

# RCLS | Residence Community Living Standards



# RESIDENCE COMMUNITY STAFF: HERE TO SUPPORT YOU



Our dedicated Residence Staff work hard to make your time in the community both positive and supportive. Here's a brief overview of the key team members and their roles in creating a safe, engaging, and enjoyable environment.

## **RESIDENT ADVISORS (RA)**

Resident Advisors are student leaders who offer support and guidance to all residents, while also acting as a liaison with the Residence Life Management Team. Each evening, they work to ensure the safety and security of the building by completing regular rounds, and responding to incidents or concerns within the building. If you would like to speak with an RA or have an RA respond to an incident, please call the Front Desk. Resident Advisors participate in comprehensive training to have the tools and knowledge to support you, and provide direction or assistance to you for a variety of issues or concerns. You are always welcome to go to an RA if you need someone to talk to.

## **GENERAL MANAGER (GM)**

The General Manager is responsible for the operations of the Residence and oversees all Residence Staff. The GM is dedicated to ensuring your overall experience in Residence is safe, enjoyable and supports your success in your academic endeavors.

## **RESIDENCE LIFE MANAGER (RLM)**

Many of the day-to-day activities associated with living in the Residence and the student experience are overseen by the RLM, including supporting the Residence Life Coordinators, community engagement, and overseeing the process

associated with the Residence Community Living Standards for addressing harmful and concerning behaviours.

## **RESIDENCE LIFE COORDINATOR (RLC)**

Residence Life Coordinators are members of the community and full-time professionals. Residence Life Coordinators guide the Resident Advisors as they work to build community while also supporting students living in Residence. They develop programs, support students when addressing conflict, and follow up with concerns shared by the Residence community.

## **RESIDENCE SERVICES SUPERVISOR (RSS)**

The Residence Services Supervisor supports the Residence's multi-functional operations by working with both Residence Services and Residence Life Team members to ensure a positive residence experience. The work of the RSS positively contributes to the daily operations and procedures of the Residence.

## **RESIDENCE SERVICE REPRESENTATIVE (RSR)**

The Residence Services Representative is available to assist students in their day-to-day life in Residence. You can go to the RSR for help, to ask a question about residence or the surrounding area, or just to chat. You can find the RSR in the main lobby at the Front Desk.



# INTRODUCTION TO RESIDENCE COMMUNITY LIVING STANDARDS



As a member of the Residence Community, respect and accountability serves as the foundation for a safe and comfortable space. The Residence Community Living Standards encourages you to take responsibility for your actions to ensure everyone in Residence has a safe and enjoyable experience. The Residence Community Living Standards serve as a guide and an expression by the Residence Life Department of our commitment to ensuring everyone has a positive learning experience in the community.

## OUR COMMUNITY VALUES:

### YOU HAVE THE RIGHT TO:

- An environment that supports your wellness and academic journey;
- Have your person, property, and views respected;
- Feel safe and secure in Residence;
- Receive fair treatment and have access to an impartial conduct process.

### YOU ARE RESPONSIBLE FOR:

- Treating all members of the Residence Community with respect;
- Positively contributing to a community that acknowledges the rights of all students;
- Acting in a responsible and safe manner that does not compromise your own or others health and safety;
- Understand that ignorance, anger, alcohol, or

substance abuse are not valid excuses, reasons, or justifications for harmful behaviors;

- Live by the rules set out by the Federal, Provincial and Municipal laws;
- Review the Institution's values, expectations, and contribute positively to the community;
- Read and understand the Student Residence Agreement, the Residence Community Living Standards and any applicable policies your Institution may have;
- Actively checking your mail, voicemail, and email accounts registered with the Residence for messages from Residence Life Staff;
- Following all administrative procedures such as guest sign-ins and move-out.

Behaviour, concerns or risks that do not align with these expectations will be addressed.

## AUTHORITY:

The Residence Community Living Standards are governed by the Residence under the authority of the Institution. Any behaviour that does not comply with a) these Residence Community Living Standards; b) Institutional policies and regulations; and/or c) Federal, Provincial, and Municipal laws may result in a member of staff addressing the behaviour.

