prior to the arrival of a guest(s). Any guest that stays past 11:00 pm is considered to be an overnight guest. Guests must sign in and provide picture identification to the Front Desk upon arrival. Guests may check in at anytime (ex. If you know your guest will be staying the night and they arrive at 2pm, you may sign the guest in at that time, you do not have to wait until 5pm). Guests in the residence must wear a wristband between 5 PM and 8 AM. Hosts must have obtained permission from their suite-mate within a reasonable time frame prior to the arrival of a guest(s). Acting as a host for a posted individual and/or a person whose visiting privileges have been revoked, is prohibited. The Guest Policy can also be found in section 1.g in the Residence Community Standards.

#### Guests Arriving at Residence

When non-residents come to visit, they may use the courtesy phone provided at the Front Desk to call up to the room they are going to. The guest must wait in the front lobby until the guest comes down and signs them in. Under no circumstance are guests allowed in the building unescorted. The resident is responsible for their guests.

#### Overnight Guest Definition

A guest will be considered an "Overnight Guest" if **any** of the following criteria is met:

- Resident indicates that a person is an overnight guest
- A guest is being signed in after 11:00pm.
- Guests in the building after 11:00 pm will be considered to be an overnight guest

## Special Occasions

The number of guests permitted in the building will be limited on special occasions including but not limited to Halloween, St Patrick's Day, etc. Any special circumstances will be coordinated and implemented by the Residence Life Manager.

## Guest Sign-In Procedures

1. Mandatory sign-in is required from 5:00pm – 8:00am every night of the week. Guests may be signed in at anytime during the day by the resident if the guest will be in the building past 5:00 pm
2. Overnight guests are counted from 11:00pm-8:00am every night of the week.
3. Guests may be asked to sign-in at the discretion of any RA, Front Desk staff, Security Guard, or member of Housing & Residence Life Management.
4. After 5:00pm all guests in the building must be wearing a wrist band.
5. The guest must complete the Guest Sign-In Form and ensure that it is legible.
6. Both the guest and host should have reviewed the Guest Policy. They then must sign the appropriate area on the Guest Sign-In Form indicating that they have read & understood the policy.
7. A guest must leave a piece of Photo ID at the Front Desk when they sign in – Passport, Driver's License, Age of Majority Card or Health Card.
8. The guest must not remove the wristband while they are signed in the residence.
9. The guest must be accompanied by the host resident while in the building, ie. the guest is not allowed to leave the host resident's room without the host present.

## Guest Sign-Out Procedures

1. The resident and guest must attend the front Desk together
2. The guest's wrist band will be removed by the front desk staff member
3. The guest will be given his/her ID after the Front Desk staff member has removed the guest's wrist band.
4. If a guest leaves the building, but plans to return later and requires his/her ID, the guest must check out and check in again later.

## Signing in Two Guests at the Same Time

A host may sign in a maximum of two guests at any one time.

## When Key Cards or Wrist Bands Must be Shown

Every person entering the building between 5:00pm and 8:00am must at all times show their Key Card or wristband. There are no exceptions to this rule! Every non-resident who wishes to be in the building between 5:00pm and 8:00am must be wearing a wrist band. Wrist bands can be obtained at the Front Desk and the host must be present to obtain access to the building.

*Any resident or non-resident can be asked for identification or what their purpose is for being in the residence at anytime!*

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## When a Day Guest Becomes an Overnight Guest

Guests that originally arrived at residence during the day may end up staying overnight. When this occurs, the resident is responsible to notify the Front Desk and sign the guest in properly

## Damaged Wrist Bands

In the event that a wrist band is damaged, the guest and host should approach the desk to receive a replacement wrist band. They must present the damaged wrist band in order to be issued a new wrist band. If the damaged wrist band is unattainable, then the guest will be considered a new guest and must follow the check-in procedures.

## Appendix II – Residence Community Standards

The Residence Community Standards set out clear expectations of acceptable behaviour within the residence community and the consequences for behaviour that is contrary to these expectations.

To be consistent with Georgian College’s core mandate of teaching and learning, the aim of these standards is to further student’s development and enhances their academic experience. The system has been created to differentiate actions based on three levels, while at the same time being progressive in order to discourage repetitive unacceptable behaviour. Residents who have engaged in unacceptable behaviour will be assigned points. The greater number of points a resident is assigned, the more serious the consequences are for that resident. Ultimately, a resident who has repeatedly engaged in unacceptable behaviour or has engaged in a serious offence will be removed from the residence community all together.

### Expectations for Living in Residence at Georgian

In 1984, Kitchener wrote about five basic ethics to act as a guideline for students in much the same way that the Hippocratic Oath acts as the basis for ethics for medical doctors. The ethics act as a code of conduct that each student should naturally follow in order to have a successful community (Johnson, 2005). It is *expected* that each and every student living in residence at Georgian College will adhere to the following ethical responsibilities so that we are all on the same page. The liberty to define and translate what these ethics mean has been taken, and the administration is open to conversations with students if they have a differing opinion on what to expect in our community. This document is reviewed annually by the Residence Advisory Committee, which is composed of students from each floor.

### Responsibilities

- 1.** It is the responsibility of Housing & Residence Life to ensure that residents are made aware of their rights and responsibilities under the Residence Contract and Residence Community Standards. The Residence Life Manager or his/her designee is responsible for ensuring the Residence Community Standards are upheld. This will be accomplished by the posting of the Community Standards on the Georgian College Residence Web Site.
- 2.** It is the responsibility of each Residence Advisor (RA) to ensure that all residents in his or her section are made aware of their rights and responsibilities under the Residence Community Standards. This will be accomplished through the hosting of at least two meetings early in the year to outline the Residence Community Standards. The resident is responsible for attending one of these meetings.
- 3.** Every resident is responsible for observing the terms and conditions of the Residence Contract, Residence Community Standards or any changes to these documents as outlined in a written update during the course of the residence term. The Residence Community Standards outline acceptable behaviour expectations for every resident, or their guest(s), and the types of consequences for breaching these standards. No resident is exempt from the terms and conditions of the Residence Community Standards for any reason.
- 4.** It is the duty of each resident, in accordance with the procedures specified in the Residence Community Standards, to take reasonable steps to prevent a problematic situation from occurring or, if it occurs, to prevent it from escalating to a more serious level e.g. informing Housing & Residence Life staff of the problem.

5. It is each resident's responsibility to be aware of and behave in a manner consistent with the Residence Community Standards, Residence Contract, College Code of Conduct and any other relevant College policy, as well as all relevant municipal, provincial and federal laws and statutes.
6. Residents are required to take responsibility for their guests in residence. All residence rules, policies and procedures apply to guests of residents. Residents risk consequences to them if their guest behaves in an unacceptable manner.
7. Every resident is expected to act in a responsible manner which does not compromise his or her own safety or endanger the health and safety of others. Housing & Residence Life, on behalf of the College, reserves the right to determine what constitutes unsafe practices. This includes but is not limited to: tampering with fixtures and/or building systems, (including the wiring and fire prevention controls), fabricating of building structures, or impeding any means of exit from the building.
8. The resident is financially responsible for any damage or losses to his or her room or its contents, and also for the cleanliness of the room upon vacating. All students in a suite are jointly and severally responsible, with the other occupant(s) of the suite, for damages or losses to the shared areas of the suite. All charges for damages to common areas will be split equally among the occupants of the building, provided that such damage cannot be traced to those directly responsible.
9. Each resident agrees to adhere to the GConnect Contract and the Information Technology Acceptable Use Policies as well as any other relevant policies relating to the use of Information Technology. Violations of the Residence Community Standards that are believed to have occurred through the use of the internet will be investigated with the same level of importance as incidents that are brought to the attention of Housing & Residence Life in any other manner.