## REQUESTING EXEMPTIONS TO THE RULES:

Also known as accommodations, exceptions or considerations to the Residence Community Living Standards can be made to meet a medical, religious or cultural accommodation requests. If you wish to request an accommodation, or have a question about a policy, please connect with the Residence Life Coordinator or General Manager. It is important to note that accommodations are not guaranteed as the Residence Life Department must consider the potential influence on the surrounding community, as well as any legal obligations.

## OUR COMMUNITY LIVING STANDARDS:THE RULES

The Residence Community Living Standards are categorized into seven areas: Alcohol, Cannabis & Drugs, Guests, Respect & Cooperation, Fire Safety, Safety & Security, Dignity & Respect, and Building Care. The behaviours outlined below are examples of what we consider harmful and unacceptable actions within the community. In the event of a discrepancy or gap between definitions in this document and those established by the Institution, the institutional definitions shall take precedence.

### ALCOHOL, CANNABIS, OR DRUGS

Any behaviour related to alcohol, cannabis, or illegal drugs threatening the safety or well-being of oneself or others.

#### **ALCOHOL PARAPHERNALIA**

Drinking accessories such as funnels, brewing equipment and drinking hats are not permitted in the Residence.

#### **OPEN ALCOHOL**

Residents of legal age may consume alcohol in private and designated areas only. Alcohol consumption is prohibited in public outdoor areas, residence desk areas, lobbies, foyers, elevators, stairwells, hallways, washrooms and common rooms/lounges. Alcohol must be transported in a closed container.

#### **ALCOHOL CULTURE**

Drinking games, including waterpong, and other activities resulting in the rapid or high-volume consumption of alcohol are prohibited in the Residence.

Possession or consumption from 'common source' alcohol or large volume alcohol container, such as kegs or Texas mickeys, are not permitted.

#### **UNDERAGE DRINKING**

Residents must abide by all Federal, Provincial legislation, and Institution policies regarding the legal age of consumption.

#### **UNCONCEALED CANNABIS**

The possession of cannabis is restricted to bedrooms and suites. Cannabis is not permitted in front desk areas, lobbies, foyers, elevators, stairwells, hallways, washrooms and common rooms/lounges. Cannabis must be stored in its original packaging or an air-tight container. The scent of cannabis must not be noticeable.

### **UNDERAGE CANNABIS POSSESSION/USE**

Residents must abide by all Federal, Provincial legislation and University policies including the legal age of consumption. The following is not permitted in the Residence: possessing more than 30g of legally acquired dried cannabis, or the equivalent in oils or edibles.

### **ILLEGAL SUBSTANCES**

Residents are prohibited from possessing, using or trafficking drugs in the Residence, as outlined in applicable laws. Possession of drugs in quantities that are deemed to be significant (i.e. not for personal use) or unexplainable by medical documentation are strictly prohibited.

### **SUSPICION OF ILLEGAL SUBSTANCES**

Suspicion of illegal substances is defined as specific and direct observations regarding the physical surroundings or the behaviour, speech, or smell of an illegal drug.



## GUESTS

A guest is defined as any individual who does not reside in the building, they are currently in. As a resident, you must sign-in your guests at the front desk before they enter the Residence and ensure your guest signs-out and remain together for the duration of their stay. You are permitted to have up to a maximum of two (2) consecutive overnight guests and no more than ten (10) overnight guests in any one (1) given month. You are responsible for your guest's behaviour whether they participated in, condoned or were aware of that guest's behaviour or not.



## RESPECT & COOPERATION

Behaviour that interferes with a resident's right to study, sleep, and learn or is a nuisance to the surrounding community.

### NOT COOPERATING WITH STAFF

Failing to follow the directions or instructions of Residence Life Staff or Institutional employees who are acting within the scope of their position (e.g. compliance with verbal/written requests, providing proper ID and providing information to staff).

### NOISE

An individual's right to reasonable quiet supersedes another's desire to make noise. We ask that you be considerate and mindful of noise levels. At certain times, such as exam periods, we will ask that you be extra cautious of noise levels to ensure all community members are comfortable.

### MASS GATHERINGS

A Mass Gathering is defined as any social gathering over and above the maximum capacity of a residence room.

### PHYSICALLY ACTIVE GAMES OR ACTIVITIES IN RESIDENCE

Residents are not permitted to participate in potentially destructive activities that may cause personal injuries and/or property damage (i.e. sports played indoors, using inline skates, bicycles, skateboards, or hoverboards within the Residence or running in the hallways).

### IRRESPONSIBLE BEHAVIOUR

Actions that adversely affect oneself or others, or have the potential to, as a result of not adhering to the RCLS. This includes failing to remove yourself from a situation that in and of itself contravenes the RCLS, or violating a condition from a previous violation (e.g. guest probation).

### PRANKS

Initiating, supporting, or participating in pranks that are inappropriate, disruptive, offensive, and/or damaging to property.

## FIRE SAFETY

Behaviour which endangers the safety of others (i.e. tampering with a smoke detector, not evacuating during a fire alarm).

### FAILURE TO EVACUATE

All residents and guests are required to evacuate the building immediately once a fire alarm sounds.

### FLAMMABLE MATERIALS

Use or possession of explosive or flammable material is not permitted in the Residence (e.g. candles, fireworks and propane/gasoline tanks).

### FIRE SAFETY EQUIPMENT & FIRES

Discharging, tampering with or operating any fire prevention or detection equipment for any purpose other than the control of fire is strictly prohibited. Such equipment includes fire extinguishers, pull stations, alarms and smoke and heat detectors (typically located on the ceilings). Tampering with fire safety equipment or any negligent or intentional fires.

### SMOKING

Our Residence is tobacco and smoke-free. Use of e-cigarettes, vaping, or use of any tobacco products (e.g. chew, dip, shisha, etc.) is not permitted in Residence. We encourage all residents to read the policy surrounding smoking on their campus by visiting their Institution's website.



## SAFETY & SECURITY

Behaviour that jeopardizes or has the potential to jeopardize the safety & security of oneself, others or the community.

### DOOR PROPPING & INAPPROPRIATE USE

Any attempt to prop exterior doors or tamper with perimeter door equipment is not permitted. Residents are expected to abide by the access hours/restricted use signs posted on exterior doors and use main doors for entry and exit.

### RESTRICTED & UNAUTHORIZED AREAS

Residents are not permitted in restricted or unauthorized areas (except in emergencies). For example, students found on a roof, restricted balconies, tunnels, attics, or another resident's room without their permission.

### UNAUTHORIZED KEY POSSESSION/USE

Residents are not permitted to copy, lend or be in the possession of unauthorized keys, fobs, or student IDs.

### THEFT

Possession of another person's or Institutional property without permission.

### WEAPONS

Firearms or any other weapons or items that are created or intended to cause harm, could be seen as intimidating, or mistaken for a weapon. Examples include, but are not limited to, decorative swords, airsoft guns and paintball guns.



# DIGNITY & INTEGRITY

Behaviour that has the potential to or causes bodily harm, interference, fear or intimidation.

## CIVILITY

Residents must not intimidate, interfere with, threaten or otherwise obstruct any person, including Residence Life Staff.

## DISCRIMINATION

Any conduct that results in the adverse treatment of an individual or group based on race, gender, origin, religion, age, sexual orientation, ability or other human right protected grounds.

## HATE ACTIVITY

Any comments or actions against a person or group motivated by bias, prejudice or hate based on any individual right or protection (e.g. race, ancestry, religion, sex, age, marital status etc.). This includes but is not limited to, hate crime, hate propaganda, telephone/electronic communications promoting hate, and the display of hate through any notice, poster, sign, symbol or emblem.

## HARASSMENT

Any attention or conduct (oral, written, virtual, or physical) by an individual/group who knows or ought to reasonably know that such attention or

conduct is unwelcome, unwanted, offensive or intimidating is not permitted. This includes, but is not limited to, bullying, hazing, or racial slurs.

## GRAPHIC MATERIALS

Displaying pornographic or graphic material in public areas, common areas, or where it is visible to the community or public.