Note: Violations of the Residence Community Standards, Residence Contract or any other College policy, Municipal, Provincial or Federal law may be investigated by Housing & Residence Life and any other appropriate College department or outside agency, such as the Police. Sanctions for any one incident may be given to a resident by multiple agencies, such as Housing & Residence Life, another College department or the Police.

## **Standards & Consequences**

An investigation may result if Housing & Residence Life staff are made aware that a resident has engaged in unacceptable behaviour or breached the Residence Contract and/or Residence Community Standards. The investigation may include, but is not limited to, speaking to the parties involved, utilizing security cameras, and the collection of evidence including that which may be found through online sources. Should the facts of an incident be disputed or the accused individual denies responsibility for an offence, then the Residence Life Manager will direct an investigation to conclude the most probable course of events, based on the balance of probabilities.

Once the investigation has been concluded, and it is found that a resident has engaged in unacceptable behaviour, breached the Residence Contract and/or Residence Community Standards, then the incident will be classified into one of the following three definitions:

**One (1) Point Offences** - Actions by an individual(s) that:

1. Interfere with the rights of another individual(s) to the peaceful use and enjoyment of his or her space in residence

**Two (2) Point Offences** - Actions by an individual(s) that:

1. Create a significant nuisance and/or disturbance to an individual or community and/or
2. Failure to cooperate with Housing & Residence Life's administrative procedures

**Three (3) Point Offences** - Actions by an individual(s) that:

1. Endanger the safety and security of themselves or another individual(s) and/or
2. Compromise personal or college property and/or
3. Attack the dignity/integrity of an individual and/or
4. Contravene federal, provincial and/or municipal laws and/or college policy

***Committing any 3 Point Offence can lead to eviction***

The first three charts below include, but are not limited to, examples that would be found under the three different offence levels defined above. The fourth chart outlines the consequences of obtaining points under the Residence Community Standards.

***Any resident can be evicted from residence by either:***

1. Accumulating six points through the Residence Community Standards.
2. Committing a 3 Point Offence that is deemed serious enough by the College.

In order to explain why some behaviour are listed in multiple levels below, it should be noted that a resident's behaviour is measured against the One Point, Two Point and Three Point offence definitions first to determine the seriousness of the actions. After determining the offence level, then the actions are measured against the specific examples in the first three charts below. Therefore, the context and other factors of an incident will help determine the assigned point value. Typically, however, the examples in the charts fall under the corresponding point values assigned.

Please remember, that residents have the responsibility to seek clarification of the Residence Community Standards, as ignorance may not be used as a defense against receiving a sanction.

## One Point Offences

Definition of One (1) Point Offences -- Actions by an individual(s) that:

- Interfere with the rights of another individual(s) to the peaceful use and enjoyment of his or her space in residence and/or
- Fail to cooperate with Housing & Residence Life's administrative procedures

| RESIDENT'S ACTION OR BEHAVIOUR |  | Normal Range of Sanction        |
|--------------------------------|--|---------------------------------|
| 1.a                            | Cleanliness standards — Students are expected to keep their bedroom, shared living areas and the exterior of their room/suite doors clean and adhere to the rules of proper removal of garbage and/or recycling. Please note that suite tours by Housing & Residence Life staff may take place on a monthly basis. Throwing or leaving garbage anywhere other than in an appropriate container is prohibited.  | 1 point; Restitution for damage |
| 1.b                            | Physically Active Games in Residence Common Areas--Students are not permitted to participate in potentially destructive activities that may cause personal injuries and/or property damage. These activities include, but are not limited to indoor sports, water fights, golfing/putting and bouncing/throwing an object.   | 1 point; Restitution for damage |
| 1.c                            | <p>Unacceptable Noise—Creating noise that can be heard outside of a room or lounge or through a closed door is not permitted, aside from noise created from reasonable living activities. This may include, but not be limited to the following: bouncing or throwing a ball repeatedly, stereo/computer/television noise or noise generated from a gathering of people. Quiet Hours are in effect during the following times:</p> <p>Sunday through Thursday evenings from 11:00 PM to 8:00 AM the following morning.</p> <p>Saturday and Sunday mornings from 1:00 AM to 10:00 AM that morning.</p> <p>24-hour quiet hours for the fall begin at 11:00 pm on December 8, 2011 and end after the residence closes in December. 24-hour quiet hours for the winter begin at 11:00 pm on April 12, 2012 and end after the residence closes in April.</p> <p>All other hours are courtesy hours, that is, all residents are expected to be courteous towards other members of the surrounding community if they are engaged in an activity that generates noise. These guidelines are meant to act as a minimum standard and may be enhanced through consultations with the floor, residence community, RSC and Residence Life Staff. Noise levels at any times should not detract from any resident's</p> | 1 point                         |

|     |  |   |
|-----|--|---|
|     | ability to pursue academic endeavours or to enjoy their living environment. An individual's right to reasonable quiet supersedes another's right to make noise.  |   |
| 1.d | Equipment Storage — Students are not permitted to store any personal belongings or room property in any common or shared living areas. Equipment may include, but is not limited to bicycles, hockey equipment, desks, and musical instruments. Hockey equipment may be stored in the hockey storage room, please see the Front Desk for details and to obtain access to this room.  | 1 point                                   |
| 1.e | Use of appliances — Electrical or other cooking appliances including but not limited to toasters, toaster ovens, and microwave ovens, are permitted only in areas with approved facilities.  | 1 point; Restitution for damage           |
| 1.f | Removal of Residence Property — In order to promote community living, removing and/or relocating furniture from lounges, meeting rooms and other common living areas is not permitted.   | 1 point                                   |
| 1.g | Guests — A guest is any non-resident or non-staff member. A guest can be someone who was formally invited by a resident or someone that a resident invites, accepts or admits into the residence whether or not the resident has previous met that person. In either circumstance, the resident/host is responsible, at all times, for the behaviour of his or her guest, and the host must accompany his/her guest throughout the building at all times. This includes informing them of any relevant policies or standards. Students are not permitted to host overnight guests during Registration/Orientation Week or any time during 24 hour quiet hours unless written permission is granted from the Residence Life Manager or General Manger of Housing and Residence Life. Residents may host a maximum of 2 guests at any one time and residents are entitled to host their guest(s) to a maximum of eight (8) "guest" nights per calendar-month (one guest staying one night shall constitute one "guest night"). Hosts must also have obtained permission from their suite-mate within a reasonable time frame prior to the arrival of a guest(s). Any guest that stays past 11:00 pm is considered to be an overnight guest. Guests must sign in and provide picture identification to the Front Desk upon arrival. Guests may check in at anytime (ex. If you know your guest will be staying the night and they arrive at 2pm, you may sign the guest in at that time, you do not have to wait until 5pm). Guests in the residence must wear a wristband between 5 PM and 8 AM. Hosts must have obtained permission from their suite-mate within a reasonable time frame prior to the arrival of a guest(s). Acting as a host for a posted individual and/or a person whose visiting privileges have been revoked, is prohibited. | 1 point; Guest privileges may be revoked. |

|     |   |   |
|-----|---|---|
| 1.h | Alcohol consumption—Students must abide by all Federal, Provincial and Municipal alcohol laws and College policy. Alcohol consumption is only permitted within suite areas (ie inside suite entrance). Consuming alcohol in all other residence areas is strictly prohibited. When open alcohol is transported through public areas, the alcohol must be in a sealed container. Acceptable sealed containers are containers that have a screw top that completely seals the container and requires completely unscrewing the top in order to drink from the container.  | 1 point   |
| 1.i | Decorating and Posters — Housing and Residence Life must approve, in writing, any decorating that is to take place outside of a suite. Reasons for this include, but are not limited to the following: ensure appropriate cleaning plans are in place and the review any messages that my impact the community. Students must poster and/or decorate within the designated areas in residence only. Tape, nails, tacks and pins, or any other such material are NOT to be used at any time to hang posters or affix objects to the walls, floors or ceilings within all areas of the residence including suite areas. Stick tack can be requested from the Front Desk to hang appropriate materials. Spray can material or similar products such as “Fake Snow” are not to be used on any residence surface without written approval from Housing & Residence Life. | 1 point;<br>Restitution for damage  |
| 1.j | Modifying Physical Structure — Tampering with or modifying the physical structures of the residence is prohibited. This may include, but is not limited to, using nails or screws in the wall or ceiling, altering door closure devices, and running wires, phone lines, cables, or electrical power between rooms. Removal of window screens, windows, or window limiters will result in a \$50 fine and restitution for damage.   | 1 point; Restitution for damage;\$50 fine for removal of window screens, windows or window limiters |
| 1.k | Admission Procedures — Improper check-in, room transfer, or check-out is prohibited. This may include, but is not limited to failing to provide a photo or requested documentation, switching rooms without having the consent of Housing & Residence Life, and failing to turn in an access card.  | 1 point; Replacement charge   |
| 1.m | Commercial use — The use of the residence property, mail box, telephone or data connection for any commercial use is prohibited. This may include but is not limited to selling products or services, advertising without authorization, and allowing someone else to use the residence facilities for commercial use.  | 1 point   |

|     |  |         |
|-----|--|---------|
| 1.n | No Beer Bottles — Beer bottles have proven to be a safety hazard in and around the residence due to broken glass. Thus, beer or similar alcoholic beverage bottles are prohibited to be in or near the residence. Cans or plastic bottles containing beer are allowed. Bottles CLEARLY containing other types of alcohol, such as liquor are permitted in residence, but Housing & Residence Life has the absolute discretion to determine what constitutes a “beer bottle”. | 1 point |
|-----|--|---------|

### Two Point Offences

Definition of Two (2) Point Offences - Actions by an individual(s) that creates a significant nuisance and/or disturbance to an individual or community.

| RESIDENT’S ACTION OR BEHAVIOUR |  | Normal Range of Sanction             |
|--------------------------------|--|--------------------------------------|
| 2.a                            | Cleanliness Standards — Students are expected to keep their bedroom, shared living areas and the exterior of their room/suite doors clean and adhere to the rules for proper removal of garbage and/or recycling.  | 2 points                             |
| 2.b                            | Physically Active Games in Residence Common Areas — Students are not permitted to participate in potentially destructive activities that may cause personal injuries and/or property damage. These activities include, but are not limited to indoor sports, water fights, throwing/shooting/smashing an object, and using roller blades, skateboards or bicycles in the building.                                       | 2 points;<br>Restitution for damages |
| 2.c                            | Excessive Noise — Intentionally or unintentionally creating a noise that disrupts several members of the residence, college or surrounding community is not permitted. This may include but is not limited to the following: banging/knocking on multiple doors in a consecutive manner, directing stereo noise outside of a suite through windows or into the hallway or yelling/screaming inside or near the building. | 2 points                             |
| 2.d                            | Waterbeds/Hot tubs — Students are not permitted to bring in or use waterbeds or hot tubs in the residence.   | 2 points; Restitution for damages    |

|     |  |   |
|-----|--|---|
| 2.e | Pets —Students are NOT PERMITTED to bring into or keep pets in the residence. This includes, but is not limited to, hamsters, mice, gerbils, guinea pigs, rabbits, cats, dogs, insects and reptiles. Students MAY bring in to the residence plants and non-dangerous fish in aquariums no larger than 10 gallons. Housing & Residence Life retains absolute discretion to decide what constitutes a permitted pet.   | 2 Points  |
| 2.f | Telecommunications — Students are prohibited from using their phone or data service, or permitting them to be used, for a purpose or in a manner that is contrary to law or college policy, or for the purposes of relaying annoying or offensive messages. Students are responsible for ensuring that others do not have access to their phone or data service. This includes the prohibition of wireless routers within the residence. Students will be held responsible for messages sent from their room whether they were present or not.   | 2 Points  |
| 2.g | Cooperation with Staff — Residents and guests are expected to cooperate with staff members. Misleading, not cooperating with, or providing improper identification to staff is strictly prohibited. Interfering with or not cooperating with any Housing & Residence Life investigation is strictly prohibited. Failure to complete a sanction such as writing a letter, organizing a program, completing a volunteer task, etc. are all examples for failing to cooperate with staff and would result in an additional sanction of 2 points.  | 2 points  |
| 2.h | Unintentionally Triggering the Building Fire Alarm — Setting off the building fire alarm accidentally or unintentionally is prohibited. This may include, but is not limited to hitting a detector by mistake while participating in hall sports.  | 2 points; Restitution for damage or emergency personnel |
| 2.i | Open Flames — Open flames are not permitted in residence, this includes, but is not limited to attended/unattended lit candles, lamps requiring combustible fuel, and incense. Residents requiring these items for religious purposes need to contact Housing & Res Life, in writing, at the beginning of the term in residence or at least seven days prior to their intended use. One exception to this standard is using birthday candles, but they must be monitored at all times, with the appropriate safety equipment nearby. Any consequences resulting from this exception is still the responsibility of the organizers. | 2 points; Restitution for damage or emergency personnel |
| 2.j | Throwing Material — Throwing, dropping or ejecting material from residence building windows, rooftops, or down stairwells or within the elevators is prohibited. Throwing material at the residence building is also prohibited. Removal of a window screen will result in a \$50 fine.  | 2 Points;<br>Restitution for damages; \$50 fine         |

|      |   |                                     |
|------|---|-------------------------------------|
| 2.k  | Raids or Inappropriate or Destructive Pranks — Initiating, encouraging, supporting, or participating in raids and/or pranks that are disruptive, offensive, or hostile to residents and/or staff is prohibited. These raids or pranks include, but are not limited to water fights, “leaners”, dismantling, removing and/or relocating residence/personal property and “pennying” someone into a room.  | 2 points;<br>Restitution for damage |
| 2.l  | Inappropriate/Illegal Entry — Entering another student’s room/suite or disturbing another resident’s property without the permission of the resident is not permitted. Students must have written permission to enter another’s room and do so only with authorized use of the prescribed key; manipulating the lock, door, or window is strictly prohibited.   | 2 Points;<br>Restitution for damage |
| 2.m  | Threat of Violence — The threat of violence or physical aggression in residence will not be tolerated. This includes threats of violence or physical aggression that are made while in residence, but would occur off premise (ie. threat to hurt the person if they see them off campus).  | 2 points                            |
| 2.n* | Harassment — Every individual has the right to an environment characterized by mutual respect. Every individual has the responsibility to treat all members of the College community with respect and without harassment. Harassment is defined as any attention or conduct (oral, written, graphic, or physical) by an individual or group who knows, or ought reasonably to know, that such attention or conduct is unwelcome/unwanted, offensive or intimidating.  | 2 points                            |
| 2.o* | Discrimination — Every individual has the right to an environment characterized by equal opportunity and equitable access to College goods and services. Every individual has the responsibility to treat all members of the College community without discrimination. Discrimination is defined as any conduct that results in adverse treatment of an individual or group on the basis of race, ancestry, place of orgiin, colour, ethnic origin, citizenship, creed/religion, sex, sexual orientation, disability, age, marital status, record of offences, or receipt of public assistance. | 2 points                            |
| 2.p* | Disruption — Every individual has the right to an environment that, while safeguarding dissent, is free from interference and disruption. Students should not intimidate, interfere with, threaten or otherwise obstruct any activity organized by the College, including classes, or to hinder, other members of the College community from being able to carry out their legitimate activities, including their ability to speak or associate with others.  | 2 points                            |

### Three Point Offences

*Definition of Three (3) Point Offences - Actions by an individual(s) that:*

Endanger the safety and security of themselves or another individual(s) and/or compromise personal or college property and/or Attack the dignity/integrity of an individual and/or contravene federal, provincial and/or municipal laws and/or college policy