## SEXUAL VIOLENCE

Sexual Violence is any sexual act targeting a person's sexuality, gender identity or gender expression, whether the act is physical or psychological in nature, that is committed, threatened or attempted against a person without the person's consent, and includes sexual assault, sexual harassment, stalking, indecent exposure, voyeurism, and sexual exploitation.

## VIOLENCE

Physical aggression will not be tolerated. Residents are strongly encouraged to vacate the premises and call for assistance when encountering violent situations. Physically aggressive behaviour, regardless of the intention, will not be tolerated.





# BUILDING CARE

Actions that have the potential to cause damage to a residence building or compromise services provided by Residence Life Department.

## CLEANLINESS STANDARDS

Residents are expected to keep their rooms/units and shared living areas clean and at a standard acceptable to Residence Life Department to avoid issues such as pests and irritants to others. Removing garbage in a timely fashion in the proper receptacle and cleaning up after oneself is expected.

## EQUIPMENT STORAGE

Residents are not to store any personal belongings or room property in common/shared living areas (e.g. bicycles, hockey equipment, musical instruments or items of furniture).

## PETS

Pets are not permitted in the Residence with the exception of non-dangerous fish in small aquarium (less than 4 litres) and service animals that have been approved by the General Manager or designate.

## POSTERING & DECORATING

Residents are permitted to poster/decorate in designated areas.

## PROPERTY DAMAGE

Acts of vandalism or altering any part of a physical space are prohibited in the Residence. Students are encouraged to report any accidental or intentional damage to property to a Residence Desk.

## PROHIBITED ITEMS & USE

Items that are known to cause damage to facilities

or increase the risk of harm to others are not permitted. Examples include, but are not limited to, candles/incense, air conditioning units, hoverboards, halogen lamps, strip lights directly affixed to walls, inflatable pools, etc. Electrical or other cooking appliances (e.g. hot plates, minifridges, deep fryers, or appliances without an automatic shutoff).

## REMOVAL OF RESIDENCE PROPERTY

Removing, unbolting, and/or relocating furniture or other items from lounges, rooms, dining areas and other common living areas is not permitted.

## SOLICITATION

Residents are not permitted to use any space or service in the Residence for commercial purposes (i.e. profit-driven activities, promoting goods or services and/or hosting events which are intended to promote/sell goods).



# HOW ARE ISSUES TYPICALLY ADDRESSED AND RESOLVED IN RESIDENCE?

As a resident, you are encouraged to consider your own role in navigating conflict and considering paths to resolution. When considering next steps, remember Residence Life Staff can help navigate options and assist with finding solutions. In some instances, due to perceived risk or potential for further harm, Residence Life Management may get involved to lead the resolution process.

Confidentiality will remain a priority however information may be shared with the Residence Life Management Team or the Institution to protect the safety of those involved, the community and the Institution.

Some situations are beyond the Residence Community Living Standards and may be referred to the Institution for further review. In this instance, the Residence may work with the Institution to source an outcome, or the Institution may proceed without the Residence.

Outlined below are three (3) options available to you when navigating concerns or conflict;

**Option 1:** If you have concerns about the behaviour of a fellow Resident, you can address the situation on your own. When addressing it on your own, consider the following:

- a.** Choose a time and place when the conversation can take place calmly, privately, and without too much delay from the precipitating incident,
- b.** Speak about the impact of the behaviour, focusing on the behaviour and not making a judgment about the person,
- c.** Acknowledge the viewpoint of the other person,

**d.** Work together to find agreement on how to resolve the issue through better mutual understanding, and possibly a different pattern of behaviour in the future.