**Please note that the consequence of any 3-Point Offence can be suspension or eviction from residence.**

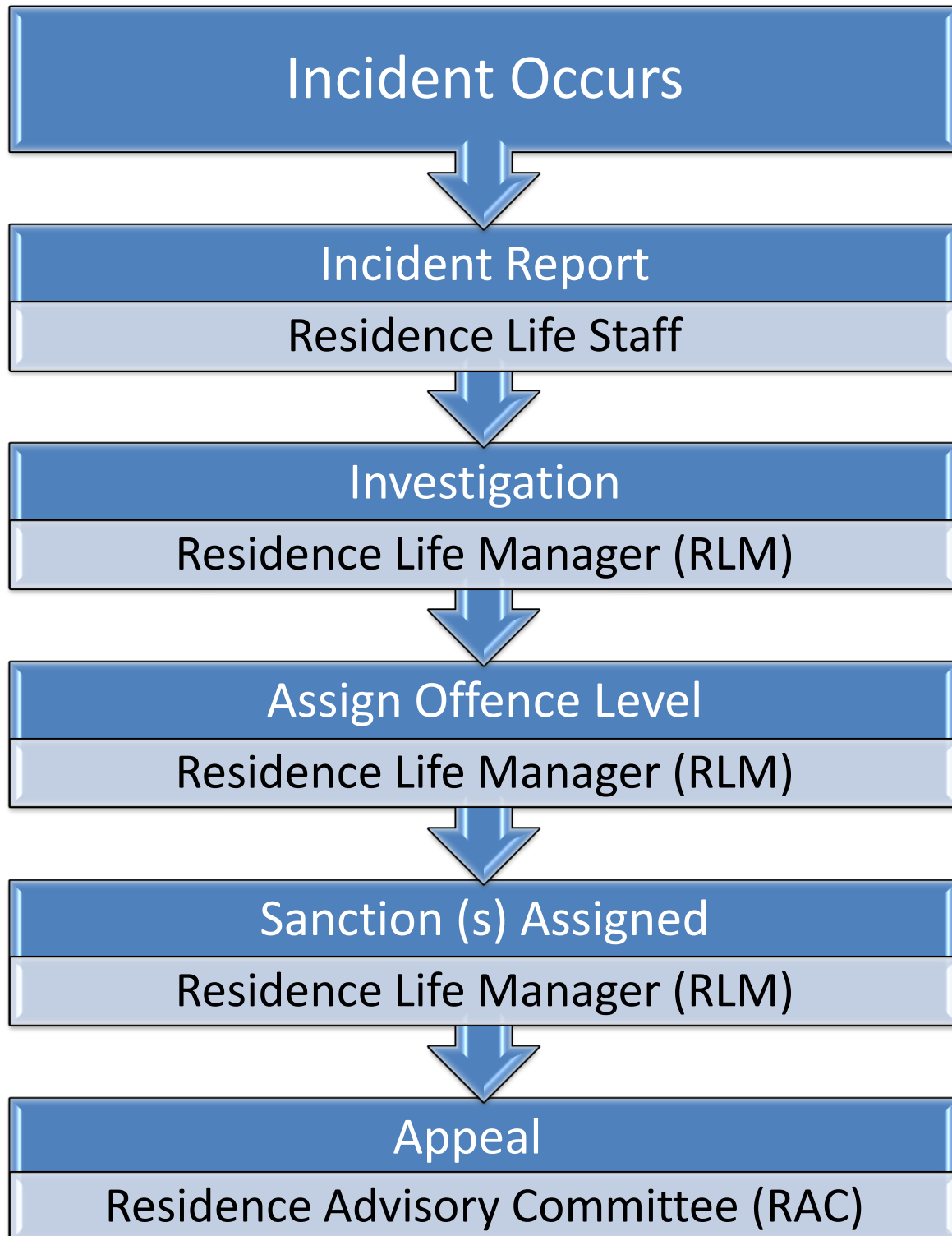
| RESIDENT'S ACTION OR BEHAVIOUR |  | Normal Range of Sanction |
|--------------------------------|--|--------------------------|
| 3.a                            | Prohibited Lamps — Torchiere Lamps or halogen lamps that expose the bulb at the top of its structure, as opposed to those with a shade or shield, are prohibited in residence for fire safety reasons.   | 3 points                 |
| 3.b                            | Restricted Areas — Students are prohibited from being in any restricted areas, these include, but are not limited to the roof of the residence, Telecommunication Rooms, the Facilities/Loading Dock area, and the area behind the residence after dusk.   | 3 points                 |
| 3.c                            | Weapons — Firearms and any other weapon or item that is created/intended to cause harm, or could be seen as intimidating, are strictly prohibited. These may include, but are not limited to paintball guns, air soft guns, bear spray, pepper spray, etc.   | 3 points                 |
| 3.d                            | Illegal Drugs — Students in residence are prohibited from being involved with trafficking, possessing, using, and consuming any illegal drug substance in residence. Evidence of drug traces or drug paraphernalia, or the smell of prohibited substances (eg marijuana) in or near suites, common areas or near the residence building will be assumed to be conclusive of use or possession. | 3 points;<br>\$250 fine  |
| 3.e                            | Pornography — Displaying or making available for viewing pornographic material in the hallways, common rooms, lobbies, stairwells, bathrooms, exterior room doors, or any interior area of a room that can be seen from an open door is prohibited (in accordance with the Criminal Code of Canada, Section 163).  | 3 points                 |
| 3.f                            | Gambling — Gambling is prohibited in residence.  | 3 points                 |
| 3.g                            | Subletting — Residents are prohibited from subletting or allowing other people to live in their residence room.  | 3 points                 |
| 3.h                            | Mass Consumption of Alcohol — Possession and/or consumption of “common source” alcohol (e.g. Kegs, swish barrels, jello shooters, and other large containers of alcohol, etc.) and/or participating in “drinking games” (e.g. century club, funneling, etc.) within residence is prohibited.   | 3 points                 |

|     |  |   |
|-----|--|---|
| 3.i | Underage Drinking — Students under the age of 19 cannot consume alcohol in or near the residence building. In addition, residents must abide by all Federal, Provincial, and Municipal laws and College policy regarding alcohol use and consumption.  | 3 points  |
| 3.j | Tampering with Physical Structure — Tampering with fixtures, building systems, and fire equipment is strictly prohibited. This may include, but is not limited to discharging or suppressing any fire prevention or detection equipment, propping interior or exterior doors, removing windows and tampering with the elevator or card access systems. Tampering with fire equipment, smoke detectors, and fire extinguishers will lead to a \$150 fine.   | 3 points;<br>Restitution for damage or emergency personnel;<br>Replacement of equipment;<br>\$150 fine. |
| 3.k | Explosives — Explosive or flammable material is not permitted in residence buildings, this may include, but is not limited to firecrackers, fireworks, barbecue propane tanks, dynamite, motorized vehicles etc. Proper storage for flammable materials such as oil paints, etc. is required. Please seek assistance to store materials if in doubt.   | 3 points;<br>Restitution for damage or emergency personnel;<br>Replacement of equipment;<br>\$150 fine. |
| 3.l | Access to Residence — Loaning or giving anyone an access card or any residence keys is prohibited. Any lost access cards or keys should be reported immediately. Charges may apply for replacement of the lost items.  | 3 points  |
| 3m  | Open Elements — Any device that uses an open element is not permitted in residence for fire safety reasons. This includes, but is not limited to hot plates.   | 3 points; Restitution for damage  |
| 3.n | Safety Procedures — failing to follow emergency or safety procedures is prohibited. This includes, but is not limited to failing to leave the residence during a fire alarm and entering an area that is restricted.   | 3 points;<br>\$100 fine   |
| 3.o | Use of Residence to Support Illegal Activities — Using the residence to support or assist with illegal activities is strictly forbidden. This may include, but is not limited to: storing stolen property or hosting discriminatory websites.  | 3 points  |
| 3.p | Open Flames — Open flames are not permitted in residence and this includes, but is not limited to attended or unattended lit candles, lamps requiring a combustible fuel, and incense. Residents requiring one of these items for religious purposes need to contact Housing & Residence Life, in writing, at least seven days prior to their intended use. One exception to this standard is using birthday candles, but they must be monitored at all times, with the appropriate safety equipment nearby. Consequences resulting from this exception is still the responsibility of the organizers. | 3 points;<br>Restitution for damage or emergency personnel  |

|      |   |  |
|------|---|--|
| 3.q  | Throwing Material — Throwing, dropping, or ejecting material from residence buildings, windows, rooftops, or down stairwells is prohibited. Throwing material at the residence building is also prohibited. Removal of a window screen will result in a \$50 fine.  | 3 points                                       |
| 3.r  | Raids or Inappropriate or Destructive Pranks — Initiating, encouraging, supporting, or participating in raids and/or pranks that are disruptive, offensive, or hostile to residents and/or staff is prohibited. These raids or pranks include, but are not limited to water fights, “leaners”, dismantling, removing, and/or relocating residence/personal property and “pennying” someone into a room.   | 3 points; \$50 fine;<br>Restitution for damage |
| 3.s  | Inappropriate/Illegal Entry — Entering another resident’s room/suite or disturbing another resident’s property without the permission of the resident is not permitted. Students must have written permission to enter another’s room and may do so only with authorized use of the prescribed key; manipulating the lock, door, or window is strictly prohibited. Removal of a window screen will result in a \$50 fine.   | 3 points                                       |
| 3.t  | Vandalism — Vandalism is defined as the willful or malicious destruction or defacement of public or private property. Any vandalism directed toward another individual or group of individuals may also constitute harassment.  | 3 points;<br>Restitution for damages           |
| 3.u  | Violence — Violence or physical aggression in residence will not be tolerated. Physical aggression is defined as any violent or physically aggressive behaviour. These behaviours include, but are not limited to hitting, punching, slapping, kicking, pushing, pulling and fighting.  | 3 points                                       |
| 3.v* | Harassment — Every individual has the right to an environment characterized by mutual respect. Every individual has the responsibility to treat all members of the College community with respect and without harassment. Harassment is defined as any attention or conduct (oral, written, graphic, or physical) by an individual or group who knows, or ought reasonably to know, that such attention or conduct is unwelcome/unwanted, offensive or intimidating.  | 3 points                                       |
| 3.w* | Discrimination — Every individual has the right to an environment characterized by equal opportunity and equitable access to College goods and services. Every individual has the responsibility to treat all members of the College community without discrimination. Discrimination is defined as any conduct that results in adverse treatment of an individual or group on the basis of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed/religion, sex, sexual orientation, disability, age, marital status, record of offences, or receipt of public assistance. | 3 points                                       |

|   |  |   |
|---|--|---|
| 3.x *   | Disruption — Every individual has the right to an environment that, while safeguarding dissent, is free from interference and disruption. Students should not intimidate, interfere with, threaten or otherwise obstruct any activity organized by the College, including classes, or to hinder, other members of the College community from being able to carry out their legitimate activities, including their ability to speak or associate with others. | 3 points  |
| 3.y   | Jumping in Elevator—Jumping or rough housing in an elevator which causes the elevator over speed switch to trip is prohibited.   | 3 points;<br>Restitution for damages;<br>\$150 fine |
| 3.z   | Smoking — All areas in residence are non-smoking. Smoking in areas where second hand smoke is affecting the community is also prohibited. Such areas may include but are not limited to doorways near windows or air intake vents. College policy indicates that anyone smoking near the residence must stay outside of the yellow line that is painted in front of the residence.   | 3 Points;<br>\$250 Fine                             |
| <p><b>* Note: Harassment, discrimination or disruption may also occur online. ‘Online’ includes, but is not limited to, e-mail, chatting services, networking sites, blogs, &amp; screen names. Incidents may occur online that break residence community standards and/or incidents may occur that break residence community standards and then are reported online. If these incidents are brought to the attention of residence staff, they will be dealt with in the same manner as listed above.</b></p> |  |   |

# INCIDENT DECISION PROCESS



## Typical Consequences for Points Gained

| Points Accumulated | Consequences  |
|--------------------|---|
| 1                  | Letter of Warning   |
| 2                  | Letter of Warning   |
| 3                  | Letter of Warning, Educational Sanctions<br><b>**The consequence of any 3 pt. offense can be suspension or eviction</b> |
| 4                  | On Notice   |
| 5                  | On Probation  |
| 6                  | Suspension or Eviction  |

Additional sanctions or consequences, aside from those listed above may be given to the resident at the sole discretion of the College. These include, but are not limited to, educational sanctions, alcohol behavioural contracts, counselling etc.

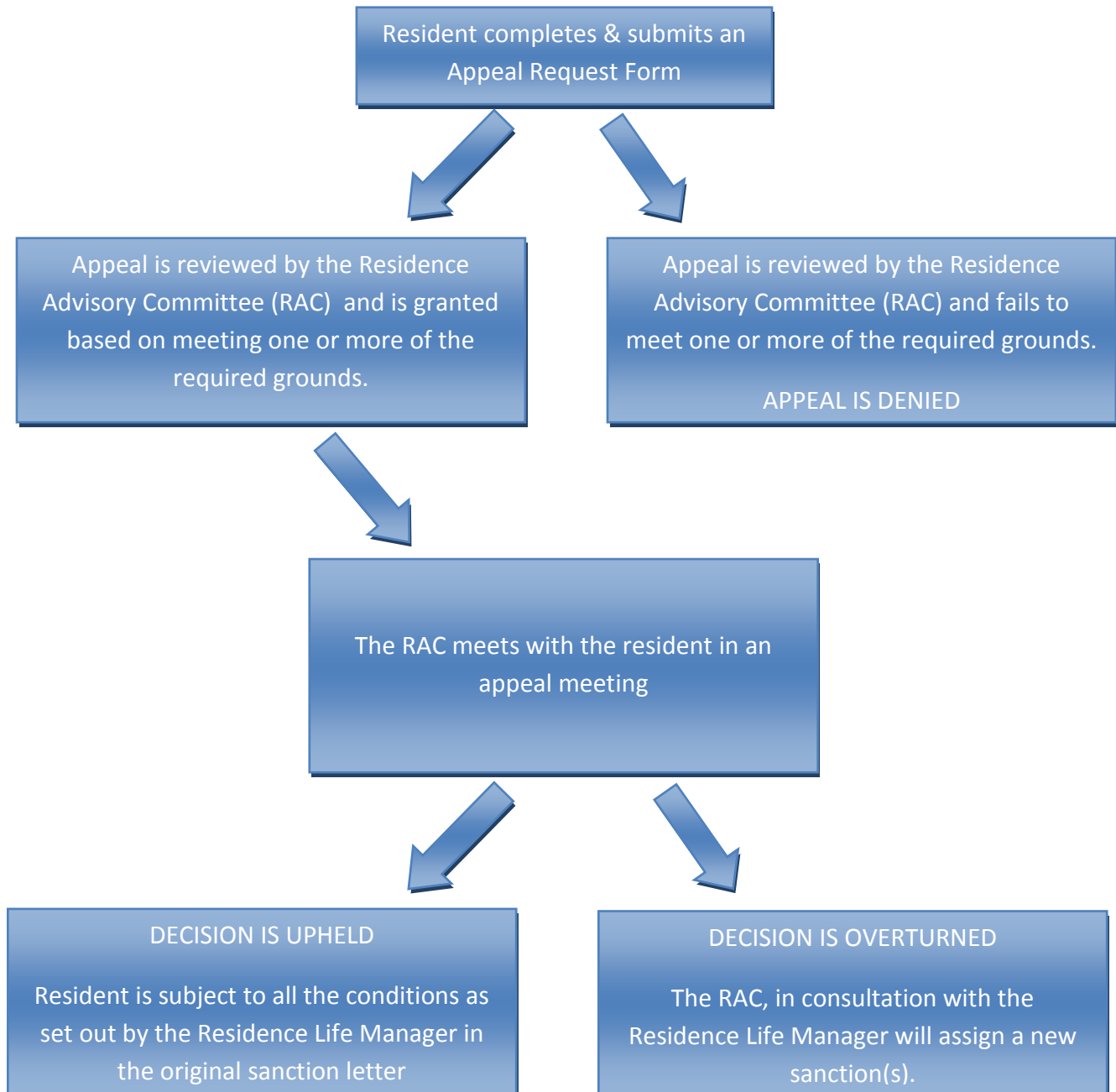
The points given to a resident after an incident remain in place for one calendar year. In other words, if a resident is given 1 point on September 20, 2011 and 2 more points on October 31, 2011, then on September 20, 2012 that resident only has 2 points remaining on their record.