**Option 2:** If you have determined you cannot address the situation on your own, you can request the support of a Resident Advisor (RA). When seeking the support of your RA, consider the following:

- a.** RAs can help guide you in finding solutions to your concern(s) but are not decision-makers for you,
- b.** Connecting with a RA will allow them to evaluate the concerns or incident in question and the current needs of everyone involved. During the conversation, the following should be discussed:
  - i.** Any current safety concerns,
  - ii.** The impact of the situation on your ability to engage in things like academic studies and residence community events,
  - iii.** How you have responded to the situation so far,
  - iv.** Stresses that may be adding to the situation,
  - v.** Other relevant information and the importance of privacy,
  - vi.** Any thoughts about what you need to resolve the situation.
- c.** Following the conversation with the RA, they will review your options with you. You may choose to resolve the matter on your own or agree on another way to resolve your concerns.

**Option 3:** If after attempting to resolve the concerns or incident on your own, and/or after working with a RA, Residence Life Management may get involved and work with everyone involved to lead a resolution process. It is important to note

any situation that involves safety and risk concerns and/or complex behaviours may bypass option 1 and 2 as they would not be appropriate, timely, or reasonable to take.

## COMPLEX BEHAVIOUR & LIMITS OF SUPPORT

The safety, health, and well-being of our Residence Community is our priority. However, Residence is not intended to serve as a medical or therapeutic environment. In cases where additional resources beyond the Residence support are needed, we will assess if continuing to live in Residence is possible, while continuing to offer referrals to campus and/or community support services as needed.

Complex behavior refers to actions that, while not violating Residence Community Living Standards, are complicated by significant factors that may negatively impact or threaten the well-being of a resident or the community.

## WHAT IF I RECEIVE A REQUEST FOR A MEETING?

If you receive a request to meet with a staff member it is because we want to better understand what happened during a recent conflict in Residence. We encourage you to attend, or to reschedule it so we can better understand what's happening and the impact it has had on you. Depending upon the incident, Residence Life Staff may meet with other people involved to understand the totality of the incident. As a result, some incidents will require more time than others to review and reach a resolution.

## WHAT HAPPENS WHEN WE MEET?

A meeting with Residence Life Staff is typically used to discuss what happened, to find the facts, to review information, and talk about how to move forward and restore the community setting. We meet with all participants involved, including witnesses if relevant and appropriate, to help us decide if anyone was harmed or a policy was breached. During the meeting we will also explain how confidentiality applies to those involved.

## WHO WILL I MEET WITH?

In most instances, you will meet with a Residence Life Coordinator to discuss the impact of the situation, and if you feel you have any role or responsibility in what happened. Depending on the significance of the situation, others may be present including a manager or representative from the Institution. In either case, you will be notified of whom will be attending your meeting and be offered the option to bring a support person with you to attend as an observer.



## WHAT HAPPENS IF I PLAYED A ROLE IN AN INCIDENT AND AM RESPONSIBLE?

We encourage you to approach these situations with honesty and integrity. We will support you in taking responsibility, learning from the incident, and repairing any harm caused. Our staff will collaborate with you to create a plan that addresses the harm and helps rebuild relationships with those affected, whether individuals or the community.

## WHAT IF I DON'T THINK I AM RESPONSIBLE FOR ANYTHING?

After reviewing the information available, the Residence Life Staff will make a decision based on the balance of probabilities. This means the staff responsible for making a decision on whether a policy was breached or not, will evaluate if the incident is more likely than not to have occurred. If the staff decide that a policy breach has taken place, they will determine what outcomes (consequences) are appropriate to repair the harms or situation and restore the community. Our hope is you will learn from your choices, work to repair any negative impact, and rebuild trust in the community. In order to accomplish these goals, one or more of the outcomes listed in "Potential Outcomes" may be used. The types of outcomes discussed with you will shift if you continue to be involved in multiple incidents throughout the year.

## POTENTIAL OUTCOMES

### APOLOGY

An expression of remorse for an action or behaviour that includes a commitment to make amends.

### COMMUNICATION RESTRICTION

A status between 2 or more residents during which all forms of communication are restricted.

### CONFISCATION OF PROPERTY

Items which do not comply with the Residence Community Living Standards may be confiscated and returned when arrangements have been made to permanently remove from Residence or the owner moves out.

### EDUCATIONAL OPPORTUNITY

An opportunity to learn, develop, reflect or make amends (e.g. projects, interactive seminar, online workshop or reflective assignment).