A Resident has the right to have an advisor prior to and present at a meeting; however, the advisor is not allowed to represent or speak on behalf of the student. A language interpreter will be allowed to participate at the request of the resident or Housing & Residence Life staff.

### Complying with Sanctions

Failure to comply with a Residence Community Standards Sanction may lead to the doubling of sanction points. For example, if you received a 2 point sanction for smoking in the residence, part of the sanction may be to clean the cigarette butts up from in front of the residence. If you failed to complete the sanction by the date specified your points would be doubled to 4 points. You would then receive notification that you had received an additional 2 points for failure to comply with a sanction and a new sanction would be imposed.

# APPEAL PROCESS (not including eviction)



**All appeals are final. Residents cannot appeal an appeal decision**

## Appeal Process (Not Including Eviction)

The resident has the option to appeal a decision by using the following guidelines.

1. The resident must abide by the original sanction while the appeal is being heard.
2. A resident has 72 hours from the time they receive written documentation from the RLM to submit an appeal form, to the Residence Advisory Committee. A resident may appeal on the following grounds:
  - a. Bias and/or unfair treatment – any procedural error, improper investigation, discrimination, etc.
  - b. The sanction does not suit the infraction/behaviour – *Note: A resident's prior discipline record is considered when sanctions are issued. Sanctions are progressive as offences occur. Sanctions specifically outlined in the Residence Community Standards cannot be appealed as being unsuitable.*
  - c. New information has come to light rendering the original decision unreasonable in light of the evidence presented – new witness, something not known when the original decision was made.

\* Please note that a student can only appeal a decision once. It is also important to note that an appeal may result in two different outcomes:

1. The original decision is upheld.
2. The original decision is overturned, in which case the General Manager of Housing, Residence Life & Conference Services will issue a new sanction.

It is important to note this sanction cannot be appealed. The Residence Advisory Committee will hear all appeals regarding the Residence Life Manager's decision. The General Manager of Housing, Residence Life & Conference Services has the final decision making authority on all matters relating to residence.

All sanctions levied by Housing & Residence Life are considered to be in effect at the time a resident is informed, whether it is verbal or written. Written documentation will follow any decision to levy a sanction.

## Eviction Process

The eviction process is initiated by the Residence Life Manager upon making a decision which results in a resident having either committed a 3-point offense or after having accumulated 6+ points.

## Responsibilities of Housing & Residence Life

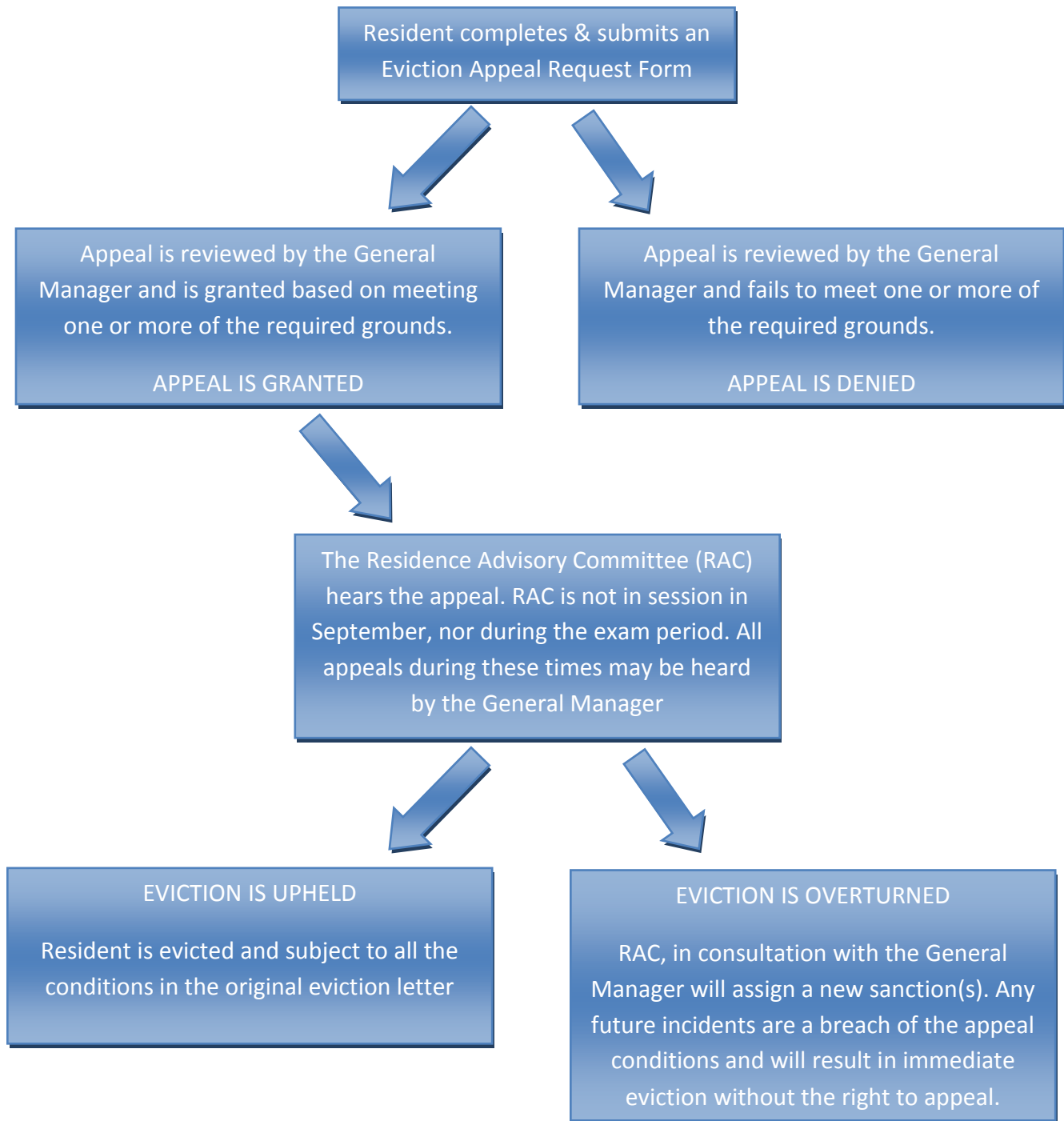
- Inform resident of eviction in writing. The letter will outline the events which lead to eviction and delineate a timeline indicating when the student is required to leave residence and when s/he may return to pack the remainder of their belongings.
- The resident will be provided with information about the appeal process and relevant deadlines.
- The resident is encouraged to meet with a counselor in the Career & Student Success department.
- The student remains responsible for his/her residence fees until such time comes that the student is eligible for a refund as outlined in the residence contract.

- If the resident does not have alternate accommodations, the department will be responsible for booking one night in a local hotel. Resident will be refunded after a receipt is provided.

### **Responsibilities of the Resident**

- Resident must complete and submit a residence appeal form to indicate whether or not they plan on appealing the eviction. This is required in order to begin the appeal process or the process of refunding the balance of their residence fees, if applicable. If the residence appeal form is not submitted within 72 hours it will be deemed that the resident is not appealing the eviction.
- Resident must check-out of residence by following the residence check-out procedures.
- Resident must abide by the timelines and consequences outlined in the eviction letter (ex. Visiting privileges, when the student may return to pack belongings)
- Within 24 hours the resident must submit receipts for re-imbusement for one night at a local hotel (re-imbusement is limited to the cost of the room only; meals, phone charges, and transportation are the responsibility of the individual resident)

# EVICTIION APPEAL PROCESS



**All appeals are final. Residents cannot appeal an appeal decision**

## Eviction Appeal Process

### General Information

It is important to note that the resident may not appeal the sanctions or consequences for every prior incident at the time of the eviction appeal. The student will have had the opportunity to appeal the process outlined under 'Appeal Process'. Eviction is the consequence for the accumulation of 6+ points; or any single 3 point offence which is deemed to be extremely serious in nature.

The resident has the option to appeal a decision by using the following guidelines.

### Responsibilities of the Resident

- The resident must abide by the original sanction while the appeal is being heard, even if he or she has to move out of the residence.
- Any costs associated with an appeal are the responsibility of the resident (ex. paying for alternative accommodations).
- The resident is encouraged to meet with a Counselor from Career & Student Success in order to ensure they understand the eviction and appeal process.
- The resident has 72 hours from the time they receive written documentation to complete and submit an eviction appeal form to the General Manager of Housing, Residence Life & Conference Services. A resident may appeal their eviction on the following grounds:
  - Bias and/or unfair treatment – any procedural error, improper investigation, discrimination, etc.
  - The sanction does not suit the infraction/behaviour – *Note: A resident's prior discipline record is considered when sanctions are issued. Sanctions are progressive as offences occur. Sanctions specifically outlined in the Residence Community Standards cannot be appealed as being unsuitable.*
  - New information has come to light rendering the original decision unreasonable in light of the evidence presented – new witness, something not known when the original decision was made.

The resident is required to provide a copy of their academic schedule with their appeal letter in order to facilitate a meeting time that will not interfere with their academic schedule.

All sanctions levied by Housing & Residence Life are considered to be in effect at the time a resident is informed, whether it is verbal or written. Written documentation will follow any decision to levy a sanction.

### Responsibilities of the General Manager

- Appeals concerning evictions will be heard by the committee chaired by the General Manager. The General Manager does not have a vote in the appeal hearing and his/her role is simply to chair the procedure and answer any procedural questions.
- The General Manager will call together and Chair an Appeal Committee. The Appeal Committee will be comprised of 3 members of the Residence Advisory Committee. The members chosen for

an eviction appeal hearing must not live on the same floor as the resident who is appealing his/her eviction.

- The General Manager will inform the resident of the Committee's decision in writing within 24 hours of the meeting.

## Eviction Appeal Committee Process

- Present at the Eviction Appeal hearing will be the Eviction Appeal Committee, the General Manager, the Residence Life Manager and the resident.
- The General Manager will Chair the proceedings and outline the following process to all present.
- The Residence Life Manager will have the opportunity to present to the Committee the resident's behaviour history and why eviction was pursued. The Committee will ask any questions of the RLM.
- The resident will have the opportunity to explain why they are appealing the eviction and present their appeal letter. The Committee will ask any questions of the resident.
- The RLM and the resident will have the opportunity to respond to what was said by the opposing party.
- The Committee will have the opportunity to ask any further questions to both parties.
- The RLM and the resident will leave the meeting and the Committee will come to a decision. It is also important to note that an appeal may result in two different outcomes:
  - The original decision is upheld
  - The original decision is overturned, in which case the General Manager, in consultation with the Appeal Committee will issue a new sanction. It is important to note this sanction cannot be appealed.

The General Manager will inform the RLM and the resident of the decision in writing.

\* Please note:

- A student can only appeal a decision once.
- If the eviction is overturned and new sanctions are imposed, if the resident fails to adhere to those sanctions, the resident will have violated the sanctions and the original sanction of eviction will be reinstated. In violating the new sanctions, the resident will have forfeited his/her right to appeal.

## Definitions

**Acceptable Noise** - Noise that should be expected in a student living environment during appropriate times of the day as a result of reasonable living activities

**Behavioural Contract** - (Sanction) A set of behavioural expectations and limitations, written in the form of a contract, that is determined between Housing & Residence Life and the resident(s). With his or her signature, the resident agrees to the terms of the behavioural contract and is aware that any breach of this contract constitutes an offence that will result in further consequences.

**Collective Billing** - Unclaimed damage or vandalism costs to the common areas of the residence may be sent to every resident or a specific section within the residence as an additional charge to recoup the

costs of repair and administration. Example. A broken lounge window that occurs on the 3rd Floor. The entire 3rd floor could receive a bill for this damage. Collective billing can also occur for the whole building for (including but not limited to) common area damages, fire alarm fines etc.

**Community/Educational Sanctions** - (Sanction) These sanctions include but are not limited to: community restitution, community service, creating an educational program for the community and/or reflection paper describing what the student has learned from an incident or series of incidents.

**On Probation** - (Sanction) Resident must meet with the Residence Life Manager and with a Counselor in Career & Student Success. Resident will be prohibited to re-apply to residence or run for a Residence Students' Council position for 2 subsequent academic years at the conclusion of their current term in residence. The student will also be prohibited from visiting the residence for one subsequent year at the conclusion of their current term in residence. A student WILL, at the College's sole discretion, have restrictions placed on him/her that may include, but not be limited to the following: not being able to consume or be under the influence of alcohol while in residence or loss of guest privileges. Association with ANY other unacceptable behaviour will lead to eviction from residence.

**Posting From Residences** - (Sanction) People may be posted, or barred, from residence(s) and not allowed to return to the specific building(s). If the posted individual is found in the building then the Police may be called and the person may be charged under the Trespass to Property Act.

**Suspension from Residence** - (Sanction) When warranted, or as an alternative sanction to eviction, a resident may be required to vacate residence for a specified period of time. During this time the student will not be permitted to stay in any residence on campus. Any costs associated with the suspension are the responsibility of the resident (ex. Paying for alternative accommodations).

**Unacceptable Behaviour** - Any behaviour that is described in the One Point, Two Point or Three Point Offences in the Residence Community Standards or any behaviour that breaches Federal, Provincial or Municipal law or Georgian College policy.

**Unacceptable Noise** - Creating noise that can be heard outside of a room or lounge or through a closed door is not permitted, aside from noise created from reasonable living activities. This may include, but not be limited to the following: bouncing or throwing a ball repeatedly, stereo/computer / television noise or noise generated from a gathering of people. This definition is primarily in effect during Quiet hours.

**Verbal Warning** - Verbal warnings are used by the Residence Advisor to indicate to the student what policy was violated, and what the consequences are if the behaviour is repeated. It is imperative that students understand that the warnings are occasionally given by the Resident Advisors as a courtesy, most often for incidents involving noise, and are in no way mandatory. A first occasion of inappropriate behaviour will normally result in documentation being issued.

**Eviction** - (Sanction) Student loses ability to live in the residence. The student will also be prohibited from visiting the residence for three subsequent years at the conclusion of their current term in residence. Housing & Residence Life will outline the terms of eviction, in writing, at the time the eviction notice is given to the student.

**Excessive Noise** - Intentionally or unintentionally creating noise that disrupts several members of the residence, college or surrounding community is not permitted. This may include, but not be limited to the following: banging/knocking on multiple doors in a consecutive manner, directing stereo noise outside of a suite through windows or into the hallway or yelling/screaming inside or near the building.