### FORMAL WARNING

A status to inform students their behaviour or conduct history is unacceptable. If a resident has received a formal warning and there is subsequent behaviour contrary to the Residence Community Living Standards, the resident may be placed on residence probation.

### LOSS OF PRIVILEGES

Specific privileges may be suspended or revoked for a given time period (i.e. access to lounges, hosting a guest). A loss of privilege may also be associated

with a probation period in which any subsequent incidents or breach of restricted privileges may result in further action.

### **REFERRAL**

A recommendation to attend, participate, or complete a service or training.

### **REMOVAL FROM RESIDENCE**

The termination of a Resident's Student Residence Agreement (contract) requiring them to vacate the Residence by a specific date or immediately, if deemed necessary by Residence Life Management.

### **RESIDENCE INELIGIBILITY**

When a student is no longer permitted to reside in Residence at a future point in time.

### **RESIDENCE PROBATION**

A more serious status typically imposed for one or more semesters. During the probation period, privileges (e.g. common space use, guests, etc.) may be lost and any subsequent violations may result in further action, including Eviction or additional sanctions.

### **RESTITUTION & COMMUNITY BILLING**

A monetary reimbursement for actual damages or loss to the Residence.

### **RESTORATIVE AGREEMENT**

An agreement made with a resident to outline specific goals or expectations as a means to repair harm and rebuild trust.

### **TEMPORARY REMOVAL**

A period of time where a resident is temporarily prohibited from residing in Residence. During this time a resident is responsible for the full cost of their residence space and is restricted from entering the Residence.

### **TRANSFER**

When a resident is required to relocate to an alternative Residence or room (any additional room costs will be applied).

### **TRESPASS NOTICE**

A resident is banned from Residence and spaces directly affiliated, including adjacent outdoor spaces.



## DOCUMENTATION

Whenever a member of the Residence Life Staff is approached to support a conflict or has identified a concerning behaviour, a written report is submitted to Residence Life Management. Reports are most often a brief written record called an Incident Report (IR).

## INCIDENT REPORT

An Incident Report (IR) is a type of documentation used by Residence Life Staff when an alleged violation of the RCLS occurs. When the RCLS is suspected to be violated, Residence Life Staff will document the facts in an IR and connect with you to schedule a meeting to discuss. An IR typically will include:

- a.** A description of the incident(s),
- b.** An overview of the timeline from the precipitating incident to the conclusion of the process,
- c.** A description of any outcomes,

While confidentiality and your privacy are of top concern, other documents such as video surveillance, door access logs, and public social media posts may be included as part of the information gathering process.

## WHY YOUR OPINION MATTERS

It is important you have the opportunity to have a voice in the conduct process and feel heard. We encourage all students to attend meetings about their behaviour. However, if you choose not to share your perspective then a decision will be made about your involvement and potential outcomes without your input.

## INTERIM MEASURES

When a situation raises concerns about the health and safety of an individual or the community, temporary actions may be taken as an interim solution. These measures can be implemented at any stage of the fact-finding and adjudication process but do not imply a determination of any policy violation. Residence staff may periodically review these measures to ensure they remain necessary and fit the specific circumstances.

## APPEALS

If you have been found in violation of the Residence Community Living Standards, and you disagree with the finding, you have the right to appeal. Your appeal must be submitted within five (5) business days of receiving the decision letter. Appeals must be based on the appeal grounds noted below and include an appeal statement and original outcome letter/agreement when submitted.



**Bias:** You think the outcome is unreasonable given the behaviour involved;

**Procedural Fairness:** You think the Decision-maker did not comply with the Principles of Natural Justice and Procedural Fairness, which may have affected the decision;

**New information:** You have new information that was unavailable at the time of the original decision.

Once submitted, the appeal will go to the Residence Life Manager, Coordinator or Designate for review who will determine whether you have provided sufficient information based on the grounds above. The Manager/ Coordinator or Designate may request to meet with you so they can gather more information. If your appeal moves forward, it will then be heard by member(s) of the Residence Life Management Team who will decide the outcome of the appeal. Further information about the appeal process is available on the Residence website.