**Incident Report** - A documentation tool used to track behaviour that may be unacceptable, in breach of the Residence Contract or Residence Community Standards. The primary purpose of the Incident Report is to ensure that residents are informed of their behaviour if it was questionable in nature. Residents are required to sign an Incident Report so that all of the parties involved have equal access to the information that has been written about an incident. Depending on the nature of the behaviour, and past history, sanctions may be placed on an individual because of this documented behaviour. Please note that every student has the right to express his or her view in writing to the Residence Life Manager, within 48 hours of receiving the Incident Report.

**Letter of Warning** - (Sanction) Outlines a resident's involvement in the past incident(s) and highlights potential consequences for further unacceptable behaviour.

**Normal Range of Sanction** - A listing of the sanctions or consequences that typically follow a resident who has behaved unacceptably, breached the Residence Contract or Residence Community Standards. It should be noted that other sanctions might be placed on an individual, at the discretion of the College, which are not listed in the One Point, Two Point or Three Point charts in the Residence Community Standards document.

**On Notice** - (Sanction) Resident must meet with the Residence Life Manager and with a Counselor in Career & Student Success at the discretion of the RLM. Resident will be prohibited to re-apply to residence or run for a Residence Students' Council position for one subsequent academic year at the conclusion of their current term in residence. A student may, at the discretion of Housing & Residence Life, have restrictions placed on them that may include, but not be limited to the following: not being able to consume or be under the influence of alcohol while in residence or loss of guest privileges. Association with any other two or three point offence will lead to eviction from residence.

## Appendix III – Residence Phone Instructions

### STUDENT RESIDENCE PHONE FEATURES



#### To Make a Call

- Lift handset. Dial 9 + number for local
- Lift handset. Dial 8 + 1 + 800 (888, etc) for toll free numbers.
- For long distance calls follow the instructions on your calling card and then the appropriate directions above.
- Hands-free dialing – Press Line key to obtain dial tone. Dial number.

#### To Answer a Call

- Lift handset
- Hands-free answering – Press Line key with flashing telephone

#### To Disconnect a Call

- Press Goodbye key or hang up

#### *To Hold*

- Press Hold key. Telephone will flash
- Press the Extension key to return to the call

#### *Last Number Redial*

- Lift handset and press the redial soft key.

### *Do Not Disturb*

- Press the Do Not Disturb soft key when you do not want to be disturbed. This will make your set appear busy and send your calls to voice mail

### **To Call Forward to Voicemail**

- Press the CFwdALL softkey and enter 5000
- Press the CFwdALL softkey to Remove

## **STUDENT RESIDENCE VOICE MAIL INSTRUCTIONS**

### **To log on from your room**

- Press the **Message** key.
- Enter your **4-digit phone extension number** followed by # key.
- Enter your **password** followed by # key.

Note: The initial password will be 728 1968.

The first time you have logged into the system you will hear a system message welcoming you to the voice mail system.

To record your personal greeting or to change your password press 8.

Once 1 is pressed to record your greeting, press 5 to begin recording and “#” to stop recording.

To delete the greeting if you make a mistake press 76 and then press 5 again to begin recording.

If 3 is pressed to change your password the system will ask you for your new password (must be a minimum of 6 digits in length) followed by the “#”. Enter the new password again followed by the “#”.

Other Messaging Commands:

|     |                                     |
|-----|-------------------------------------|
| 71  | delete all messages                 |
| 711 | confirm deletion                    |
| 727 | selectively delete message          |
| 72  | restore message                     |
| 1   | skip backward (5 sec increments)    |
| 3   | skip forward (5 sec increments)     |
| 4   | skip forward (1 message at a time)  |
| 6   | skip backward (1 message at a time) |
| 2   | play message                        |
| #   | stop/pause                          |

## To log on from outside the residence

- Dial 705-730-5600
- Press \*
- Enter **mailbox number** followed by # key.
- Enter your **password** followed by # key.

## To log on from Barrie Campus to the residence

- Dial 5000
- Press 5
- Enter **mailbox number** followed by # key
- Enter your **password** followed by # key.

## For Express Messaging

This feature allows you to leave a message without ringing the phone.

- Dial \* and the mailbox/extension you wish to leave a message for.

## Appendix IV – Residence Maintenance Request Form Instructions

To access the residence student portal simply open up any internet browser and in the address line type <https://studentresidence.georgianc.on.ca/StarRezPortal>

Enter the Username and Password that you use to access your student Banner account, then click on the “Login” button. Once you login, you will see the following screen:



From this portal you can check your residence financial account, apply to return to residence, and submit a work order for maintenance in your room.

Click on the “Web Maintenance” tab. If you have submitted any previous work orders they will be listed showing the date submitted, what the request was and the status. When you first submit a work order, the status will be blank until our staff have printed the work order and sent it to maintenance. Once the work order has been given to maintenance the status is changed to “Pending”. Upon completion of the work order, the work order will be closed out and the status will be changed to “Completed”

To submit a work order, simply click on the “New Job” button which will open up the following screen.

The screenshot shows the "Job List" form within the "Web Maintenance" section of the portal. The navigation menu is visible at the top, with "Web Maintenance" highlighted. On the left, there is a "Web Maintenance Menu" with two options: "1. Job List" (selected) and "2. Shared Job List". The main form area is titled "Job List -" and contains the following fields:

- Date Reported: 8/27/2009 10:28:55 AM
- Status: (blank)
- Item: (Please Select Item) [dropdown menu]
- Category: (Please Select Category) [dropdown menu]
- Description: [text input field]
- Cause: [text input field]

At the bottom of the form, there is a "Save & Continue" button. Below the form, there is a disclaimer: "By submitting this work order I give permission for the Department of Housing, Residence Life & Conference Services to enter my suite to effect repairs without giving 24 hours notice and with or without me being present."

The date and time is automatically logged when you open up the work order.

Beside the “Item” label is a drop down list. Simply click on the arrow and scroll through the list until you find the appropriate item. Do the same for the “Category” drop down list.

In the “Description” box, provide a brief description of the problem (ex. The toilet continually runs, the tap in the kitchen is dripping, window blinds won’t turn, etc.). If you know what caused the problem go ahead and enter that information, otherwise just leave it blank (ex. I dropped a comb in the toilet and now the toilet keeps plugging up).

Home Web Accounts Profile Applications **Web Maintenance** Web Inventory Welcome, [User Name] | Log Off

**Web Maintenance Menu**  
440  
1. Job List  
2. Shared Job List

**Job List -**

Date Reported: 8/27/2009 10:28:55 AM  
Status:  
Item: Front Door Wont Lock  
Category: Doors  
Description: My front door doesn't latch tight. If you push on it, it will open  
Cause:

By submitting this work order I give permission for the Department of Housing, Residence Life & Conference Services to enter my suite to effect repairs without giving 24 hours notice and with or without me being present.

Save & Continue

When you have finished entering all of the information, click on the “Save & Continue” button. You will then be returned to the opening maintenance work order screen where you should now see the work order you just submitted

Home Web Accounts Profile Applications **Web Maintenance** Web Inventory Welcome, [User Name] | Log Off

**Web Maintenance Menu**  
440  
1. Job List  
2. Shared Job List

**1. Job List**

| Date Reported | Item                 | Description                                       | Status |
|---------------|----------------------|---|--------|
| 8/27/2009     | Front Door Wont Lock | My front door doesn't latch tight. If you push on |        |

New Job View/Modify

By submitting this work order I give permission for the Department of Housing, Residence Life & Conference Services to enter my suite to effect repairs without giving 24 hours notice and with or without me being present.

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PLEASE NOTE: Work orders are attended to on a priority basis, not on the date/time they were submitted. If you need a new light bulb, cable for the tv or internet cable, you are much better off to simply come down to the front desk and pick one up as these issues are a low priority when compared to issues with locks, toilets, etc.

If you have any questions about the process please ask one of our staff in the office or at the Front Desk.